

## TEMPORARY EMPLOYEE HANDBOOK

### Welcome to McCall Staffing Services!

On behalf of the staff of McCall Staffing Services, I welcome you to our company.

You have joined a group of professionals who are dedicated to the ideals of service and of excellence. Each member of our service staff has been selected because they exemplify these ideals. We have offered employment to you because we hope that you, too, want the job satisfaction that comes with being helpful and the pride that comes with a job well done.

(We expect a lot of you.) We need your best effort all of the time. You are our representative in the offices of our clients and our jobs depend upon how well you do yours. We appreciate your flexibility and cooperation in adjusting to our clients' dynamic needs.

As our customer service "front line", we know that you require and deserve our loyal support. This letter is to assure you that you have it. We know that the best support we can give is to provide interesting and rewarding assignments, where you can feel good about your efforts.

We are working hard to expand our client base in order to offer you more assignment opportunities. If you have ideas or new client leads that you think will help us grow your company, we would like to hear from you.

Jeffrey R. Eggert  
President

## INTRODUCTION

This handbook contains important information regarding McCall's temporary employment opportunities, personnel policies and practices, benefits, and other matters of interest to you.

Information on personnel policies and procedures in areas not specifically covered here will be made available to you and/or explained to you by your McCall supervisor upon your request.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between



McCall and you. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will (see Terms of Employment), may be amended or cancelled at any time, at McCall's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the President of McCall.

## TERMS OF EMPLOYMENT

McCall Staffing Services requires all applicants to show valid proof of identity and the right to work in the United States, pursuant to the Immigration Reform and Control Act of 1986. We cannot legally employ you without this proof.

Additionally, we verify social security numbers for all applicants - if you don't have a valid social security number, we can't complete the application process.

An application completed either in person or on-line is not a guarantee that work will be offered to you. You can increase your work opportunities by being flexible, updating your skills, and staying in touch with us on a regular basis.

Employment with McCall is voluntarily entered into. McCall may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

*There is no contracted temporary employment period for any particular assignment. Employment lengths, when described, are estimates only, and all temporary work through McCall is hourly, at-will and subject to change with or without cause or notice.*

*Similarly, placement on a temp-to-hire assignment is not a guarantee that the client will hire you as one of its employees.*

## EQUAL EMPLOYMENT OPPORTUNITY

McCall is committed to equal employment opportunity and employs all qualified persons without regard to race, color, religion, national origin, sex, age, disability, or any other classification protected by the federal, state or local laws. If you feel you have not been treated in accordance with this policy, you should contact our HR Manager at (510) 420-3747 ext. 4098. McCall assures all employees that no individual filing a complaint will be discriminated against as a result of their complaint.

## MCCALL STAFFING SERVICES IS YOUR EMPLOYER

When you're on assignment through McCall, we are your legal employer. As such, we issue your paycheck, pay all required payroll taxes, and issue your W-2. We comply with all state and federal regulations regarding equal employment opportunity, regular and overtime pay, immigration law, workplace safety, workers' compensation insurance, non-harassment, unemployment, and disability status.

## PAYROLL SERVICE EMPLOYEES

You may have been selected by a client company that uses McCall as its payroll carrier. If this is the case, you are classified as a "payroll service employee." Our Payroll Service Program enables our clients to select their workers while maintaining them on McCall's payroll.

If you've been selected in this way, McCall is your legal employer. As such, both you and McCall are bound by the legal responsibilities dictated by the employer/employee relationship.

This handbook pertains to you as well as to our temporary employees. Exceptions to any policy, procedure or benefit plan affecting payroll service employees are specifically noted herein.

## ALWAYS CALL MCCALL DIRECTLY

McCall is the link between you and our clients. You should never call a client directly unless your McCall supervisor asks you to do so. **CONTACT US IMMEDIATELY IF OUR CLIENT OFFERS TO HIRE YOU AS ONE OF THEIR EMPLOYEES.**

### LATENESS OR ABSENTEE POLICY

If you realize that you will be absent from, or late to your assignment for any reason, you must call your McCall supervisor immediately so that we can inform our client. If you need to call us before or after regular business hours, leave a message on McCall's voicemail. Also, please give us as much advance notice as possible for planned absences.

Even when the absence is unavoidable, it's much better that your relationship with McCall and our client remains positive through good communication. Informing us of the particular circumstances of your lateness or absence is very important.

*Failure to call in advance to report an absence from an assignment may be interpreted as a voluntary quit. Under these circumstances, you will not be eligible for unemployment benefits based on your separation from McCall, and you may be terminated from your employment with us.*



## **Update Your File**

Please contact us if:

- You change your name, address or phone number
- You need to change your W-4 tax form
- You acquire additional skills
- You've found full-time work and wish to inactivate your file
- You have friends interested in working for McCall!

## **Assignment Details**

Call McCall if there are any significant changes in your duties during an assignment, or if you find that your skills don't match the job. Let us know if the client asks you to operate equipment that McCall didn't describe to you when you accepted the assignment.

You must call us if a client asks you to work off-site. You're not permitted to do so without the express permission of McCall Staffing Services. We will not be responsible for any injury you may sustain on such an assignment if you're working off-site without our permission.

## **Availability for Work**

Each time you're available for an assignment, it's your responsibility to call us and let us know. Failure to do so will indicate to us that you're no longer available for work. This lack of communication with us may affect your eligibility for unemployment benefits.

## **Safety on the Job**

If you're injured while on assignment, call us immediately so that we can direct you to an approved treatment facility. Failure to follow this procedure may delay any workers' compensation benefits that you may be entitled to. As your employer, we're responsible for reporting and administering your claim. Help us help you stay healthy by following all on-the-job safety rules. Violating safety rules on assignment may result in your termination from employment with McCall.

## **Polices and Procedures**

If you have any questions or are unsure about any McCall or client company procedure or policy, or have payroll questions or problems while on assignment, call to discuss them with us, not the client.

## **On-The-Job Injury**

Together with our employees and clients, we work to prevent on-the-job injuries, but sometimes accidents happen. If you're injured on assignment, notify your client supervisor and then **CALL MCCALL IMMEDIATELY**. You must notify us even if your injury is minor and can be treated by first aid. Prompt reporting of a work-related injury is key to timely treatment. Your McCall supervisor will direct you to the appropriate approved medical facility if you require treatment for your injury.



Please be advised that McCall carefully investigates the legitimacy of all workers' compensation claims. Fraudulent claims will be prosecuted to the full extent of the law.

### **Modified Duty and Return to Work Policy**

We're committed to helping you recover and getting you back to work as soon as possible. We monitor your recovery by staying in contact with both you and your doctor if you're unable to return to work right away. If that's the case, we'll work closely with you and your doctor to provide you with modified duty assignments until you are again able to return to full duty. Any employee injured on assignment **MUST** accept any light or modified work that we offer if the duties fall within your doctor's restrictions. Failure to accept a modified duty assignment that is offered to you may result in loss of workers' compensation benefits.

## **PAYROLL PROCEDURES**

### **Direct Paycheck Deposit/ePaystub**

For your convenience and security, we encourage you to sign up for direct deposit and ePaystub. With this service, your paycheck can't be lost in the mail or stolen. Funds are available in your account no later than the Friday following your timecard submittal. No more standing in line at the bank!

### **Payroll Cycle**

McCall Staffing Services issues paychecks weekly. It's your responsibility to complete your timecard fully, correctly, and in a timely manner. Be sure that your timecard includes your name, your signature/approval and the client supervisor's signature/ approval.

### **We can't issue your paycheck without these items.**

You are responsible for submitting your timecard to us in a timely manner. You may complete the online timecard, fax the timecard to us or drop off a hard copy in our office. In order to receive your paycheck on a timely basis, submit your timecard to us as soon as your assignment shift has ended for the week. During weeks with a postal holiday, mailed paychecks may arrive later than usual. **APPLY FOR DIRECT DEPOSIT TO AVOID DELAYS.**

**Falsifying any part of a timecard and submitting it to McCall for payment is a punishable offense and will be prosecuted to the full extent of the law. Fabrication/falsification of a timecard or any other required document, such as your employment application, will result in immediate termination of your candidacy or employment with McCall.**

If you have questions regarding any of the above procedures, contact your McCall supervisor. For problems concerning your paycheck, call our **Payroll Hotline Number: 1-510-420-3750.**



### **Time Off**

Temporary employees are not compensated for time off due to absences for any reason, including jury duty. We're happy to verify this policy in writing should you need that proof. Contact McCall for assistance.

## **BENEFITS**

In addition to competitive pay and great jobs, McCall Staffing Services provides several benefit plan options for temporary employee.

### **401k Plan**

We offer participation in a 401k plan to temporaries who meet plan entry qualifications.

### **Direct Paycheck Deposit**

No more lost check or standing in line at the bank. Sign up for direct deposit. It's easy, convenient and free to you.

### **My McCall**

With My McCall, all of your work history with us is now in one place. Look up your pay stub, year-to-date hours worked and dollars earned and more.

### **Medical Health, Dental and Vision Insurance**

We provide access to affordable medical, dental, and vision insurance through Essential StaffCARE.

### **Bay Area Commuter Benefit Program**

Temporary employees working with in the Bay Area may elect to participate in this program. Save on transit, parking and more!

### **Free Tutorials**

Various software tutorials are available to assist you with upgrading your skills.

For more details on the benefits, check the "About Temp Work" link under the "New Candidates" section of our website.

*The benefits described herein may vary based on specific agreements between McCall and its clients.*

## EMPLOYEE STANDARDS/WORK RULES

First impressions are lasting ones and we appreciate your efforts to present a positive attitude and professional appearance to our clients. You'll do best when you feel comfortable in your working environment; neat, businesslike clothing reflects your professionalism and is always appropriate. When we discuss assignments with you, we'll let you know when dress other than traditional business clothing is required.

We require you to observe the following work rules. Failure to do so may result in termination of your employment with McCall.

- Drug or alcohol use on assignment, or working under the influence of any controlled substance while on assignment is strictly prohibited and will result in immediate termination of your employment.
- No employee will knowingly be permitted or required to work while his/her ability to do so is impaired by fatigue or illness, if these conditions pose a safety hazard to the employee or anyone else at the job site.
- You must be on time to your assignments. Lateness or absences without a valid excuse and notice, as determined by McCall or our clients, will not be tolerated.
- Workplace harassment is prohibited, as is any inappropriate behavior while on assignment. Inappropriate behavior includes, but is not limited to, fighting, aggressive or threatening talk or actions, gambling and selling and/or distributing anything while on assignment.
- Never use a client's phone, computer, office equipment, materials, supplies or work time for personal activities. Facial jewelry and revealing clothing are not acceptable on assignment.
- Silence your cell phone while on assignment. If you must receive calls of an urgent nature on your cell phone, you must get the client's permission in advance.
- Observe all client and McCall rules including safety procedures, break times, smoking, etc. Theft, destruction or defacement of client or McCall property is prohibited.
- Do not request a pay advance or raise from the client, or borrow money from the client or other employees while on assignment. Contact McCall directly if you have questions about your pay.
- You will be terminated if you misrepresent or falsify any information during any phase of your employment.



- Failure to comply with safety standards set forth by McCall Staffing Services or our clients will result in your immediate termination.

## NON-HARASSMENT POLICY

McCall Staffing Services is committed to providing a work environment free from unlawful discrimination. Company policy prohibits sexual harassment, and harassment based on pregnancy, medical conditions, race, religious creed, color, national origin or ancestry, physical or mental disability, marital status, age, sexual orientation or any other basis protected by federal, state or local law, ordinance or regulation. **All such harassment is unlawful.** McCall's anti-harassment policy applies to all people involved in the operation of the company and prohibits unlawful harassment by any staff or temporary employee of the company, including supervisors and co-workers.

Prohibited unlawful harassment includes, but is not limited to, the following behavior(s):

- a. Inappropriate verbal or written conduct such as suggestive, insulting or derogatory comments, epithets, innuendoes, sounds, jokes, teasing or slurs based on any of the above categories, and sexual propositions, advances or threats;
- b. Visual harassment such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- c. Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work;
- d. Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- e. Retaliation for having reported or threatened to report harassment.

In particular, sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature that (1) have been made either explicitly or implicitly a term or condition of an individual's employment, (2) is used as a basis for employment decisions such as promotions and benefits affecting such individual, or (3) substantially interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

If you believe you have been unlawfully harassed or discriminated against, or if you have observed actual or perceived harassment or discrimination, notify your McCall supervisor immediately so that we can investigate and resolve the matter as quickly as possible. Alternatively, you may report your complaint to McCall's HR Manager, at (510) 420-3747, ext. 4098. Your complaint should include details of the incident or incidents, names of the individuals involved and the names of any witnesses. McCall will immediately undertake an effective, thorough and objective investigation of the harassment allegations.



Any employee determined by the company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination.

A company representative will advise all parties concerned of the findings of the investigation. McCall will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

McCall encourages all employees to report any incidents of harassment **immediately** so that complaints can be resolved quickly and fairly.

If our investigation does not remedy the illegal harassment to the employee's satisfaction, the employee may file a harassment charge with the local office of the Department of Fair Employment and Housing (DFEH) or notify the Fair Employment and Housing Commission (FEHC). The law prohibits any employer from retaliating against any employee for filing a charge with the DFEH, or for cooperating in any manner with the DFEH or FEHC in its investigation of the charge.

## CONFIDENTIALITY

During the course of your employment you may gain access to information related to our clients' businesses. Professional conduct requires you to treat all such information as confidential. You may not disclose this information to anyone other than those employees who, according to our client, have a need to know the information.

## DRUG/ALCOHOL/BACKGROUND SCREENING

Various clients have policies requiring drug, alcohol, and/or background screening on a pre-assignment basis for temporary employees. If you wish to be assigned to one of these client companies, you must consent to undergo the screening requested by the client.

We reserve the right to drug/alcohol test any temporary employee who exhibits behavioral symptoms of substance abuse such as fighting, slurred speech, staggering or other mobility problems, etc. Company policy states that if you are found to be under the influence of any controlled substance while on assignment, your employment with McCall will be terminated.

If we obtain a background report on you it will contain information regarding criminal conviction, driving record and/or other background information. The information contained in such a report may affect your eligibility for hire or your employment status with McCall Staffing Services. Before taking any adverse action based on a background report, we'll provide you with information that will assist you should you wish to challenge the accuracy of the reporting agency's account. (For a more complete explanation of our background screening

policy, please refer to the Consumer Report Disclosure and Consent Form that you signed during the application process.)

## UNEMPLOYMENT INSURANCE BENEFITS

Unemployment benefits are available to individuals who meet California requirements. To collect benefits, you must be available for and actively seeking work. If your personal interests or obligations restrict your availability for work, if you turn down assignments that you are qualified to perform, or if you can't be contacted for job opportunities, McCall will contest your eligibility for benefits if you file an unemployment claim. Unemployment insurance is meant to be a safety net for those who are temporarily out of work through no fault of their own.

## PREGNANCY DISABILITY LEAVE, FAMILY MEDICAL LEAVE (FMLA), CFRA

### PREGNANCY DISABILITY LEAVE

An employee disabled by pregnancy is entitled to up to four months disability leave. An employee who is disabled by her pregnancy and entitled to Pregnancy Disability Leave may take the leave all at once, or in increments so long as it is during a period when the woman is physically unable to work because of pregnancy or a condition related to her pregnancy. An employee seeking to take Pregnancy Disability Leave has a duty to notify McCall of her intention to take this leave. If the need for taking leave is foreseeable, the employee is required to give 30 days' notice. If the need for leave arises suddenly, and without enough time to give 30 days' notice, the employee is only obligated to give notice to the employer as soon as practicable.

### FAMILY MEDICAL LEAVE

FMLA requires covered employers provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: 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 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. Employees may be eligible to take up to twelve weeks of leave under FMLA if they have worked for McCall for at least 12 months, and have worked for at least 1,250 hours over the previous 12 months, at a location where at least 50 employees are employed by the employer within 75 miles. FMLA allows family leave for a period of up to 12 weeks for the birth of a child of the employee, and also allows a pregnant employee to take leave before the actual date of birth of the child for prenatal care if the employee's condition makes her disabled and unable to work. However, FMLA runs concurrently with Pregnancy Disability Leave, so an employee taking Pregnancy Disability Leave also would use up her FMLA leave at the same time.

## **CALIFORNIA FAMILY RIGHTS ACT (CFRA)**

The employee may take an unpaid leave for the birth of a child for purposes of bonding, for placement of a child in the employee's family for adoption or foster care, for the serious health condition of the employee's child, parent, or spouse, and for the employee's own serious health condition. To be eligible for CFRA leave, an employee must be either a full-time or part-time employee working in California, have more than 52 weeks of service with McCall and have worked at least 1,250 hours in the 12-month period before the leave begins, and work at a location in which McCall has at least 50 employees within 75 miles of the employee's work site. 30 days advance notice before CFRA leave is taken must be given if the leave is foreseeable. Please note McCall may deny reinstatement to an employee if his/her position ceased to exist.

## **MORE INFORMATION**

For more information on leaves, contact our HR Manager at (510) 420-3747 ext. 4098.

## **SAFETY AT WORK**

The office has long been considered one of the safest work environments; however, all too many painful injuries result from failure to observe these simple safety practices:

- Keep your work area clean and neat. Don't block aisles, doorways, exits or stairways with boxes or equipment.
- Close all drawers when you're done using them to prevent people from running into them and injuring themselves.
- Open only one file drawer at a time to prevent the cabinet from tipping over and causing serious injury.
- Do not lift anything weighing more than 20 pounds. If you must move office furniture or equipment GET HELP to do it. Whenever you lift, squat down close to the item and use your legs to lift.

If you spend four or more hours per day working on a computer, please follow these guidelines:

- When sitting at your workstation, be sure to adjust your chair so that your knees are bent at a 90-degree angle and your feet are flat on the floor.
- The keyboard should be at a height allowing you to work with your wrists straight, and your forearms parallel to the floor. Your elbows should be bent at a 90-degree angle.
- Adjust the display screen so that it's about 2 feet away from you and slightly below your line of sight.
- TAKE BREAKS from keyboarding at least once every hour or two to stretch your body, especially your hands and wrists.

THANK YOU for applying with McCall Staffing Services. Please feel free to call us anytime you have any questions or concerns.

This handbook only highlights various aspects of your employment relationship with us and therefore cannot be construed as a legal document. McCall reserves the right to revise, supplement or revoke any of the provisions of this handbook, and any of its other policies at any time, with or without notice, as it deems appropriate and at its sole and absolute discretion.

**McCall Staffing Services Location:**

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San Francisco, CA 94111

(415) 981-3400

(415) 397-8349 fax