

# Guidebook



**TEMPFORCE**

**AccuStaff**

**e-staff.**



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**Welcome**

Your decision to join our team of talent just might be the smartest of your career. Why? Because we do work to do more than any other staffing company to get to know — really know — our talent and customers. We ask questions, we listen and we do everything we can to understand your skills and your work needs. It's who we are. And we'll work hard to put you to work and keep you working in jobs that meet your career goals and increase your value in the market.

You've joined a team that is much larger than just this office. Our company is a locally-owned franchise but affiliated with Randstad USA, one of the worlds leading workforce solutions companies. Employing over 6,500 recruiting experts through approximately 1,100 offices and client-dedicated locations, Randstad North America provides outsourcing, staffing, consulting and workforce solutions within the areas of engineering, finance and accounting, healthcare, human resources, IT, legal, life sciences, manufacturing and logistics, office and administration and sales and marketing. Learn more at [www.randstadusa.com](http://www.randstadusa.com).

During your employment with us; you'll come across documents, forms, websites and tools that bear the Randstad logo. Please be confident when you use those tools and sites that your data and information is protected by state of the art security tools and that it will only be used for the purposes of employment purposes only. Randstad restricts access to the personal information it collects to those who have a valid business need to know that information. Access to personal information is granted based on the minimum access required to fulfill the business need and purpose for which it is collected, used and shared. We endeavor to use commercially reasonable security safeguards, practices and procedures, and we commit to the highest level of care to protect the privacy and integrity of personal information, throughout its useful life-cycle, from collection until destruction.

Your success is our success, so we strive to find you the rewarding career opportunities you deserve, with the best possible salary and exceptional benefits. We know that in return, you'll deliver the quality performance, enthusiasm and integrity our clients expect. Please read this guidebook thoroughly and keep it as a handy reference. The guidebook is also accessible from our websites at [Accustaff.com](http://Accustaff.com), [Estaff.com](http://Estaff.com) and [Tempforce.net](http://Tempforce.net).

## **About US**

AccuStaff, Tempforce & E-staff are franchise affiliate brands of Randstad USA. As a franchise office, we have a local owner who manages the functions of the office and leads this staff. We receive goods, services and support from Randstad and Randstad employees. As mentioned above, don't be surprised by the Randstad brand on websites, forms, tools, etc. And Randstad North America is a wholly owned subsidiary of Randstad Holding nv, a €20.7 billion global provider of HR services.



# We work for you

We strive to find work for you—the right job, and in the right career. After all, achieving perfect matches between candidates and positions is what attracts top-notch talent and keeps the world's top companies coming to us for work solutions.

## Your Staffing Representative

When you work with us, you work with a specialized staffing representative who is experienced in career management and skill development. By providing in-depth skills assessments, performance evaluations and training recommendations, your staffing representative will help you make the most of your strengths so you can reach your ultimate career goals.

We consider every job important, and we'll find work for you using the most effective job-matching approach in the industry. Whether you want a short- or long-term assignment, a temporary-to-hire position or a direct-hire placement, we're here to find what works for you.

Best of all, when you work with us, you work with someone who is interested in more than just your skills and your resume. We'll get to know you personally so we understand what makes you tick and what kinds of jobs will fit you best. We'll represent you, making sure your talent is utilized to its fullest potential.

## Nationwide Network

Because our offices across the country are part of a sophisticated computer network, your one-time registration makes you visible to our representatives everywhere. Not only will you have more staffing representatives working for you, you will also be able to easily transfer from one office or client to another if you move or need a different location.

## Career Development

We are dedicated to putting you to work, helping you grow even further and moving you toward your long-term career goals. Your staffing representative will work with you to map out the skills assessments, evaluations and training you need to make sure you reach your career destination.

Be sure to visit [www.randstadusa.com](http://www.randstadusa.com) to search for available positions across the country. Search for jobs that interest you, create an online profile with your preferences and apply to job postings—all in one place!

### **Leadership you Can Count On**

Our simple philosophy is to know, serve and trust our talent and our clients. That philosophy has withstood the test of time and we've been in business for over 55 years. As one of the world's leading providers of work solutions, we offer you a wealth of jobs, skill development opportunities and benefits in an environment of honesty and integrity.



## **Guidelines for success**

Along with the benefits of being part of our family, comes the responsibility of providing quality service to all our clients. With every job offer you accept, you agree to uphold our commitment to know and understand our clients' goals, serve their needs and earn and maintain their trust. Following these guidelines for success will ensure you represent yourself and us as professionally as possible.

### **Select Assignments that Work for You**

One advantage we offer is your ability to choose positions that match your lifestyle and help you reach your career goals. You are never under any obligation to accept a position, but keep in mind that if you turn down two or more positions that are comparable to jobs you've already worked, you may be removed from our roster of active talent. Please also note that if you refuse any job that is comparable to jobs you've already worked, the refusal may jeopardize any unemployment benefits.

### **Be on Time**

The first rule of any job is to arrive on time and ready to work. Your staffing representative will tell you what time to report, but you may want to show up a little early so you can prepare yourself at your new workspace. Always have directions and phone numbers with you, and consider taking the route to work before your first day to avoid being late. Dependability and punctuality are important factors in

determining your performance. These factors also impact the rest of the team—your new co-workers and colleagues..

### **Follow the Rules**

Once you're placed in a position, always respect and follow the client's rules and guidelines. Be careful not to take advantage of break time or Internet privileges. Keep all company information confidential. If you're ever unsure about how to handle something, ask your staffing representative.

### **Show Initiative**

Every company has its own way of doing things, so be prepared to adapt and accept additional responsibilities and challenges. Adopt a "do what it takes" attitude.

### **Be Flexible**

Flexibility is a key to success in today's workplace. Going above and beyond to meet deadlines or finish projects displays a team-player attitude—an attitude that will help you secure other assignments.

### **Dress Appropriately**

Your staffing representative will tell you what the dress requirements are for your position. It is important to follow the client's dress code policy, but no matter how casual it may be, always make sure your appearance is neat and professional. If you come to work inappropriately dressed, you may be asked to leave and return in proper attire. You will not be paid for time away from work. Any accommodations with respect to our dress requirements should be requested in advance.

### **End the Assignment on a Positive Note**

If your assignment comes to an end, be sure to thank the client for the opportunity and your co-workers for any assistance they provided. Also, please understand that it is your responsibility to return all equipment, materials, security badges, parking permits and other company property you were provided.



# We're here for you

Remember, we are your employer. You should always discuss challenges or concerns with your staffing representative.

**Get in touch any time, day or night, in the case of any of the following:**

- You have questions about your role as a our talent.
- Your skills don't match the assignment, or the assignment doesn't match your expectations.
- You are unable to report to your assignment as scheduled. Failure to notify us may be cause for dismissal, so call us as soon as you know you'll be late or absent. If you miss three or more days of an assignment due to illness or injury, you may be asked to provide documentation from your doctor. You must call us every day that you are absent. Failure to do so may result in the termination of your employment with us and may jeopardize your unemployment benefits.
- Your current assignment may be ending within the next week.
- You are available for work. When an assignment ends, you must call us immediately and then on a weekly basis to notify us that you are available for other assignments. You can also update your availability for work online through Workplace at <http://www.workplacerandstad.com>. Your failure to do so may result in the termination of your employment with us and may jeopardize any unemployment benefits.
- Your assigned client asks you to stay longer than you were originally scheduled.
- You are offered a full-time position with your assigned company.
- You are asked to work overtime. You should not work more than 40 hours in a week without authorization from both us and the client. All overtime worked will be paid in accordance with applicable state or federal law.
- You are injured on the job, or the working conditions are unsafe. If you are injured on the job outside of regular business hours or on weekends or holidays, please contact our Risk Management hotline, 1 800 821 6909. You will be able to speak to a nurse who can answer any questions. You must still contact your staffing representative as soon as possible.

- You experience or witness discrimination, harassment or retaliation.
- You require an accommodation with respect to any aspect of your employment and/or our hiring process.
- You acquire new skills or complete training classes that enable us to find more opportunities to put you to work.
- You want to refer someone to us for employment.

We have an open door policy. Should your staffing representative not be available or you feel you need another resource, you are encouraged to contact your representative's manager directly.

Concerns about employment practices that cannot be resolved at the local branch can be escalated to our HR Support Center. Chat with us via the link in Workplace, email [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com) or call 1 877 601 7453. Your concerns will be investigated and resolved accordingly. We prohibit retaliation for reporting work-related injuries, unsafe working conditions, concerns related to unlawful discrimination, harassment or any other illegal conduct.

General feedback or concerns related to your employment experience should be directed to the Randstad Call Center. Chat with us via the link in Workplace, email [callcenter@randstadusa.com](mailto:callcenter@randstadusa.com) or call 1 877 601 7453.

If you have a concern about misconduct such as fraud, theft, corruption, bribery or antitrust issues, you may use the Global Integrity Line at 1 866 250 6706, access code 42115, to submit the concern.

## What's in it for you?

Putting people to work is not the only reason we enjoy a stellar reputation among top talent. We also offer a selection of benefits designed to enhance your life and make working for us as rewarding as possible.

### Benefits

We offer a full menu of benefit options for eligible employees and their families. Below is a general list of the benefits we offer and for which you may qualify. This document is not intended to provide you with all of the details of these benefits, nor does it. Certain exclusions and limitations may apply according to state requirements.



This guidebook does not change or otherwise reinterpret the terms of any official plan documents or applicable Summary Plan Descriptions. Refer to the actual plan documents and Summary Plan Descriptions if you have specific questions regarding the benefit plans. We reserve the right to cancel, amend or revise those benefits as described herein at any time.

You can review additional information regarding external talent benefits by using Randstad's self-service portal.

To register, go to [www.workplace.randstad.com](http://www.workplace.randstad.com) and create a username and password by clicking on New User.

Once registered, click on the Benefits link in the menu box.

## **Medical insurance**

We offer a comprehensive major medical plan from Aetna, referred to as MedSure, which:

- satisfies the Affordable Care Act's individual mandate for having health insurance.
- provides 100 percent coverage for preventative care.
- has no annual or lifetime dollar limits, and no preexisting condition exclusions.
- gives you access to Aetna's broad nationwide PPO provider network.

Eligible employees may also enroll in the supplemental Aetna fixed indemnity plan, which provides cash reimbursements for common health-care expenses, like doctor visits, outpatient procedures and lab work.

Employees may choose to elect the fixed indemnity plan, the MedSure plan and/or the following ancillary benefit plans:

- Dental insurance — Preventive dental care, basic services and major restorative services coverage are available.
- Vision insurance — Reimbursement of eye exams and frames up to an annual limit.
- Term life insurance — Employee life insurance in the amount of \$10,000.
- Disability insurance — Short-term disability coverage for weekly replacement of income.

Please note that the fixed indemnity plan does not meet the individual mandate required per the Affordable Care Act; instead, it is designed to supplement your out-of-pocket healthcare expenses.

Employees are eligible to enroll in the fixed indemnity plan and/or the MedSure plan after receiving their first paycheck. You can enroll via [www.powerofready.com/randstad](http://www.powerofready.com/randstad) or directly with the Aetna plan administrator at 1 866 922 1899.

### **External Talent Employee Discount Programs**

Our corporate Benefits Department has partnered with various vendors to offer merchandise or services at a discount to our associates.

Discounts include; mobile phone service, computers & supplies, education, shopping, travel and much more. Ask your branch for the chart that lists the vendors and the discount program they offer, and who/how to take advantage of these discounts. Please note that there are some smaller local partnerships that are not included in this list. You can inquire by asking your direct supervisors.

Please direct all questions regarding the discounts below to [RUS-Wellness@randstadusa.com](mailto:RUS-Wellness@randstadusa.com) or your local branch.

### **Family and Medical Leave Act**

The FMLA provides employees with up to 12 weeks' unpaid job-protected leave, provided they meet the leave qualifications, have been employed with Randstad for at least 12 months and have worked at least 1,250 hours in the previous 12 months.

You may take FMLA leave to attend to your own serious health condition that makes you unable to perform the essential functions of your job, including:

- incapacity due to pregnancy, prenatal medical care or childbirth.
- care for your child after birth, or placement for adoption or foster care.
- care for your spouse, son, daughter or parent with a serious medical condition.

During the FMLA leave, you are required to exhaust all paid leave available to you concurrently.

Upon returning from FMLA leave, most employees will be reinstated to the same or equivalent position with equivalent pay, benefits and other terms and conditions of employment. Benefits based on length of service do not continue to accumulate during leave. If you usually pay a portion of the health insurance premium, you must continue to do so

during the leave. For additional details and to apply for FMLA, contact ReedGroup, our FMLA administrator, at 1.877.638.8262.

### **Military Family Leave Entitlements**

Military family leave allows eligible employees to use their 12 weeks of unpaid leave within a 12-month period for a qualifying exigency occurring when the spouse, son, daughter or parent of an eligible employee is on active duty or is called to covered active duty. Leave for a qualifying exigency applies to active members of the U.S. Armed Forces, members of the National Guard and Reserves, and certain retired military members who are deployed for duty to a foreign country. The leave may be taken as soon as the covered service member receives notice that he/she is being called to active duty.

A qualifying exigency may include short-notice deployment; military events; childcare activities; financial and legal arrangements; counseling; rest and recuperation; post-deployment activities; parental care other than routine day-to-day care; and additional activities agreed on by you and our Leaves of Absence Team and you. When the military family leave is to care for an injured or ill service member or veteran, an eligible employee may take up to 26 weeks during a 12-month period. This leave, when combined with other FMLA qualifying leave, may not exceed 26 weeks in a single 12-month period. Leave may be taken to care for a spouse, son, daughter, parent or next of kin who is:

(1) a member of the U.S. Armed Forces (including members of the National Guard or Reserves) who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness, or who is

(2) a veteran undergoing medical treatment, recuperation or therapy for a serious injury or illness and who was a member of the Armed Forces (including members of the National Guard or Reserves) and was discharged or released under conditions other than dishonorable at any time within the five-year period of time preceding the date on which the veteran undergoes the medical treatment, recuperation or therapy. Service member FMLA runs concurrent with other leave entitlements provided under federal, state and local law.

## **Use of FMLA Leave**

Eligible employees are not required to use their leave entitlement in one block. Leave can be taken intermittently in blocks of time of one hour or more or on a reduced leave schedule when medically necessary for their own or family member's serious health condition or for the serious illness or injury of a covered current service member (including covered veterans). Leave due to qualified exigencies may also be taken intermittently.

Please contact the our Leaves of Absence team if you have questions regarding intermittent or reduced schedule leave. Get in touch via chat using the link in Workplace, email [RUS-leaves@randstadusa.com](mailto:RUS-leaves@randstadusa.com) or call

877 601 7453.

## **How to Apply for FMLA or Military Family Leave**

To take FMLA or family military leave, you must provide us with at least 30 days' notice if the need for leave is foreseeable. If the need for leave is not foreseeable, you should give us as much notice as possible and you should comply with normal call-in procedures. After notifying your staffing representative or staffing manager, please contact our FMLA administrator, ReedGroup, at 1 855 249 6323 for additional information and paperwork. If you have difficulty with the ReedGroup FMLA process, contact the Leaves of Absence team. Chat with us via the link in Workplace, email [RUS-leaves@randstadusa.com](mailto:RUS-leaves@randstadusa.com) or call 1 877 601 7453.

You must provide sufficient information to allow us to determine whether the leave may qualify under the FMLA, as well as the anticipated timing and duration of the leave. You may be required to provide a certification and periodic recertification supporting the need for your leave. Failure to provide sufficient information or required certifications may result in the postponement or denial of leave. We may also request that you report periodically on your status and intention to return to work.

## **Procedures for Return to Work**

We will require a return to work form or fitness for duty certification (where permitted by law) at the end of FMLA leave taken for your own serious health condition. Failure to return the required form in a timely manner will delay restoration to your assignment.

Please refer to our policy on Family and Medical Leave and Military Family Leave (which can be obtained in branches and on-site locations or by contacting the our Leaves of Absence Team) for additional information

about this policy. You may also refer to Exhibit A of this guidebook for additional information regarding your rights and responsibilities under the under the FMLA. Please direct any questions regarding FMLA leave to [RUS-leaves@randstadusa.com](mailto:RUS-leaves@randstadusa.com), chat with us via the link in Workplace or call 1 877 601 7453.

### **Military Leave Policy**

We will grant an unpaid military leave of absence to qualified employees as required by the federal Uniformed Services Employment and Reemployment Rights Act (USERRA) and state law. Qualified employees are those employees who serve in the U.S. Armed Forces, the Army National Guard, the Air National Guard or the Commissioned Corps of the Public Health Service (Uniformed Services), with the exception of those employed on a temporary basis (a brief, non-recurrent period for less than three months). Qualified employees may also include members of an organized state militia and we will comply with any and all applicable state laws concerning those individuals.

Qualified employees should notify their manager as soon as is possible when military leave will be required and must provide us with appropriate documentation of their military service upon their return from their military leave.

Employees may elect to use accrued vacation or personal leave (when applicable) to receive some

compensation during their military service. While an employee is on military leave, he or she will be eligible to continue health insurance coverage under the terms and conditions of the insurance policies in place on the first day of his or her military leave and under applicable state and federal law.

Employees on military leave will be eligible for the same benefits and accrual of vacation time, sick days, personal days and holiday benefits (without loss of seniority and when applicable) as required by applicable law.

An employee returning to work after military service may be entitled to return to: (1) the position the employee would have held if the employee had been continuously employed; (2) the employee's previous position; or (3) an equivalent position depending on the length of leave and the availability of positions. In order to be qualified for reemployment under USERRA, an employee returning from service in any of the United States Uniformed

Services must generally:

- a. terminate his or her military service under honorable conditions;
- b. give us advance notice of the military service;
- c. be absent for military service for no more than five years (cumulatively);
- d. report back to us (for talent, their local staffing branch) by the beginning of the next regularly scheduled workday that begins at least eight hours after return from military service, only if the period of service was 30 days or fewer;
- e. apply for reemployment with us within 14 days after return from military service, only if the period of service was between 31 and 180 days; and
- f. apply for reemployment with us within 90 days after return from military service, only if the period of service was 181 days or more.

The reporting and application deadlines may be extended for up to two years for employees who are hospitalized or convalescing because of a service-connected illness or injury.

An employee entitled to reemployment following service in the United States Uniformed Services will not be terminated without cause for 180 days after reemployment if the period of military service was between 30 and 180 days. If the period of service was more than 180 days, the employee will not be terminated without cause within one year after reemployment.

Employees returning from military leave and seeking reemployment with us should promptly contact our Leaves of Absence Team via the chat feature in Workplace, by email at [RUS-Leaves@randstadusa.com](mailto:RUS-Leaves@randstadusa.com) or by calling 1 877 601 7453.

### **State Specific Leave Policies**

Employees may be eligible for paid sick leave under applicable state and local law. For information regarding state sick leave laws, please contact our Leaves of Absence Team by using the chat feature in Workplace, emailing [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com) or calling 1.888.726.3782.

## **Jury Duty and Summons/Subpoena Witness Service**

Leaves of absence due to jury duty or witness service will be treated in accordance with the law.

## **Additional Information**

For additional information regarding the FMLA, see Appendix A of this guidebook. Please also note that employees may be entitled to additional benefits under the laws of the state in which they work. If the need for leave arises, employees should ask their manager or a member of the Leaves of Absence Team for further information.

Please also see Appendix B of this guidebook relating to important information regarding the California Family Rights Act and California Pregnancy Related Disability Leave and New York State Paid Family Leave.

## **State-Specific Sick Leave.**

Employees may be eligible for paid sick leave under applicable state and local law. For information regarding state sick leave laws, please contact our Leaves of Absence Team by using the chat feature in Workplace, emailing [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com) or calling 1.888.726.3782.

## **Additional Information**

For additional information regarding the FMLA, see Appendix A of this guidebook. Please also note that employees may be entitled to additional benefits under the laws of the state in which they work. If the need for leave arises, employees should ask their manager or a member of the Leaves of Absence Team for further information.

Please also see Appendix B of this guidebook relating to important information regarding the California Family Rights Act and California Pregnancy Related Disability Leave and New York State Paid Family Leave.

## **Nursing Mothers Support Policy**

In support of all local, state and federal requirements supporting the health advantages of breastfeeding for infants and mothers, we provide a supportive environment to enable breastfeeding employees to express their milk during work hours. This includes a company-wide lactation support program administered by Human Resources.

## **Company Responsibilities**

Breastfeeding employees who choose to continue providing their milk for their infants after returning to work shall receive:

### **Milk Expression Breaks**

Breastfeeding employees are allowed to breastfeed or express milk during work hours using their normal breaks and mealtimes. For time that may be needed beyond the usual break times, employees may use personal leave or may make up the time as negotiated with their supervisors. Should you have questions regarding specific accommodations within your branch or location, please contact the HR support center by using the chat feature in Workplace, emailing [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com) or calling 1.888.726.3782.

### **A Place to Express Milk**

A private location (not a restroom) shall be available for employees to breastfeed or express milk.

The room will be private and sanitary, located near a sink with running water for washing hands and rinsing out breast pump parts and have an electrical outlet. If employees prefer, they may also breastfeed or express milk in their own private office, or in other comfortable locations agreed upon in consultation with the employee's manager or Human Resources Department. Expressed milk can be stored in general company refrigerators, in designated refrigerators provided in the private "Mother's Room" or other locations, such as in the employee's personal cooler.

## **Discounts and Supplemental Benefits**

Savings on entertainment and lifestyle services are available. For more information, visit [www.youdecide.com](http://www.youdecide.com) click on Access YouDecide Benefits/first time user and use client ID: RNA398 or visit [www.beyondwork.com](http://www.beyondwork.com) and use access code: randstad. For more information on additional benefits and discounts, visit [www.workplace.randstad.com](http://www.workplace.randstad.com).

## **For More Information**

Health and Medical (Aetna): 1 866 922 1899

Apply for FMLA Leave (ReedGroup): 1 855 249 6323

All other benefits, customer service inquiries and HR support: use the chat feature in Workplace or call

1 877 601 7453.



# Timekeeping and Attendance Policy and How to Get Paid

## Our Timekeeping Policy

It is our policy to maintain accurate records of hours worked, to communicate clearly with all employees regarding working hours and pay, and to comply with all applicable state and federal wage/hour laws.

Employees must strictly adhere to this timekeeping policy. Failure to comply will result in disciplinary action up to and including termination of employment (some infractions will result in immediate termination).

you must record all work time.

- Work time includes all time spent performing work or engaged in work-related activities.
- Work time does not include hours away from work due to vacation, illness or holiday, even when this time away from work is compensated.
- Working “off the clock” is strictly prohibited and grounds for immediate termination.
- Working “off the clock” means that work is performed by the employee but not recorded as work time and therefore not paid.

Some work sites may permit you to clock in prior to your scheduled shift time. However, you are not authorized to perform any work prior to your scheduled shift time without written approval from your manager. If you actually begin work prior to the scheduled shift start time, you must notify your staffing representative. Likewise, you may not clock out early prior to your scheduled shift end time.

You must not clock in or out for other employees, nor may you ask other employees to clock in or out for you. Such conduct is strictly prohibited and is grounds for disciplinary action up to and including termination. Fraudulently adjusting recorded time worked or other

falsification of information is grounds for immediate termination.

If any client requires you to perform work outside of the scheduled workday, including during meal or rest periods and/or instructs you not to record your time, you must immediately notify your Randstad representative.

Please see Appendix B of this guidebook related to important information regarding our California Meal and Rest Period Policy. Employees who have any questions or concerns regarding timekeeping or meal and rest periods must contact their staffing representative or our HR Support Center for further escalation.

### **Web Time Entry**

If you and our client have access to the Internet, we offer the convenience of submitting time online. When your assignment begins, you will receive a username and password. Be sure to submit your timesheet by the end of your last day worked for the week. Time sheets are routed for approval electronically. There is no need to submit a paper timesheet by fax, email or regular mail delivery. Your staffing representative will provide you with additional details on how to submit your time.

### **Using a Time Clock to Capture Your Hours**

- Submission of your time according to the site's specific time-capture process is important to ensure you are paid properly.
- Be responsible for clocking in and out on the designated time-capture system when entering or leaving an assigned work shift.
- Understand the consequences of incorrect time reporting. Failure to enter time correctly could result in disciplinary action up to and including termination.
- Notify your staffing representative immediately if the time-capture system is not functioning properly.
- Your hours worked will be monitored and verified by the client supervisor. After all hours have been approved for the week, we will process payroll.

### **Can't Make it in to Work?**

If, for some unexpected reason, you cannot make it to work or will be late, you must call your staffing representative prior to the start of your scheduled arrival time so they can call the client and/or find a replacement. Your failure to do so may be grounds for dismissal or

indication that you have voluntarily resigned your position. You must call your staffing representative prior to the start of your shift each day that you will be absent. A note from your healthcare provider may need to be submitted upon arrival back at work for any absences in excess of three days.

If, within the probationary period, you have an unexcused absence or no-call/no-show for an assignment, you may be immediately terminated. This termination may affect your eligibility for unemployment benefits. We administer attendance guidelines in accordance with state and federal law. Please contact your local staffing representative or our HR Support Center if you require any accommodation or exception with respect to this policy.

use workplace — our self-service portal and mobile app.

You will be responsible for making all your personal information changes online by using Randstad's self-service portal. To register, go to [www.workplace.randstad.com](http://www.workplace.randstad.com) and create a username and password by clicking on the New User icon. Once you have created your profile, you'll want to make sure you opt in to receive your W-2 form electronically. On Workplace, you can add and change your direct deposit, view and print your pay statements, change your tax withholding information and view and print W-2 forms from past years. You may also update your home or mailing address, change personal information such as phone numbers or email address, and update emergency contact information. Workplace is available for you to use 24/7, and it's fast, easy and convenient. We also have an online chat feature.

We also provide the convenience of the Randstad Mobile App to view and apply to available positions. This mobile app is available to download for Android and Apple devices. The mobile app is a fast and easy way to learn about and apply to positions in your area during your job search. You can sign up to receive notifications of new jobs posted on [www.randstadusa.com](http://www.randstadusa.com) on a daily basis.

### **Direct Deposit**

For your convenience, we give you the option of having your net pay automatically deposited into your checking or savings account each payday. Ensure your hours are submitted and approved in a timely manner and in accordance with local guidance by your staffing representative to have your direct deposit funds posted by Friday. Direct deposit begins the next paycheck after the setup has been

completed.

### **Payroll Distribution Program.**

We offer you the option of receiving your pay on a bank-sponsored payroll distribution program, also referred to as a pay card. Your pay is deposited onto the pay card each payday. This pre-paid Visa card can be used to obtain cash at ATMs or at a teller window at any bank that accepts Visa, or it can be used as a Visa debit card to make purchases. There is no credit approval required to obtain this card. You can enroll in the pay card program at any time during your employment by asking your Randstad representative for a card.

See Appendix C of this guidebook for the Minnesota Wage Disclosure Protection: Notice of Employee Rights and Remedies.



## **Expectations**

You can expect us to do everything possible to ensure your workplace is safe, productive and free of illegal activities. Likewise, we expect you to do your part by knowing and adhering to our policies and reporting any activities you believe may violate them.

### **Our Probationary and Orientation Period Policy**

All new employees will serve a general probationary period of 45 calendar days (except for Florida and Oklahoma employees whose period is 90 days), which will begin on your first day of employment with us. As part of, and corresponding with, this general probationary period, all new employees will also serve a medical orientation period, which will begin on your first day of employment and will last for one month. During these periods, the company and you will have an opportunity to determine whether further employment with us is appropriate.

We can extend the duration of the general probationary period (but not the medical orientation period) one or more times if it determines that an extension is appropriate. Your successful completion of the general probationary and medical orientation periods should not be construed as creating a contract of employment for any specific duration or as otherwise altering the at-will employment relationship between you and us.

However, once you complete the medical orientation period, you will enter the class of employees who, in the future, may become eligible for our group medical plan. Both during and after the probationary and orientation periods, you will remain an at-will employee, such that either of us may terminate the employment relationship without notice at any time for any reason not prohibited by law.

### **Equal Employment Opportunity, Harassment and Discrimination Policy and Reporting Procedures.**

We firmly believe that individuals have the right to be treated equitably, fairly and with respect. We actively promote good internal and external business relationships and understand that our success is directly linked to the diverse backgrounds, skills and experiences of our employees.

All employees are required to conduct their business affairs in a manner that is free from discrimination, harassment, retaliation and other unlawful employment practices. Discrimination, harassment, retaliation and other unlawful employment practices will not be tolerated. All reports of such conduct will be treated seriously and investigated promptly and impartially. A Vice President of Human Resources has been designated as the Equal Employment Opportunity Compliance Officer.

We expect all managers and employees to cooperate in maintaining an environment free of discrimination, harassment, retaliation and unlawful employment practices. To achieve our equal employment opportunity commitment, it is necessary that each employee understand the importance of this policy and his or her individual responsibility to contribute towards its fulfillment.

### **Prohibition Against Workplace Harassment**

We are committed to providing a work environment free of unlawful harassment. Verbal or physical conduct unlawfully directed at an applicant or our employee based on that individual's race, color, sex (including pregnancy), age, religion, national origin, ancestry, disability, citizenship status, genetic information, marital status, veteran status, service in the uniformed services, sexual orientation, gender identity or any other classification protected by federal, state or local law, or because he or she engaged in any legally protected activity, is strictly prohibited and will not be tolerated by us. This prohibition of unlawful harassment covers conduct in any workplace context including conferences, work-related activities/ social events, and work-related trips as well as harassment from managers,

co-workers and non-employees with whom our employees have a business or professional relationship, including, but not limited to, vendors, clients and client employees.

Prohibited harassment may take many forms, including, but not limited to, verbal or physical conduct that shows hostility toward an individual, epithets, abusive language, comments, slurs, jokes, displays, innuendos, cartoons, pranks or physical advances which are based on an individual's protected class membership or an individual's participation in activities identified with or promoting the activities of a protected group. Such harassment (1) creates an intimidating, hostile or offensive working environment; (2) unreasonably interferes with work performance or advancement opportunities; and/or (3) otherwise adversely affects an individual's employment opportunities.

### **Reasonable Accommodations for Individuals with Disabilities**

We prohibit discrimination against individuals with physical or mental disabilities or against individuals based on their religion. We are committed to providing equal employment opportunities to qualified individuals with disabilities and, once made aware of their disabilities, will make reasonable accommodations to enable qualified disabled applicants and our employees to perform the essential functions of the job, provided that the accommodation(s) do not cause undue hardship to our business. Likewise, we are committed to providing equal employment opportunities to all individuals regardless of their religious beliefs and practices or lack thereof. We will provide reasonable accommodation(s) for the sincerely held religious beliefs of an applicant or our employee if the accommodation would resolve a conflict between the individual's religious beliefs or practices and a work requirement, unless doing so would create an undue hardship for us. If you have a disability and require an accommodation, contact your representative, or connect with our HR department by using the chat feature in Workplace, emailing [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com) or calling 1 877 601 7453.

We will not retaliate against any applicant or employee for requesting a reasonable accommodation for a physical or mental disability and/or religious beliefs. If you believe that you or any other person has suffered retaliation, please contact human resources or your representative promptly. Get in touch with HR via the chat feature in Workplace, by email at [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com) or via phone at 1 877 601 7453.

### **Protection Against Retaliation**

We will not tolerate retaliation against any person who makes a complaint, opposes a practice, provides information, cooperates in an investigation or

participates in a proceeding concerning an actual violation (or a reasonably held belief of a violation) of federal, state or local laws, including, but not limited to, antidiscrimination and anti-harassment laws.

For more information about our Equal Employment Policy, accommodations process, and other policies prohibiting harassment, discrimination and retaliation, please refer to the applicable internal employee handbook and direct any questions to human resources or your representative. Connect with HR via the chat feature in Workplace, by email at [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com) or via phone at 1 877 601 7453.

### **Complaint Reporting Procedures**

We encourage and expect every employee to report incidents of discrimination, harassment or retaliation whether they are directly involved or merely a witness. Any employee who believes that (1) he or she is being subjected to discrimination, harassment or retaliation by a co-worker, supervisor, manager or other individual at the workplace; (2) his or her employment is being adversely affected by such conduct; or (3) he or she has witnessed such conduct, should immediately report such concerns to his or her supervisor, next level manager, another manager or by contacting Human Resources via the chat feature in Workplace, by email at [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com) or via phone at 1 877 601 7453. After a complaint of discrimination or harassment is received, a prompt and impartial investigation will be conducted and, in the event the complaint is found to have merit, appropriate corrective steps will be taken which may include disciplinary action up to and including termination.

Employees are protected from retaliation for submitting a complaint or cooperating in an investigation of possible violations. For serious violations of law or policy that you do not believe can be addressed with local management, we have put in place a Misconduct Reporting Procedure. The Misconduct Reporting Procedure can be found on [Randstad@ Work > Corporate Information > Values & Policies > Corporate Policies](https://www.randstadatwork.com/corporate-information/values-policies.html) or through the following link: <https://www.randstadatwork.com/corporate-information/values-policies.html>

### **Our Policy Prohibiting Retaliation for Reporting of Workplace Injuries or Safety Hazards**

We are committed to providing you with a safe workplace, compliant with OSHA standards and free from injury. However, if you do get injured on the job or encounter safety hazards, we require you to report these immediately to your staffing representative. Retaliation for reporting injuries or safety concerns will not be tolerated.

## **Our Policy Prohibiting Use of Illegal Drugs and Alcohol in the Workplace**

Our substance abuse policy is enforced according to federal and state laws and regulations. Talent found to be under the influence of illegal drugs or alcohol at work will be terminated in accordance with our Drug and Alcohol Policy and they may jeopardize collecting unemployment benefits.

## **Our Policy Prohibiting Violence in the Workplace**

We are is dedicated to providing a violence-free workplace and prohibits conduct considered violent, dangerous or threatening. Acts of violence, possession of weapons and/or threatening behavior will result in immediate termination of employment.

## **Our Policy on Using Personal Electronic Devices**

All personal electronic devices except your cell phone are prohibited at client sites. We do not require you to acquire, maintain or use a cell phone as a term or condition of your employment and you should not use your cell phone for any work-related reasons without prior approval from your staffing supervisor or representative. If you are required to use your cell phone for business purposes, you may be entitled to reimbursement of reasonable and necessary business expenses in conjunction with our expense reimbursement policy.

## **Our Policy with Respect to Disciplinary Action**

Our goal is to employ top-quality talent in challenging and rewarding positions. If an individual's performance or workplace conduct is not meeting expectations, we reserve the right to take appropriate disciplinary action, which depending upon the severity of the situation may result in an immediate end of the assignment and/or termination of an individual's employment relationship with us.

## **Safety in the Workplace**

Your safety is our number-one priority. Our people are our most valuable asset and your safety and well-being are our primary concern. Accordingly, we have developed the following safety guidelines to ensure a safe and productive work experience. As our employee, you need to be safety-conscious and observe the following practices at all times while on the job:

- You are 200 percent responsible for safety: 100 percent responsible for your safety and 100 percent responsible for the safety of those around you — because what they do can hurt you!
- Know and practice all of our safety rules and those of our client.
- Report all accidents and injuries immediately, however minor they might seem to your supervisor and to your staffing representative, even if you do not require medical treatment.
- Report all unsafe conditions, actions and job changes to your supervisor and staffing representative.
- Employees causing or contributing to accidents/injuries may be subject to drug and/or alcohol testing where permitted by law and our policy.
- You will be told prior to your assignment what machinery or equipment you will operate. If you arrive at your assignment and are told to operate anything different from your original job description, contact us.
- Never operate any equipment, including saws or other machinery, unless specifically authorized by us and only after you have been properly trained on the equipment. If you are unsure whether you are authorized or if you did not receive training, do not operate the equipment and contact us immediately.
- You have the right to receive proper training once you arrive at the job site. If you do not receive training on how to perform your job safely, immediately contact us.
- Wear proper personal protective equipment and clothing at all times as instructed by us and your supervisor.
- Maintain good housekeeping in your work area.
- Our employees are not allowed to use or climb ladders or work more than three feet above the ground. If you are told to work above three feet, contact us immediately.
- You are authorized to operate a powered industrial truck (PIT) only if you were specifically placed on a PIT assignment by us. If you are told to operate a PIT without our authorization, immediately contact us. Prior to authorized operation of a PIT, all employees must be properly trained and certified by the client before using their equipment.
- Horseplay is not permitted in the workplace or on company property.
- If you are unsure about your safety or the safety of those around you,

contact your supervisor and your staffing representative immediately.

- If you are ever asked to do something different than we described as your original assignment, please contact your staffing representative immediately.

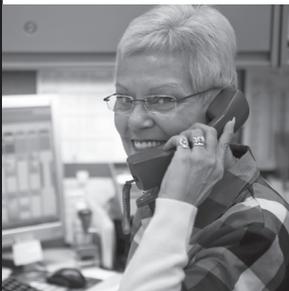
### **Accident and Injury Procedure**

Our goal is to prevent accidents before they happen, not react to them after they happen. However, accidents and injuries do occur regardless of our best intentions to prevent them. In the event of an accident, we want you to be prepared to act quickly and decisively.

#### **What to do if you are injured on the job:**

- It is important that you immediately report all incidents to your supervisor and the staffing representative prior to seeking medical treatment. If the nature of the injuries requires immediate emergency medical attention prior to reporting, you must report the incident as soon as practicable.
- If you are injured on the job outside of regular business hours, on weekends or holidays, please contact our Risk Management hotline at 1 800 821 6909. You will be able to speak to a nurse who can answer any questions, but you must still contact your staffing representative once they are available.
- You will be asked to complete paperwork prior to treatment and will be given some forms to take to the doctor with you. Paperwork must be completed even if you decline medical treatment.
- Take picture identification with you. If you receive medical treatment, be sure to name us as your employer. Employees causing or contributing to accidents or injuries may be subject to drug and/or alcohol testing where permitted by law and our policy. Refusal to cooperate can result in loss of employment.
- As soon as possible after your medical treatment, you are required to bring any paperwork from your doctor to your staffing representative for processing. We will provide the necessary information to our client once you have reported the accident and signed all paperwork concerning the accident.

We will process and handle all workers' compensation claims and information. Any questions regarding emergencies or workplace accidents should be directed to the staffing representative.



# Working for Randstad

## The Work Number

We use a national service called The Work Number, which provides automated employment and income verifications. As our talent, The Work Number can be used when applying for a loan, buying a car, leasing an apartment, qualifying for public assistance or similar instances where proof of employment or income is needed.

To provide proof of employment, give the person seeking your proof of employment the following information:

- The Work Number access options: [www.theworknumber.com](http://www.theworknumber.com) or 1 800 367 5690
- The employer code: 10283
- Your Social Security number

To provide proof of employment and income:

1. Visit [www.theworknumber.com/employee](http://www.theworknumber.com/employee) or call 1 800 367 2884
2. Enter employer code: 10283, your Social Security number, then enter your PIN (you will be prompted to create a PIN the first time you call)
3. Select to obtain a Salary Key (be sure to write down the Salary Key)
4. Give the person seeking proof of your employment and income the following:
  - The Work Number access options: [www.theworknumber.com](http://www.theworknumber.com) or 1 800 367 5690
  - The employer code: 10283
  - Your Social Security number
  - Your Salary Key

## Applying for Public Assistance

Thousands of social services agencies nationwide use The Work Number regularly to perform verifications. Simply inform your caseworker that your employment and income information is available on The Work Number, and direct them to [www.theworknumber.com](http://www.theworknumber.com) or 1 800 660 3399 for more information or assistance.

Please refer any verification requests to The Work Number Client Service Center:

Monday – Friday, 7:00 a.m. – 8:00 p.m. (CST)

1 800 996 7566 (voice)

1 800 424 0253 (TTY)

### **Important Contact Information and Websites**

- Health and medical (Aetna): 1 866 922 1899
- Apply for leave under FMLA (ReedGroup): 1 855 249 6323
- 401(k) (Wells Fargo): 1 800 728 3123
- Discount programs: [www.workplace.randstad.com](http://www.workplace.randstad.com)
- All other benefits, customer service inquiries and HR support: use the chat feature in Workplace or call 1 877 601 7453.
- Risk management: 1 800 821 6909
- Workplace — self-service portal: [www.workplace.randstad.com](http://www.workplace.randstad.com). On this website you can access and update your personal information 24/7 as well as chat with our Call Center team.
- Verification of employment (The Work Number): 1 800 367 5690 or [www.theworknumber.com](http://www.theworknumber.com). Employer code: 10283

## EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

### Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for incapacity due to pregnancy, prenatal medical care or child birth;
- to care for the employee's child after birth, or placement for adoption or foster care;
- to care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee's job.

### Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness;\* or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.\*

*\*The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".*

### Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

### Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months\*, and if at least 50 employees are employed by the employer within 75 miles.

*\*Special hours of service eligibility requirements apply to airline flight crew employees.*

### Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive

calendar days combined with at least two visits to a healthcare provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

### Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

### Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

### Employee Responsibilities

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable.

When 30 days' notice is not possible, the employee must provide notice as soon as possible and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a healthcare provider or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

### Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA protected, the employer must notify the employee.

### Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA;
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

### Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

*FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures.*



## CALIFORNIA FAMILY RIGHTS ACT (CFRA)

### California Family Rights Act (CFRA)

In accordance with the California Family Rights Act (CFRA) eligible employees in California are entitled to 12 weeks unpaid leave for:

- Birth of a child for purposes of bonding.
- Placement of a child in the employee's family for adoption or foster care.

Leave taken for the birth, adoption or foster care placement of a child need not be taken all at once but must be completed within one year of the qualifying event:

- For the serious health condition of the employee's child, parent, spouse or registered domestic partner.
- For the employee's own serious health condition.

Serious health condition means illness, injury (including on-the-job injuries), impairment, or physical or mental condition of the employee or a child, parent, spouse or registered domestic partner of the employee that involves either:

- In-patient care (i.e., an overnight stay) in a hospital, hospice or residential healthcare facility.
- Continuing treatment or supervision by a healthcare provider.

Where CFRA leave is taken for the serious health condition of a parent, child, spouse or registered domestic partner, or for the serious health condition of the employee, leave may be taken intermittently or on a reduced work schedule when medically necessary, as determined by the healthcare provider of the person with the serious health condition. However, Randstad may limit leave increments to the shortest period of time the payroll system uses to account for absences.

### Eligibility

To be eligible for CFRA leave, an employee must be either a full-time or part-time employee living or working in California, have more than 12 months (52 weeks) of service with the employer, have worked at least 1,250 hours in the 12-month period before the date the leave begins and work at a location in which the employer has at least 50 employees within a 75-mile radius of the employee's work site. Leave under the CFRA may total up to 12 work weeks in a 12-month period. It does not need to be taken in one continuous period of time.

### Advance Notice/Certification for Leave

We may require 30-day advance notice of a need for CFRA leave if the event is foreseeable. Should the need for leave be unexpected, notice should be given as soon as possible. Notice may be verbal or written and shall state the reason for the leave and its anticipated timing and duration. We may require written certification from a healthcare provider.

### Benefits During CFRA Leave

During the CFRA leave, you are required to exhaust all paid vacation time or PTO concurrently. If the CFRA leave is for your own serious health condition, you also must exhaust any accrued paid sick leave. Upon returning from CFRA leave, most employees will be reinstated to the same or equivalent position with equivalent pay, benefits and other terms and conditions of employment. Benefits based on length of service continue to accumulate during leave. If you usually pay a portion of the premiums for health insurance, you must continue to do so during the leave.

### CFRA/FMLA

Generally, an employee's rights, responsibilities and leave entitlements under the CFRA are the same as the employee's rights, responsibilities and leave entitlements under the FMLA. In addition, unless prohibited

by law, an employee's FMLA leave and CFRA leave will run concurrently. As set forth in more detail in the Company's Pregnancy Disability Policy, the time taken by an employee for pregnancy disability leave does not count towards the employee's leave entitlement under the CFRA. Further, if the employee is eligible for workers' compensation leave, the workers' compensation leave will run concurrently with FMLA and CFRA.

### Return to work

As a condition to restoring an employee whose leave was based on the employee's own serious health condition, the employee must provide certification from the employee's healthcare provider stating that the employee is able to resume work. This return-to-work statement is required for all serious health conditions unless the employee has previously provided one for that condition within the past year. Upon release to return to work, an employee will be reinstated to the original position or a comparable position. If no position is available upon the employee's release to return to work, the employee will be laid off. An employee returning from CFRA leave has no greater right to reinstatement than if the employee had been continuously employed. An employee who fails to return to work upon the conclusion of the approved leave will be deemed to have abandoned the job and will be terminated. An employee who is unable to return to work at the expiration of the CFRA leave may be terminated.

### Pregnancy-related disability leave

An employee disabled by pregnancy is entitled to up to four months (or 17 1/3 weeks) of disability leave. Leave can be taken before or after birth during any period of time the woman is physically unable to work because of pregnancy or a pregnancy-related condition. The pregnancy disability leave may be taken in one continuous period, intermittently or on a reduced schedule as determined by the employee's healthcare provider. If the pregnancy disability leave is taken intermittently or on a reduced schedule basis, the employee will be granted time off for the number of days or hours the employee would normally work within four calendar months.

Pregnancy leave is available when a woman is actually disabled. This includes time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, recovery from childbirth or any related medical condition.

If possible, an employee must provide her employer with at least 30 days' advance notice of the date for which pregnancy disability leave or accommodation is sought. If 30 days' advance notice is not possible, notice must be given as soon as practical.

Upon the request of an employee and with the written medical certification of the employee's healthcare provider, the employee may be transferred to an available alternate position to accommodate intermittent or reduced schedule pregnancy disability leave, or the employee's work assignment may be changed if medically necessary to protect the health and safety of the employee, the successful completion of the pregnancy, or other persons.

Upon the request of an employee and with the written medical certification of the employee's healthcare provider, the Company will engage in the interactive process in order to provide a reasonable accommodation that will allow the employee to perform the essential functions of the employee's job while the employee is temporarily disabled. When the employee's healthcare provider determines that a transfer or an accommodation is no longer medically necessary, the employee will return to the employee's usual and customary job duties.

## Appendix B (continued)

# CALIFORNIA FAMILY RIGHTS ACT (CFRA)

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to the same position held at the time the leave began or to a comparable position, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

An employee who requests and/or requires more pregnancy disability leave than the employee is entitled to by law is not guaranteed reinstatement to any position at the Company. The Company reserves the right, in its sole discretion, to terminate the employee upon the expiration of the employee's statutory leave entitlement. An employee who fails to return to work on the scheduled return date will be deemed to have abandoned the job and the employee's employment with the Company will be terminated.

Pregnancy Disability Leave is generally unpaid. However, we may require an employee to use accrued sick leave during any unpaid portion. The employee may also voluntarily use vacation leave or PTO during an otherwise unpaid portion of pregnancy disability leave.

### CFRA/pregnancy disability leave

Although CFRA does not cover pregnancy-related disability, at the end of an employee's period(s) of FMLA or other pregnancy disability leave, a CFRA-eligible employee may request a CFRA leave of up to 12 workweeks for reason of birth of her child if the child has been born by this date. There is no requirement that either the employee or child have a serious health condition nor is there a requirement that the employee no longer be disabled by her pregnancy, childbirth, or related medical condition before taking CFRA leave for reason of birth of her child.

## New York State Paid Family Leave

### Employee Facts

Starting January 1, 2018, Paid Family Leave will provide paid time off so an employee can:

- bond with a newly born, adopted or fostered child.
- care for a family member with a serious health condition.
- assist loved ones when a family member is deployed abroad on active military duty.

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### Additional Protections

- Employees have a right to return to their same or comparable job upon return from Paid Family Leave.
- Employees are guaranteed continued health insurance while on leave. Employers may require employees to continue to pay their health insurance premium contributions.
- Citizenship and immigration status do not impact eligibility.
- Employers cannot discriminate against employees for taking Paid Family Leave.

### Eligibility

- Employees with a regular work schedule of 20 or more hours per week are eligible after 26 weeks of employment.
- Employees with a regular work schedule of less than 20 hours per week are eligible after 175 days worked.

### Benefits

Benefits phase in over four years. In 2018, employees are eligible for up to eight weeks of paid leave at 50 percent of their average weekly wage (AWW), up to 50 percent of the New York State Average Weekly Wage (SAWW).

These benefits are paid for through a small weekly payroll deduction.

how to apply:

1. Employee notifies employer 30 days prior to leave, when practical.
2. Employee fills out a claim form according to employer instructions. Claim forms are available from employer, insurance carrier, or [ny.gov/paidfamilyleave](http://ny.gov/paidfamilyleave).
3. Employee obtains supporting documentation for leave (birth certificate, military deployment certification, etc.).
4. Employee submits claim form and supporting documentation to insurance carrier or as directed by employer.

Insurance carrier must pay or deny a claim within 18 days of receipt of the completed claim.

For more information, visit [ny.gov/paidfamilyleave](http://ny.gov/paidfamilyleave) or call 1 844 337 6303.

### CA Meal and Rest Period Policy

In California, we maintain a Meal and Rest Period Policy that authorizes and permits paid rest periods and provides unpaid and off-duty meal periods for its nonexempt employees. Any questions regarding this policy should be directed to your Randstad representative or Randstad's HR Support Center by using the chat feature in Workplace, emailing [hrrsupport@randstadusa.com](mailto:hrrsupport@randstadusa.com) or calling 1 877 601 7453.

### Rest Periods

If you work at least three-and-a-half hours in a day, we authorize and permit you to take at least a ten-minute uninterrupted paid rest period for every four hours worked or major fraction thereof. This means you are authorized and permitted to take one at least ten-minute rest period if you work between three-and-a-half and six hours in a day; a second at least ten-minute rest period if you work between six and ten hours in a day; and a third at least ten-minute rest period if you work more than ten hours in a day, and so forth. Rest periods should be taken as close to the middle of each four-hour period of time worked as possible. During all rest periods, you are prohibited from performing any work. Rest periods may not be accumulated from day to day or combined on the same day. Rest periods also may not be used at the beginning or end of the workday, or added to your meal period(s), or used to make up time due to tardiness or other missed work. In the event you are not able to take a ten-minute uninterrupted rest period, please immediately inform your Randstad representative or Randstad's HR Support Center so the issue can be addressed.

### Meal Periods

If you work more than five hours in a day, we provide at least a 30-minute unpaid, uninterrupted off duty meal period prior to the end of your fifth hour of work. If you work more than ten hours in a day, we provide you with at least a second 30-minute unpaid, uninterrupted off-duty meal period prior to the end of your tenth hour of work. During all meal periods, you are prohibited from performing any work and are permitted to leave the client's premises. If you are not provided with your meal period, or it is interrupted by work, please immediately inform your Randstad representative or the HR Support Center so that the issue can be addressed.

### CALIFORNIA FAMILY RIGHTS ACT (CFRA)

You must check with your staffing representative to determine your meal period schedule and to ensure proper coverage of department operations. Meal periods may not be accumulated from day to day or combined in one day. Meal periods also may not be used at the beginning or end of the workday, or added to your rest period(s), or used to make up time due to tardiness or other missed work.

Employees may be permitted to voluntarily waive their meal period on days that they work more than five hours, but no more than six hours. Employees may also be permitted to voluntarily waive their second meal period on days that they work more than ten hours, but no more than 12 hours. Employees who are interested in waiving their meal periods should contact their staffing representative so that the appropriate meal period waiver forms can be completed.

#### **Recording and Reporting Requirements**

You must record your meal period(s) each day, when you start your meal period(s) and when you end your meal period. If your staffing representative does not permit you to take a meal or rest period as set forth above, you should immediately contact your staffing representative's supervisor, or our HR Support Center by using the chat feature in Workplace, emailing [hrsupport@randstadusa.com](mailto:hrsupport@randstadusa.com), or calling 1 877 601 7453. Further, if you experience retaliation for requesting or taking a meal or rest period, you have an obligation to contact the HR Support Center, who will escalate your concern to Employee Relations or other HR representative to investigate your complaint. We will not retaliate against you for reporting an alleged meal and rest period violation. Failure to adhere to any provision of this policy may be grounds for discipline, up to and including termination of employment.

# MINNESOTA WAGE DISCLOSURE PROTECTION: NOTICE OF EMPLOYEE RIGHTS AND REMEDIES

Employees may voluntarily disclose their wages without being retaliated against, subject to the restrictions described below. In accordance with Minn. Stat. Section 181.172, the Company shall not require nondisclosure by an employee of his or her wages as a condition of employment; shall not require an employee to sign a waiver or other document which purports to deny an employee the right to disclose the employee's wages; and shall not take any adverse action against an employee for disclosing the employee's own wages or discussing another employee's wages which have been disclosed voluntarily. This policy does not obligate any employee to disclose his or her wages to any other employee. This policy does not permit an employee to disclose (without written consent of the Company) proprietary information, trade secret information, or information that is otherwise subject to a legal privilege or protected by law; or permit the employee to disclose wage information of other employees to a competitor.

The Company will not take adverse action or retaliate against an employee for asserting his or her rights or remedies under this policy. An employee may bring a civil action for a violation of this policy. If a court finds that the Company has violated this policy, the court may order reinstatement, back pay, restoration of lost service credit, if appropriate, and the expungement of any related adverse records of an employee who was the subject of the violation.

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*Disclaimer: We reserve the right to vary from the policies and practices in this employee guidebook where necessitated by business circumstances. We may also amend, modify, supplement or eliminate portions of this employee guidebook when needed, with or without notice. This employee guidebook does not constitute a contract of employment. All employees are employees at-will who may end their employment relationship with us at any time and for any reason. Likewise, we may end any employee's employment at any time, with or without cause. An employee's at-will status can only be altered by a written contract signed by an officer of our company.*

