



## TEMPORARY, TEMPORARY-TO-DIRECT, AND PAYROLL-TRANSFER-PLAN EMPLOYEE POLICIES & PROCEDURES

### *Classifications*

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- **Temporary Employee** – this is an individual whom we recruited, screened, and referred to our client company for a temporary assignment. While on assignment, a temporary employee works and reports to a supervisor at our client’s job site but is an employee of Career Connections.
- **Temporary-to-Direct Employee** – this is an individual whom we recruited, screened, and referred to our client company for a potentially permanent position. While working through the probationary period, a temporary-to-direct employee works for and reports to a supervisor at our client’s job site but is an employee of Career Connections until such time as the client makes a direct hire and transfers the employee to their payroll.
- **Payroll-Transfer-Plan (PTP) Employee** – this is an individual who was referred to us by our client for their temporary assignment. PTP employees are not recruited or screened by the staff of Career Connections, so while we are the employer-of-record, our involvement is more of a payroll processor.

### *Career Connections’ Commitment to You*

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We commit to:

- hiring only the best-qualified individuals, thus assuring the excellence of our reputation and enabling us to secure the most beneficial assignments for our employees.
- a policy of Equal Opportunity, recognizing that all people regardless of race, religion, gender, age, national origin, physical or mental handicap, or sexual orientation have the inalienable right to be referred for positions based solely on their skills, experience, and department; and
- compensating our employees at our mutually agreed rates and reviewing those rates if the job changes significantly or length of employment exceeds the original contract length.

### *Your Commitment to Career Connections*

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You commit to:

- working diligently at each assignment, recognizing that our clients expect and deserve your best efforts and that your conduct will reflect not only on you but on all Career Connections' employees;
- being punctual, productive, cooperative, and appropriately attired for each assignment, and to respect our client's policies as well as ours;
- informing our staff immediately of any developments which might impede the completion of any assignment;
- treating all information you learn on an assignment as the confidential property of that client and agree never to disclose that information to our client's competitors or any other individual; and
- representing our company and mission in a positive light at all times.

### *Rules for Accepting Assignments*

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- When you accept an assignment, you agree to be there each day, on time, until the assignment is over. If you are having a problem meeting the commitment, call us **IMMEDIATELY**, 740-594-4941, option 5 is our 24-hour call-off line. DO NOT call the client directly unless specifically directed to do so.
- You agree to perform to the best of your abilities, to work safely and efficiently, and to foster positive relationships with your supervisors and co-workers.
- Plan your transportation and route to your assignment the night before.

- Be careful where you park, and if you have been issued a parking permit that is expiring, alert us before that happens. Any parking tickets obtained while on assignment are your responsibility.
- You understand that it is a violation of company policy to work under the influence of alcohol or illegal drugs.
- DO NOT give our client's phone numbers to anyone. If someone needs to contact you, they may call the Career Connections office and we will forward the message to you. Keep personal issues and phone calls to an absolute minimum.
- DO NOT use our client's computers for any personal communication or to visit any unauthorized websites.
- Always respect our client's policies. Conform to their dress code standards, hours, lunch and rest breaks.
- Overtime: All authorized work you perform in excess of 40 hours per week (Monday-Sunday) will be paid at time-and-one-half the regular rate. You are permitted to work overtime ONLY if the client requests and approves such work prior to you exceeding 40 hours.
- If you do not understand a task that is given to you, do not hesitate to ask for more specific instructions.
- If you are not given enough work to keep you busy, do not hesitate to ask if there is something else you can do.
- While on temporary assignment, you will be considered for temp-to-direct and direct-hire jobs for which you are among the most qualified though you will not be considered for other temporary assignments, and we will not pull you from one temporary assignment to go to another unless the end and start dates work together.
- If you are unhappy with an assignment, DO NOT leave without giving us a chance to correct the problem or properly terminate the assignment.
- If it is necessary to have time off (doctor appointment, etc.), let us know as soon as possible so we can contact the client to make the necessary arrangements. Please keep these appointments to a minimum.
- Do not use our clients as employment references unless they volunteer to serve as such. Career Connections, as your employer, can serve as a reference and handle any third-party information requests.

### *How to Get Paid*

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**Time Slips** – Each employee is issued unique login credentials to our online time reporting tool. Please contact our office by phone or email if you have started an assignment and have not received confirmation on your timesheet reporting instructions.

**Deadline – Time data needs submitted to our office no later than Monday, by 1 p.m., following the week worked.**

- If you cannot submit the hours by the deadline, it is your responsibility to call or email our office and one of our staff members will help resolve any hurdles you are experiencing.
- If you fail to submit your time or call the office prior to the deadline, your paycheck will be delayed by one week.
- We will not process time uploaded from payroll periods that are older than 30 days.
- Submitting your time slip by the deadline is a requirement, not an option – late time slips complicate the processes of invoicing, attendance tracking, and payroll.

### *How to Submit Your Time:*

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Refer to email communication from our office on your time reporting instructions or head over to our [landing page on our website](#), for currently employed temporary employees.

### *Paychecks*

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We pay weekly on Fridays, for the prior period worked, and you can elect to receive your paycheck on paper or by direct deposit.

**Direct deposit paychecks:**

- It's safe! It's green! It's free! It's fast!
- To participate you will need to provide us with bank-issued account and routing numbers for the account into which you want the funds deposited. The most reliable source for this information is the checks for your bank account or the direct deposit information section in your mobile banking app. Deposit slips and/or savings cards

do not always provide the accurate routing number. Be sure to call your bank for clarification. We are not responsible for funds lost due to incorrect information provided.

- Paychecks are deposited into your bank account sometime during the morning of pay day and can take up until noon, depending on your bank.
- Your pay stub will be emailed to you unless you don't have email, and then it will be sent by USPS. If you open your paystub immediately and alert us of a potential error, our team might have time to fix it before your check is finalized.
- If you go off an assignment and then back on, you will automatically be re-enrolled in direct deposit unless you specify otherwise.
- If you close your account or change banks, you need to give us notice of that change before the time slip deadline.

#### **Paper paychecks:**

- Paper paychecks are available from noon to 5 p.m. for pickup at the reception desk in our Athens or Gallipolis offices. All paychecks not picked up will be sent via first-class USPS to the address you indicated on your paycheck delivery form. It is not uncommon for paychecks to arrive within one or two business days, but we cannot guarantee USPS' delivery speed.
  - Often times paychecks are ready before the designated time stated above. If you need to make special arrangements for pickup, just call our office and we will check on the status for you.
- We cannot be held responsible if your paycheck is lost or delayed by the USPS. We will promptly create a replacement check at your request, but we will have to put a stop payment on the original check, for which the bank charges us a fee (generally around \$35), and we will deduct the cost of that fee from your replacement check.

NOTE: At no time are you asked to pay Career Connections a fee for being employed; the only deductions that are taken from your paycheck are legally required payroll taxes.

#### *Two-year Placement Policy*

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Should an employer hire you on permanently from a temporary or temporary-to-direct assignment, we will be unable to consider you for other opportunities for at least two years, unless you have since left our client's employment on good terms. Certain exceptions apply and are considered on a case-by-case basis.

#### *Benefits and Incentives*

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**Holiday Pay** – You will be paid for holidays when all the following conditions apply:

- you have accumulated 1,000 working hours (approximately 6 months full-time work) during the preceding 1 year; and
- you are scheduled to work prior to and after the following holidays:
  - New Year's Day
  - Martin Luther King Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Veteran's Day
  - Thanksgiving Day
  - Christmas Day

\* Note that we pay for holidays on the days they fall on the U.S. federal calendar, regardless of the days they are observed by our clients. Further, we pay for holidays regardless of whether or not you worked that day.

**IMPORTANT:** DO NOT record any hours for holidays on your time slips. This is important because we do not charge the clients for holiday pay and your time slips are used for billing. We will add the extra hours to your paycheck automatically.

**NOTE:** If the organization where you are assigned chooses to close for reasons other than the stated holidays, you will not receive paid time off. Power outages, shut-down periods, snow emergencies, and anything of the like fall under this category. Holiday payout is calculated based on your average weekly hours. If you work, on average, 30 hours or more per week, your payout will be 8 hours for that holiday outlined above. If you work, on average, 29 hours or less each week, your payout will be 4 hours for the holiday outlined above.

**Longevity Bonus** – You are entitled to receive one week’s additional pay when you have accumulated 2,000 working hours (approximately 1 year of full-time work) during the preceding 2 years:

- we base your bonus pay on your average hourly rate;
- the bonus is not equivalent to vacation pay and does not necessarily allow for time off from an assignment to which you have committed.

**Referral Rewards** – Know anyone who is looking for a new or better job? Refer your friends, relatives, or neighbors to Career Connections and tell them to mention you by name. If anyone you refer is placed, after they complete one full week of employment (temp or direct), we will send you a \$25 gas card. \*

- The reward is payable only to people who have completed an application at Career Connections.
- The reward is payable only for referring persons who have not applied at Career Connections within the last 3 years.
- Be sure to tell the people you refer to call or try our online application tool.

\* This reward is subject to change without notice.

**Communication** - We strive to keep clear lines of communication with our employees, but communication is a two-way street; we need to hear your feedback!

**When On Assignment, Call If –**

- you are going to be late or cannot report to your assignment (be sure to call before your shift begins through our 24-hour call-off line, 740-594-4941 option 5, TEXTS and emails are not monitored outside of business hours);
- your assignment is significantly different from what we described;
- your assignment is lengthened, shortened, or considered complete by the client;
- you feel unsafe or uncomfortable with the working environment or team you are working with or reporting to;
- the offer of a direct-hire position has been extended to you by our client. When this happens, we expect you to inform us of the offer and of your decision to accept or reject it. While you are never charged a fee, our clients are sometimes required to pay a temp-to-direct conversion fee. If you are interested in the details, please feel free to inquire.

**Operating Hours** – Our office hours are 8 a.m. until 5 p.m., Monday-Friday. If you need to contact us during off-hours, please leave a voice mail. We will call you back as soon as possible. Our call-off line (option 5) is monitored 24 hours per day.

**Email Communication** – Email can be a very convenient and efficient mode of communication, but it can also be very unreliable.

- We may use email to tell you about job openings for which we think you are a good match, to arrange interviews, and to share other important information. Our administrative staff’s email

addresses all end in @careerconnections.info, and you may want to add us to your email account's list of trusted senders.

- If you are expecting to hear from us and don't, check your junk mail folder and/or call the office.
- If you use email to communicate with us about something important and do not receive a reply, you should call us to confirm the information.

**Keep Us Up To Date!** – Call or send us an email any time of the day or night. We are especially interested in the following details:

- Contact info: Change of name, address, email, phone number, or tax deductions (we need address changes even after you are no longer actively employed by us until after you receive your year-end W-2).

### **Contact Information**

- Athens phone, fax, and text: 740-594-4941
- Athens mailing address: 449 East State Street, Athens, OH 45701
- Gallipolis phone, fax, and text: 740-578-9622
- Gallipolis mailing address: 334 Second Avenue, Suite 1D, Gallipolis, OH 45631
- General email: info@careerconnections.info

### *Safety is High Priority*

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Always exercise due care while working for Career Connections. Because most accidents can be prevented with proper caution, we ask that you become familiar with each client's safety procedures and equipment and follow their guidelines carefully. Whether you are assigned to work in an office or industrial environment, make safety your priority.

**Be sure to contact us immediately if any of the following occur:**

- you are asked to work in unsafe conditions.
- you are asked to perform work which was not part of your initial job description; and/or
- you are injured while on assignment.

If you are seeking medical attention for a work-related injury, be sure to tell the medical care provider that Career Connections (not our client) is your employer.

**What to do in case of an emergency** – All injuries are to be reported to Career Connections and your direct supervisor as soon as possible after the incident but no later than the end of your shift so that appropriate medical attention can be provided as well as a post-injury, non-DOT drug screen and alcohol test. Not reporting your injury in a timely fashion could result in delays in initiating worker's compensation benefit procedures, denial of your claim, and disciplinary action for not following injury reporting procedures. If the accident occurs during non-office hours, call our office, press option 2, and leave a message. That line is monitored 24 hours per day. Your message should include a phone number where we can reach you.

**Automatic drug testing policy** – Working under the influence of illegal drugs or alcohol is a violation of our company policies, and, as such, we reserve the right to perform drug and alcohol tests within 24 hours after an injury has occurred or if there is reasonable suspicion that an employee is under the influence of such substances. Refusal to test will be considered a positive result and will be reported as such to the Bureau of Worker's Compensation and/or your supervisor. When reporting an injury to Career Connections, a representative will give you instructions on how to complete the drug screen.

### *Grounds for Dismissal*

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Failure to comply with any of the policies detailed in this handbook can be considered sufficient grounds to terminate your employment with Career Connections. Of specific importance are the policies outlined under the headings “Rules for Accepting Temporary Assignments” and “Communication.”

Other grounds for dismissal include (but are not limited to):

- breach of client confidentiality;
- conviction of a crime the nature of which is deemed potentially threatening to Career Connections or our clientele;
- attempt to alter an approved time slip or misrepresent actual hours or days worked;
- falsification of information on an application; and
- failure to show up for a scheduled assignment.

### *Employment-at-will*

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Be aware that the employment relationship between Career Connections and each of its employees is employment-at-will. Just as any employee is free to end his/her employment with Career Connections at any time for any reason, Career Connections, in its sole discretion, may terminate an employee’s employment at any time, for any reason, without prior notice or warning. No supervisor, manager, employee or other representative of Career Connections, other than Career Connections’ president, has the authority to make any promise or commitment contrary to the foregoing, or to enter into any agreement with an employee for employment for a specified duration. Any such agreement entered into by the president of Career Connections must be in writing.

### *Disclaimer*

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This employee handbook is intended to provide information regarding Career Connections’ employment practices and policies. This handbook and the practices and policies it refers to may or may not be followed in certain circumstances, and are subject to change at any time, without notice, at Career Connections’ sole discretion. This handbook does not constitute a contract or obligation on the part of the company and does not guarantee employment for any specific duration.

By signing below, I agree to the terms detailed in the Policies and Procedures document.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date