

Associate Handbook



The Arnold Group[®]
A HUMAN RESOURCE COMPANY

ASSOCIATE HANDBOOK

My TAG Supervisor:

Telephone #:



www.the-arnold-group.com



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Welcome to The Arnold Group

We are excited to have you on our team! An exciting and challenging experience awaits you as an associate of The Arnold Group (TAG). This handbook has been written to provide you with information about The Arnold Group.

At The Arnold Group, our associates are just as important as our business clients. We'll take the time to get to know you on an individual basis so we can custom match your work skills and job preferences to our clients' specific requirements. Our commitment to finding the best people for the best positions is what sets us apart from our competition.

As a TAG associate, you'll be able to work when, where, and how long you want. You'll be able to choose from among the most prestigious companies in the most exciting industries!

We offer both **short- and long-term assignments** as well as **regular, full-time** (professional placement) opportunities, so TAG can assist you at every stage of your professional career – whether it be now or a year from now.

You were interviewed by a staffing specialist when you signed up to become a TAG associate. This person is considered your TAG supervisor and is here to help you. The policies, practices and benefits described herein are summarized. If you need additional information about any items covered in this handbook or about your job, you are encouraged to contact your TAG supervisor or any other TAG staff member.

We wish you success and hope that your employment relationship with The Arnold Group will be a rewarding experience.

Your Assignments

A TAG representative will contact you when we have an assignment that matches your skills and job preferences.

In preparing for your new assignment, make sure you receive the following information from us:

- The name of the company
- The name of the person you will be reporting to
- The location, hours and length of assignment
- A good understanding of your responsibilities
- The hourly pay rate
- Proper dress
- Safety instructions

Although you will likely be working for a variety of TAG clients, **we are your employer**. Your time sheets and paychecks are processed by TAG and your TAG supervisor is your contact for all work assignments. We are here to help solve any problems that might arise and answer any questions you may have.

If you are going to be late to an assignment or have an emergency or illness that prevents you from going to work, please call us as soon as possible. We will contact our business client and explain the situation. All TAG offices offer **24-hour messaging** so you can leave a message at any time – day or night.

Failure to go to work without notifying The Arnold Group in advance may result in disciplinary action up to and including termination.



Tips for Success

Tips for success while on assignment:

- **Remember your time sheet.** Let us know if you don't have one and we will provide one for you.
- **Be on time.** In fact, being early on your first day is a good idea.
- **Be friendly.** Introduce yourself to your co-workers. Having a warm, professional attitude is the best way to fit in.
- **Be flexible.** Do your best to adapt to the environment and procedures of the assignment.
- **Dress appropriately** for each assignment. Your TAG supervisor will tell you what to expect.
- **Be considerate** of co-workers, customers, and associates. Good personal hygiene is a must.
- **Ask questions!** If you're unsure of something, check with the client supervisor.
- Always **maintain** a high level of **confidentiality**. Don't discuss the specific details of your work with anyone but the client supervisor.
- **Do not make personal calls** unless it is an emergency. If you need to make a personal call, do so during a break or during your lunch period. Making long distance calls while on an assignment is never allowed.
- Please **do not approach the client about full-time employment**. If you have an interest in a position, let your TAG supervisor know.

We want you to be successful – feel free to call your TAG office anytime – we're here to help!

Technology Usage

Technology may be provided to you while on assignment to assist you in carrying out the assigned company's business, therefore the following technology usage policies have been adopted:

Company Equipment

- Equipment, supplies, pagers, telephones, computers, and all materials purchased by TAG and/or TAG's business client are **to be used for business purposes only**.

Internet, E-mail, Instant Messaging & Blogging

- TAG associates accessing the Internet and using e-mail while on an assignment are **representing TAG and our business client**.
- All Internet and e-mail usage should be for **professional reasons**.
- TAG associates are responsible for seeing that the Internet and e-mail is used in an **effective, ethical and lawful manner**.
- TAG associates are **prohibited** from accessing the Internet **for any unethical purposes**, including pornography, violence, gambling, racism, harassment or any illegal activity.
- The e-mail system is **not to be used to send jokes, "chain mail," or other mass e-mails** that are not work-related.
- TAG associates have **no right of personal privacy** in any matter stored in, created, received, or sent over the TAG or TAG client e-mail system.
- **Instant messaging and text messaging is not to be used** while on assignment unless prior approval is granted for business purposes.
- All **blogging activity is prohibited** relating to any TAG work assignments and/or TAG.

Failure to abide by these policies will result in disciplinary action up to and including termination.



When to Contact TAG

The following are examples of when to contact us:

- If you **cannot make an assignment** for any reason, call TAG prior to your assignment start time.
- If you are **requested to perform any duties other than the ones described** to you by your TAG supervisor.
- If you have any **safety concerns or suggestions**.
- If you are **injured** while on assignment.
- If you have **completed or are nearing completion** of an assignment.
- If you are **available** for work.
- If a **client offers you a regular, full-time position**, remind them that you are employed by TAG. You may accept the offer, but you must discuss it first with your TAG supervisor.
- If you **change your contact information** (name, telephone number or address).

Attendance Standard

Regular attendance and punctuality are part of your job responsibility when employed by TAG. You are **expected to be present and on time** for every scheduled workday.

When unexpected situations prevent you from doing this, notify your TAG supervisor at least one (1) hour before the start of your shift.

- **Failure to provide advance notice** or **show** for work without advance notice may **result in disciplinary action** up to and including termination.
- Approved absences will not be used for disciplinary purposes.

Additionally, contact us immediately if you believe you are experiencing any type of harassment while on an assignment.

Your Salary

At TAG, the key to our success is the quality of our people. You are our No. 1 asset. In order to attract and retain top quality people, we offer our associates competitive pay rates for every assignment.

You'll be paid an hourly wage for each assignment, determined by our clients' work requirements, your skills and the prevailing rates in your local area.

Your **hourly wage may vary from job to job**. Your TAG supervisor will inform you of how much each job will pay before you accept an assignment.

Be willing to adjust your hourly pay requirements, as this demonstrates your willingness to make the process work for everyone and may lead to **additional opportunities**.

Your **pay information**, including your hourly wage, is **confidential** and **should not be discussed with your co-workers**.



Procedures for Payment

Pay Periods

All TAG associates are **paid weekly**. Pay periods run from Monday through Sunday and paydays are the following Friday.

Time Sheet Deadline

Time sheets for hours worked Monday through Sunday should be submitted to our office **by 10:00 a.m. every Monday**. If you work more than one assignment during the week, please complete one time sheet for each job assignment.

After Hours Drop Box

TAG offers an after hours drop box for your convenience if you are unable to stop by during normal business hours. Your TAG supervisor can provide you with the **drop box location**.

Payment by Mail

Paychecks will be mailed to the address on record if you **annotate “Mail”** on the top of your time sheet. Paychecks are scheduled to be delivered on the scheduled payday.

- Ensure your address is correct in our records.
- Verify your time sheet was received. Checks will be mailed following receipt of time sheet(s).
- TAG is not responsible for delays caused by the U.S. Postal Service.

Overtime

All overtime hours (any hours worked in excess of 40 hours in a work week) **will be verified** with our business client **prior to payment**.

Group Time Sheets

Some job assignments require the use of a TAG group time sheet. On other assignments, a business client may submit your time for you. Your TAG supervisor will explain these details to you when and if necessary.

Please see the following pages for step-by-step instructions on correctly completing your time sheet.

Your Paycheck

Pay Information

Your paycheck stub is a personal statement of your earnings and as such it should be **maintained off of work premises**. Please retain your check stubs for any verification that might be needed in the future.

Your **pay information**, including your paycheck stub, is **confidential** and **should not be discussed with your co-workers**.

Violation of this policy will result in disciplinary action up to and including termination.

Payroll Deductions

All deductions from an employee's wages shall be in accordance with applicable law and, when required, with the employee's consent.

Deductions will be made from employees' wages in the following sequence:

- Social Security and Medicare taxes
- Federal and state income taxes
- Child support
- Garnishment
- Amounts owed to the company

Form W-2 Wage and Tax Statement

Your annual W-2 Wage and Tax Statement **will be postmarked by January 31st** of the following year. If you do not receive your W-2 by February 7th, please contact your TAG supervisor.



Your Time Sheet



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530 SOUTH TOPEKA, WICHITA, KS 67202
316.263.9283 • fax: 316.262.8790



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1

WEEK ENDING DATE (SUN) SOCIAL SECURITY NO.

MONTH DAY YEAR

EMPLOYEE NAME (PRINT)

COMPANY NAME (PRINT) DEPARTMENT

2

ASSIGNMENT STATUS: CONTINUING COMPLETED AVAILABLE

I certify that I have worked the hours shown on this time sheet and no accident or injury was sustained while working on the assignment unless noted in the comment section. I have read, understand and agree to follow the instructions printed on the reverse side.

COMMENTS: _____

3

X

EMPLOYEE SIGNATURE

CROSS-OUT DAYS NOT WORKED – ROUND TO NEAREST 1/4 HOUR (.25, .50, .75)

DAY	DATE	TIME IN	TIME OUT	LESS LUNCH	DAILY TOTAL
MON					■
TUES					■
WED					■
THU					■
FRI					■
SAT					■
SUN					■

4

TOTAL HOURS
DO NOT INCLUDE LUNCH TIME



5

CLIENT AUTHORIZATION

NAME (PRINT) PHONE EXT.

WRITE IN TOTAL HOURS AND FRACTIONAL HOURS (.25, .50, .75)

I certify that the above TAG employee worked the hours shown on this time sheet and agree to the terms and conditions set forth on the reverse side.

X

AUTHORIZED SIGNATURE

Visit us at www.the-arnold-group.com

The Arnold Group. Printed in USA.

TAG001*7/00

Your Time Sheet

A properly completed time sheet ensures that you will be paid weekly without delay!

1. Fill in the following:

- The **week-ending date** (Sunday) for the hours being reported
- Your **Social Security number**
- Your **name** (print)
- The client **company name** and **department**.

2. Check the appropriate **assignment status** box.

3. Remember to **sign your time sheet**.

4. **Total all hours** for the week. Round to the **nearest 1/4 hour** (1/4, 1/2 or 3/4).

5. Obtain the **client supervisor's** printed **name, phone number**, extension, verified total hours **and** their **signature** in the space provided.

At the end of your work week, you must complete a TAG time sheet for all hours worked. It is **your responsibility to complete** the time sheet **fully and accurately** before providing it to the client for approval and signature.

If the time sheet is **incomplete or has an error, your paycheck may be delayed**.

A signed time sheet must be presented in order for you to receive your paycheck unless prior arrangements are made with our business client(s).

All suspected fraudulent activity will be investigated and prosecuted to the fullest extent of the law.



Paid Holidays

TAG's holiday benefits are designed to reward our associates who make an extended work commitment to our company as well as our clients.

TAG offers six (6) paid holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

To **qualify for holiday pay benefits**, you must meet the following requirements:

- **Work 1,600 hours**, including straight and overtime hours, **within the twelve (12) months** preceding the holiday.
- Work the **scheduled day before** and the scheduled day **after** the holiday, no exceptions.

Holiday pay will be capped at eight hours maximum of your regular and current hourly rate. Holiday pay will be pro-rated for part-time assignments. If qualified, you will **receive your holiday pay within three weeks** following the holiday.

Client referred associates are not eligible for paid holiday benefits.

Vacation Pay

TAG's vacation benefits are designed to reward our associates who make an extended work commitment to our company as well as our clients.

To **qualify for vacation pay benefits**, you must meet the following requirements:

- Work **1,600 hours**, including straight and overtime hours, **within a twelve (12) month period**.
- Must be on an active assignment at the time of the payout.

Vacation pay will be awarded in a check for twenty-four (24) hours of pay, at your regular and current hourly rate.

Vacation awards may not be taken as single days. It is your responsibility to keep track of your hours and advise TAG when you qualify. Hours earned do not carry over ... once you have been awarded vacation pay, your hours revert back to zero and a new twelve (12) month period begins.

Client referred associates are not eligible for vacation pay benefits.



Additional Benefits

TAG offers additional benefits and incentive programs for our associates. Please contact your TAG supervisor for more information regarding these benefits.

Associate Referral Bonus

TAG will provide a gift certificate to you for each individual you recommend who completes a 40-hour assignment.

- \$10 for each successful associate referral
- \$25 for every fifth (5th) successful associate referral

To qualify, you must currently be on an assignment with TAG.

Client Referral Bonus

TAG would like to reward you for referring new clients to us. We will provide you with a gift certificate for each business client you recommend once their initial order is completed.

- \$25 for each successful business client referral
- \$50 for every fifth (5th) successful business client referral

Medical Insurance

TAG provides information regarding short- and long-term medical insurance. If you would like information regarding health insurance coverage, please contact your TAG supervisor.

Safety is Our Priority

You, as our employee, are TAG's most important asset. We choose our clients carefully to ensure you have a safe workplace. If you are asked to perform work which was not part of your initial job description or you are injured while on assignment, call your TAG supervisor immediately.

Make safety a priority in your work environment.

Always exercise due care while working for TAG. Because **most accidents can be prevented with proper caution**, TAG has implemented the following general safety rules to be followed on any assignment you accept – whether it's an office or industrial environment.

General Safety Rules

- You are not expected to take risks. **Report any unsafe acts or conditions** to your supervisor.
- **When you don't know, ask** your supervisor.
- Each workplace is different and conditions can change. Know your area. **Become familiar with** each client's safety **procedures and equipment**.
- Keep storage and work areas orderly.
- Do not stand on desks, chairs or tables. Open one file drawer at a time. Close it immediately after use.
- Do not attempt to move office equipment.
- **Wear required personal protective equipment** (hats, gloves, goggles and shoes) at all times.
- **Obey all signs and labels.** They alert you to hazards on the job.

For additional safety tips, please refer to TAG's "Safety Guidelines."



Workers' Compensation

Workers' compensation is defined by a set of rules determined by each state which outlines benefits to employees who have sustained **work-related injuries/ illnesses**. The laws provide for payment of medical bills for treatment due to such injuries and reasonable income benefits for employees who may lose time from work. Employees who are seriously injured on the job may be entitled to additional benefits.

Funds for these benefits are provided by TAG through its workers' compensation claims administrator, as required by law. If you should be injured on the job, or suffer a work-related disability, certain procedures must be followed to ensure that you receive your benefits quickly. Contact TAG immediately and follow the procedures outlined under the *Injuries on the Job* section within this handbook.

TAG provides workers' compensation benefits required by law to every injured employee. However, if we determine that any employee has provided **falsified information** to TAG, to the physician, or to the claims administrator for the purpose of fraudulently obtaining workers' compensation benefits, we will take the strongest possible action to **prosecute that employee to the fullest extent of the law**.

Injuries on the Job

Should you be injured on the job, follow TAG's procedures for workplace injuries:

- **Notify** your **client** supervisor **and** your **TAG supervisor immediately**.
- Obtain the name of the designated medical facility from your TAG supervisor. Providers have been chosen because of the quality of care they provide as well as their familiarity with workers' compensation requirements. You may jeopardize your benefits if initially treated by any other provider.
- TAG's loss control specialist will contact you to monitor your progress and ensure you are receiving proper treatment and benefits.
- Contact TAG's loss control specialist **after each medical appointment to provide status reports on your progress**.
- Participate in TAG's Transitional Duty Program to facilitate your early return to work. We make it a policy to return injured employees back to work, within their current physical capabilities, as soon as the doctor permits. This allows our injured employees to earn more money than they would receive from workers' compensation insurance.
- Please keep in mind, your claim may be denied if you fail to inform your TAG supervisor within **10 days** of the injury.

All suspected fraudulent activity will be investigated and prosecuted to the fullest extent of the law.



Unemployment Insurance

Unemployment insurance is a temporary financial benefit to employees who have lost their jobs due to no fault of their own. The amount of the benefit is based on past work and earnings. Each state has its own set of rules which outline eligibility criteria and benefit amounts. Funds to cover the costs of unemployment insurance benefits are paid by TAG.

Your Responsibilities

Should your assignment end:

- You must notify your TAG supervisor within **24 hours**.

TAG's Responsibilities

Upon separation, TAG will:

- Notify your claims administrator of the reason for leaving.
- Provide documentation as needed.
- Respond to claim forms and requests for information from each state through our claims administrator.

If you decide to resign prior to your assignment ending, you may become ineligible for unemployment insurance benefits.

Prohibition of Harassment

It is TAG's policy that all employment relationships shall be conducted in an environment that is not hostile or offensive. **Harassment** based on an individual's age, race, creed, color, religion, national origin, sex, disability, marital status, veteran status, or any other basis prohibited by applicable local, state or federal law **will not be tolerated at TAG**. Harassment of any sort, including sexual harassment, is strictly prohibited.

Sexual harassment is defined as "unwelcome sexual advances, requests for sexual favors and other verbal or physical contact of a sexual nature where such conduct is made explicitly or implicitly a term or condition of employment, is used as a basis for employment decisions, or has the purpose or effect of interfering with work performance or creating an otherwise hostile or offensive environment."

Offensive conduct (in general or directed at one person) may include such things as making jokes of a sexual nature, suggestive comments, unsolicited gifts of a sexual nature and physical contact.

Complaint Procedure

If you believe you have been subjected to harassment by a supervisor, fellow employee, client or any other person in connection with your employment at TAG, you should immediately bring the matter to the attention of your TAG supervisor.



Prohibition of Harassment

(continued)

If the complaint involves your TAG supervisor or you feel uncomfortable discussing the matter with him or her, please call (800) 794-6098 and report the matter to The Arnold Group's corporate office.

All complaints of harassment will be investigated promptly. Investigation of complaints will be treated confidentially within the bounds of the law and the investigation. No employee will suffer adverse employment action by TAG as a result of bringing any good faith harassment complaint to the company's attention.

If TAG determines that harassment has occurred, effective remedial action will be taken. **TAG will not retaliate** against any employee who complains of sexual harassment or who participates in an investigation process. Any employee who is found to have engaged in harassment or retaliation against an employee for exercising rights protected by this policy will be subject to appropriate discipline, up to and including termination.

If investigation results in a finding that a person who has accused another of harassment has maliciously or recklessly made false accusations, the accuser will be subject to appropriate sanctions up to and including termination.

Acknowledgement Form

The policies and guidelines in this handbook have been adopted voluntarily by The Arnold Group and are not intended to give rise to contractual rights or obligations, nor to be construed as a guarantee of employment for any specific period of time or any specific type of work.

I understand this handbook is not intended to cover every situation that may arise during my employment, but is simply a general guide to TAG's goals, policies, practices, benefits and expectations. I understand I am an "at will" employee, meaning that my employment is for no definite period of time and may be terminated with or without cause by myself or by TAG at any time.

I also understand that, except for the at-will status, TAG reserves the right to interpret, amend, modify or cancel and withdraw any or all sections or provisions of this handbook at any time with or without notice. The most current *TAG Associate Handbook* can be viewed and downloaded at: www.the-arnold-group.com.

By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the *TAG Associate Handbook*.

Employee Name (Print) / Date

Social Security Number

Employee Signature

Witness Signature / Date

This acknowledgement is to be included in the employee's personnel file.



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