

A.S.A.P. Staffing, Inc

 **EMPLOYEE MANUAL**

**GENERAL INFORMATION**

*Welcome* to A.S.A.P. Staffing! As one of A.S.A.P.’s Top Talents, you represent yourself and us. You are very valuable to A.S.A.P. and you hold the keys to a successful work experience:

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A good attitude

Good job performance,

Appropriate dress

Professional behavior

Possessing those qualities ensure the likelihood of maintaining positive work experiences. You will be offered assignments based on your qualifications and experience. You are never obligated to accept an assignment but when you do, we expect you to arrive on time and complete the assignment. Please let us know if the client company extends your assignment or offers you a full time position. Once your assignment is completed, or you have been removed from the position, it is your responsibility to contact A.S.A.P. Staffing for another assignment.

**IMPORTANT:** You are required to contact the office for a new assignment at least once per week. As part of our ongoing efforts to maintain quality customer service we require that you maintain contact with the office. Failure to do so will be considered a voluntary quit, and may jeopardize your eligibility for unemployment benefits with A.S.A.P. Staffing.

Pay Policy

As an employee of 24/7 A.S.A.P. Inc. which does business using the name A.S.A.P. Staffing, Inc. you will be obligated to complete each assignment that you accept unless A.S.A.P. Staffing or the client ends the assignment.

A.S.A.P. Staffing requires all employees to give at least a 2-day notice (excluding weekends or holidays) if you need to be released from your assignment. This shows workplace etiquette and will allow us ample time to replace you. If you leave the assignment and fail to give the required 2-day notice, then you agree that A.S.A.P. Staffing will be obligated to pay you the applicable Minimum Wage Rate per hour, for all hours worked during that weekly pay period for failure to complete the assignment. Exceptions may apply in cases of documented emergencies.

Furthermore, you acknowledge receipt and understanding of other A.S.A.P. Staffing policies as outlined in the Policies and Procedures. If you fail to comply with the outlined procedures, you agree that A.S.A.P. Staffing is obligated to pay you at the applicable Minimum Wage Rate per hour, for all hours worked during that week of non compliance.

**Paycheck Policy**

Paychecks are issued each Friday between 11:00 am and 5:45 pm in our office. A.S.A.P. Staffing pays its employees weekly, but the checks are issued on a one-week delay basis (i.e. If you work on an assignment for A.S.A.P. Staffing this week, you will receive your paycheck next Friday, not this Friday). If you are working on an assignment at one of our client companies where checks are delivered, your check will be issued at the end of your shift. However, if you are on a weekend shift, your check will be issued on Monday. If you would prefer, your check could be placed in the mail on Friday at the close of business day. If you are unable to report to work (for any reason) on the day your paycheck is to be issued, you will only be able to pick up your check at the A.S.A.P. Staffing office on the following Monday after 12 pm.

To receive a paycheck you must have a Photo ID. No exceptions will be made.

If you have asked someone to pick up your check, you (and only you):

 (1) must call our office to approve the release of your check and/or

 (2) have a signed release form registered with A.S.A.P. Staffing. We document your name, social security number, and the name of the authorized individual’s name. This individual must produce a valid ID before the check is released. \*We also offer DIRECT DEPOSIT as a way to avoid any delay in receiving your pay.

Time Sheets

Once you are placed on an assignment, it becomes your responsibility to make sure your completed time sheet is signed by the appropriate supervisor/manager and turned into the office before the appropriate time. Typically time sheets must be in our office no later than 2:00 pm the following Monday. The only exception would be if Monday falls on a holiday. Time sheets are due the next business day by 2:00 p.m.

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It is YOUR responsibility, to make sure your work hours are reported on time. A.S.A.P. and/or the client company assume(s) no responsibility. You may fax, email, mail, or drop off your time sheet. Your time sheet has the information you will need. Faxed time is not acknowledged unless you have proof of transmittal showing the date and time. Please remember time sheets are due by 2pm on Monday.

Please make sure the time sheet is filled in completely, signed by you and also signed by the Client Company. If your time sheet is not completed, you will not be paid until a completed time sheet is submitted. Anything not turned in by 2:00 pm on Monday is processed the next week. Call in time is not accepted as official time.

Reporting Problems’ Policy

Please keep in mind that you are an employee of A.S.A.P. Staffing, not the Client Company. Therefore, if you have any problems while on assignment, you must contact our office immediately. You are not to be disruptive while on assignment. You must call us and we will manage the situation.

This includes running late, illness, needing time off, injury, discrimination, harassment, and/or problems with supervisors or the assignment itself. If an issue arises before or after A.S.A.P.’s regular office hours, please leave a voicemail and someone will return your call immediately.

Incentives

• Insurance for our employees is available through an outside company. If

 interested, phone or e-mail your A.S.A.P. Staffing contact.

• Holiday pay may be awarded to regular employees who have worked a total of

 750 consecutive hours in the 19-week period preceding the Holiday depending

 on assignment (Not all assignments include Holiday Pay). You must have

 worked the scheduled workday before and after the holiday. The covered

 Holidays are: New Year’s Day, Memorial Day, Independence Day, Labor Day,

 Thanksgiving Day, and Christmas Day.

**Equal Opportunity Policy**

A.S.A.P. Staffing is an equal opportunity employer, offering to all its applicants and employees, an equal opportunity without regard to race, religion, gender, age, disability, or national origin. Our employees are instructed and expected to comply with the guidelines of this policy at all times. In addition, A.S.A.P. Staffing will not honor any discriminatory requests from its client companies, nor continue to provide services to those Clients who willfully violate equal opportunity laws.

The following are examples of practices subject to regulation by our Equal Opportunity Policy:

• Advertisement for job applicants

• Disciplinary action and termination

• General working conditions and treatment while employed

\* Hiring and promotion

• Pay scales and raises

It is the policy of A.S.A.P. Staffing to maintain a work environment free of unlawful discrimination to all its employees. Any discrimination or grievances must be reported, in writing, immediately to Management of A.S.A.P.

**Harassment Policy**

It is the policy of A.S.A.P. Staffing to maintain an environment for our employees that is free of any form of harassment. Sexual harassment encompasses a wide range of unwanted, sexually directed behavior and is defined as “Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment”. Conditions are as follow: (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual’s employment; or (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonable interference with an individual’s work performance or creating an intimidating, hostile, or offensive work environment which can be verbal or physical.. Please note that sexual harassment is unacceptable in any form and will not be tolerated.

A hostile work environment may include jokes, vulgar comments, sexually suggestive gestures, cartoons or posters, as well as actual physical touching or abuse. Sexual harassment extends to the conduct outside the workplace as well as on the work site.

Also prohibited is retaliation for sexual harassment complaints. Retaliation includes any adverse employment action against an employee because that employee has complained about or resisted harassment, discrimination, or retaliation, or has cooperated in an investigation. Refusal to cooperate in an investigation of harassment or of retaliation is also prohibited. If you feel you are being subjected to a sexually demeaning work environment or being harassed because of sex, you should:

1. Advise the person doing the harassing that his or her behavior is offensive to

 you.

2. If you do not feel comfortable confronting the person initiating the harassment,

 or if you have told the person to stop and the behavior continues, then you

 should immediately contact A.S.A.P. Staffing.

3. If you feel that your A.S.A.P. Staffing contact is part of the problem or has

 failed or refused to take appropriate action, then you should immediately

 inform the Director of Operations of A.S.A.P. Staffing.

4. Any A.S.A.P. Staffing contact receiving a complaint of sexual harassment (to

 include harassment of any type) should also immediately contact the Director

 of Operations. Allegations of sexual harassment or retaliation will be

 investigated thoroughly. The facts will determine the response to each

 allegation. Substantiated acts of sexual harassment or retaliation will be met

 with appropriate disciplinary action up to and including termination of employ-

 ment. All information regarding any specific incident will be kept confidential

 within the necessary boundaries of the fact-finding process. Discrimination,

 harassment, or retaliation is unacceptable conduct. Such conduct should be

 reported and will be investigated. Individuals who have participated in the

 discrimination, harassment, or retaliation will be subject to discipline up to

 and including termination of employment. A written statement describing any

 grievance will be required.

**Safety Rules**

The following is a list of rules, which require strict compliance. These rules cannot cover all situations, but are intended as a guideline only.

• If you are involved in **any** accident, which results in personal injury or property

 damage, the accident must be reported to A.S.A.P. Staffing immediately.

• Report any unsafe conditions or practices at your assignment immediately.

• Follow all client safety rules, regulations, signs and instructions.

•Do not operate any heavy machinery or automobiles without proper authoriza-

 tion from A.S.A.P. Staffing.

• All assigned safety equipment and personal protective equipment must be used

 at all times.

• Never remove or bypass safety devices such as guards, locks, or tags.

•Do not participate in careless activities such as running or playing with

 equipment.

• Practice proper lifting techniques every time.

• Do not perform work on any platform, ladder, or structure which is over 4 feet

 off of the ground.

• Do not perform work in any hole, ditch, trench, or pit which is more than 4 feet

 deep.

• Do not enter into a confined space under any circumstance.

• Do not wear jewelry or loose clothing that may become entangled in moving

 parts or machinery.

• A seatbelt must be worn at all times when operating vehicles or forklifts and

 when acting as a passenger.

• The drinking of alcoholic beverages or use of prohibited drugs is never allowed.

• Learn where fire exits and fire extinguishers are located at your assignment.

• Only perform jobs you have been assigned to do by A.S.A.P. Staffing.

• In the case of an accident or property damage you may be given a post incident

 drug screen.

•Smoking is only allowed at designated times in designated places.

• Always practice safety and cleanliness in and around your work area.

Failure to follow any of these rules is grounds for disciplinary action, up to and including termination. In addition, if an injury occurs due to a willful violation of one or more of these safety rules, it may result in denial of workers’ compensation coverage for that injury.

Worker’s Compensation

You must notify A.S.A.P. Staffing immediately when an on-the-job injury occurs, regardless of the extent of the injury. You will be required to submit to a post accident drug test, and refusal will jeopardize your Workers’ Compensation benefits and employment with A.S.A.P. Staffing. Delay in notification may result in the denial of payment for medical services rendered. In the case of an emergency, you should seek care from a hospital emergency room. When you are involved in a non-emergency on the job illness or injury, you may be subject to using a Panel of Physicians. Some states have rules that will direct you to a Panel. Contact A.S.A.P. Staffing to report your situation and be directed to the proper course of action. Attached on the last pages of this document are the basics applicable to coverage under your state law.

Failure to report and seek treatment for your work-related injuries may jeopardize payment of your medical bills under your state’s Worker’s Compensation law. Please make sure to follow the rules governing your state.

**Disciplinary Policy**

The following violations are divided into three categories depending upon the degree of seriousness:

Penalty 1: Disciplinary action up to and including termination.

• Violation of our Equal Opportunity policy, Harassment policy, and/or

 Substance Abuse policy.

• Conviction or a felony after employment.

• Stealing from A.S.A.P. Staffing and/or Client Company (by taking,

 conversion, or deception).

• Physical assault of another employee, A.S.A.P. Staffing contact, or client

 personnel.

• Abusive or threatening language

• Willful misrepresentation on an employment application or personnel

 records.

• Willful falsification of time card.

• Failure to complete an assignment (unless prior authorization given by

 A.S.A.P. Staffings).

• Failure to notify A.S.A.P. Staffing when absent.

• Asking for or accepting full-time employment with a client company without

 informing your A.S.A.P. Staffing Contact.

• Willful violation of a A.S.A.P. Staffing safety rule.

• Failure to comply with any A.S.A.P. Staffing and/or client company directive,

 whether written or verbal.

• Improper conduct.

Penalty 2: First offense - verbal warning; Second offense - written warning; Third

 offense - disciplinary action up to and including termination.

• Unexcused absence or late arrival to work.

• Operated heavy machinery or equipment without proper authorization by

 A.S.A.P. Staffing.

• Failure to immediately report an accident or injury.

• Damage to or loss of client equipment or property due to negligence.

• Violation of A.S.A.P. Staffings safety rules due to negligence.

• Improper dress.

• Poor attitude.

Penalty 3: Possible removal from a given assignment.

` • Unexcused or excused absences or late arrivals to work.

• Violation of Client’s policies and procedures.

• Poor job performance and/or attitude.

Dispute Resolution Policy

The Company’s Dispute Resolution Policy applies to all employees and requires mediation and/or final and binding arbitration as the exclusive remedy to resolve claims of wrongful discharges. All disputes, claims or controversies that may arise regarding an employee’s termination from employment are subject to the Company’s Dispute Resolution Policy, including but not limited to, claims that an employee was discharged because of his or her race, religion, gender (including sexual harassment), national origin, age disability, or breach of an employment agreement.

Mediation and arbitration are commonly used and accepted techniques for resolving termination disputes in a swift, cost-effective manner. Mediation is an informal and non-binding settlement process conducted by an experienced and neutral third party.

Arbitration is a more formal process that results in a final and binding decision by a mediator who is sworn to being impartial.

To begin the Dispute Resolution Policy, you must provide written notice, within 180 days of learning of the termination, to the Director of Operations of A.S.A.P. Staffing, 544 Mulberry Street, Suite 318, Macon, GA 31201. This notice should describe the factual basis for the claim.

Disputes that are not resolved informally or through mediation, will proceed to final and binding arbitration held before a neutral arbitrator selected by the parties.To prepare for the hearing, the parties will exchange relevant documents and may engage in other forms of discovery. The hearing will be promptly scheduled and fairly conducted. After hearing all of the evidence, the arbitrator will make a final and binding decision that may be enforced in court. Notwithstanding the foregoing, A.S.A.P. Staffing retains the option to discipline or terminate employees Immediately, without notice for any infraction, whether listed or not, or for any other reason deemed appropriate by A.S.A.P. Staffing, without the necessity of following this policy. A.S.A.P. Staffing .employees are at-will employees. This policy does not change this status.

**Substance Abuse Policy**

A.S.A.P. Staffing is committed to providing a safe work environment and fostering the well being and health of its employees. That commitment is jeopardized when any A.S.A.P. Staffing employee illegally uses drugs on the job, comes to work under the influence, possesses, distributes or sells drugs in the workplace, or abuses alcohol on the job. Therefore, A.S.A.P. Staffing has established the following policy:

1. It is a violation of company policy for any employee to use, possess, sell,

 trade, or offer for sale, or offer to buy illegal drugs or otherwise engage in

 the illegal use of drugs on the job.

2. It is a violation of company policy for any employee to report to work under the

 influence of illegal drugs or alcohol.

3. It is a violation of company policy for any employee to use prescription drugs

 illegally. (However, nothing in this policy precludes the appropriate use of

 legally prescribed medications.)

4. Violations of this policy are subject to disciplinary action up to and including

 Termination.

5. A.S.A.P. Staffing has adopted testing practices to identify employees who use

 illegal drugs on or off the job. It shall be a condition of employment for all

 employees to submit to drug testing under the following circumstances:

• As required/requested by our Company or clients.

• When there is reasonable suspicion to believe that an employee is using

 illegal drugs or abusing alcohol. The following circumstances could

 cause reasonable suspicion:

1. Observed drug abuse.

2. Apparent physical state of impairment.

3. Incoherent mental state.

4. Marked changes in personal behaviors that are otherwise

 unexplainable.

5. Accidents or other actions that provide reasonable suspicion to believe

 that the employee is using illegal drugs, abusing legal drugs, or

 abusing alcohol.

• Random testing

• When an employee is involved in an on-the-job

 accident where personal injury or damage to

 property occurs.

In addition, the consumption or possession of alcoholic beverages on the premises of A.S.A.P. Staffing or our clients’ premises is prohibited. An employee whose normal faculties are impaired due to the consumption of alcoholic beverages, or whose blood alcohol level tests .05 or higher while on duty shall be considered guilty of misconduct, and shall be subject to disciplinary action up to and including termination.

Employees with a confirmed positive test result may, at their option and expense, have another test performed on the same specimen. An employee will not be allowed to submit another specimen for testing. Employees who subsequently test positive will be subject to disciplinary action up to and including termination.

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive and drug-free environment. The intent of this policy is to send a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with the principles and guidelines to employment at A.S.A.P. Staffing.

Security Compliance Policy

Many of our clients have installed security devices to monitor for the safety of the property, employees, and contractors. If a manager/supervisor of a client company requires a search of an A.S.A.P. Staffing employee’s personal property and/or transportation, the A.S.A.P. Staffing employee is expected to agree to the search as long as, it is part of the client company’s security policy and notices are posted.

 If you are issued and required to use any equipment and/or a security identification badge while on assignment, the equipment and/or badge must be surrendered upon completion or removal from that assignment. The Company may charge you a replacement fee for all lost or mutilated equipment and/or badges

Solicitation Policy

You may not solicit or distribute literature of any kind during work time. You are prohibited from distributing literature in work areas or break rooms. If you are off-duty, you will not be permitted access to work areas for any purpose, without prior authorization. Non-employees are likewise prohibited from distributing materials or soliciting employees at any time on the premises. There shall be no selling of merchandise, services or any other solicitation on client company or A.S.A.P. Staffing property unless approved by management.

Workplace Comfort

Productivity is most achieved when there is and overall degree of workplace comfort. . Notify A.S.A.P. immediately if you feel awkward or uncomfortable while performing any aspect of your assignment. Likewise if you notice another A.S.A.P. employee working in an area, which is non-compliant with these practices, alert the co-worker of his/her error and notify us immediately if behavior continues.

The following suggestions are offered to help maintain a comfortable and healthy work environment

Step 1. Adjusting your chair

Adjust your seat height either up or down until your forearms are parallel to the ground and your wrists are straight on the keyboard. The angle at the elbows should be around 90 degrees. Keep your arms close to your body and not extended in front of your body. If your feet are not resting flat on the floor, use a footrest. Position your back rest so that it supports your lower back.

Step 2 Adjusting your working surfaces

The angle between your trunk and thighs should be approximately 90 degrees. There should be approximately 2 inches of clearance between your legs and bottom surface of the table. Adjust the height of your keyboard tray, desk, and/or chair so that your forearms are parallel to the floor when your hands are positioned for typing. Your wrists should be straight and relaxed when positioned on the keyboard. Try using a wrist rest to help keep your wrists relaxed and straight.

Step 3 Adjusting your monitor

Position the top of the VDT (Video Display Terminal) at eye level when your lower back is supported and your feet placed firmly on the floor or footrest. Position the VDT approximately 18 to 25 inches from your eyes. Your document holder and screen should be positioned at the same height. Position your VDT screen to avoid glare.

Step 4 Other factors to consider:

If you use the telephone frequently, consider using a headset. Maintain proper posture when working at your desk: spine and head upright, sit back into the chair, keep feet flat on the floor or footrest, and keep knees at about the same level as your hips. Take frequent rest/alternative task breaks when working at your computer.

Medical Service Providers’ Policy

If you are working on an assignment for a Medical Provider Client, it is strictly prohibited for you to ask for or accept medical services, sample medications, written prescription and/or drugs from medical practices or hospital unless the doctor is your primary physician. If you ask for or receive medical treatment, sample medications or prescriptions you are violating our conflict of interest and may be grounds for immediate disciplinary action, up to and including termination. This does not preclude someone in the office or hospital coming to your aide in a life threatening situation.

**Cell Phone Policy**

At no time during work hours should you be on your cell phone unless instructed to do so by A.S.A.P. Staffing or the person you are instructed to report to at the work site. Cell phones should be turned on vibrate only and strictly used for emergencies only.

Excessive number of emergencies will constitute a failure to follow this policy and could result in termination. As an A.S.A.P. Employee your job is to demonstrate your passion and utilize your workplace skills and abilities.

Again, **welcome** to the A.S.A.P. Staffing Team! We are excited and appreciate you being an A.S.A,P. Top Talent.