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TERMS OF SERVICE AGREEMENT

DIRECT-HIRE PLACEMENTS

Our direct-hire placement services are available for employers who are looking to hire for a permanent position. With direct-hire placements we handle all the recruiting, screening, and interview coordination. We charge a one-time fee based on the placement's anticipated annual income.

Satisfaction Guarantee

If, within three months from the placement, you contact Career Connections to let us know that the employee is no longer working for you for any reason other than the stated "exception" below, we will refund your money.

Exception: We cannot guarantee satisfaction if the placement does not work out because the position (duties, work schedule, salary or benefits, location, vaccination status, supervisor, etc.) is not as originally described to either Career Connections or the employee.

TEMPORARY AND TEMP-TO-DIRECT PLACEMENTS

Our **temporary placement service** is available for employers who wish to have Career Connections take care of the recruiting, screening, hiring, and administration of applicants who are then put to work for you under your supervision.

Our **temp-to-direct placement service** is best for employers who want to "test drive" a potential employee before committing to a direct-hire.

Temporary Employee Status

Temporary employees are Career Connections' employees until such time as you hire them directly, if you do. We are responsible for all mandatory payroll taxes, contributions, insurances, and deductions; and the hourly rate we charge you is all-inclusive. Unlike with your traditional employees, you will have no additional expenses or fringe benefits to pay for or administer.

Assignment Length Requirement

We have a four-hour-per-employee-per-day minimum requirement, unless the job description states otherwise and is approved by an HR manager.

Conversion to Direct-hire

We have a 90-day (480-hour) conversion period after which you may hire our employee directly without paying a fee. You may leave them on our payroll as long as you like, 480 hours is just the minimum.

Temporary Guarantee

We offer an unconditional four-hour guarantee on all temporary employees. If you are not fully satisfied, we will replace our employee immediately and you will not be charged for any time worked (up to four hours) before a satisfactory replacement arrives.

PAYROLL TRANSFER PROGRAM (PTP)

Our Payroll Transfer Program (PTP) service provides you with the control to hand-select quality employees and have them work under your supervision while Career Connections hires the employee and takes care of all the fiscal management and administrative duties associated with being an employer. With PTP placements, Career Connections does not handle any of the recruiting, screening, or management functions and, for that reason, we can offer a significantly lower markup rate for PTP employees.

PTP Assignment Management

With your reduced markup on PTP assignments we do not handle supervisory tasks such as corrective action discussions and terminations unless it is a company policy of yours that all contingent workforce details are managed by the placement agency. Please reach out to us if that is your expectation as it may influence your markup.

PTP Guarantee and Screening

Because we do not perform background or skills checking on the individuals referred to us for PTP assignments, they are not covered by our published satisfaction guarantee, nor do we suggest you charge them with any major responsibility until you've performed your own background checks or paid for additional screening through Career Connections. Individual screening, such as background checks and drug screens, can be purchased a la carte for your PTP candidate. Please speak to your HR manager about pricing.

Important PTP Policies

If you refer a candidate to us for a PTP assignment who has registered with Career Connections for temporary and/or direct-hire placement within the previous six months, because we have already incurred the cost of recruiting and screening the individual, we cannot employ the candidate at PTP rates, but we can offer you a referral discount.

Hiring PTP Employees

You may hire your PTP employees directly at any time without being subject to our temp-to-perm conversion fees.

ADDITIONAL PLACEMENT POLICIES

Career Connections reserves the right to refuse to employ or place any individual in any capacity who we have good reason to believe will be a liability to our clients or Career Connections, Inc.

Special Arrangements

Though temporary, temp-to-direct, and PTP employees typically fill hourly positions requiring weekly time sheet submissions to Career Connections, we can make other arrangements as needed, including accommodating for salary, commission, bonuses, 1099 contracts, mileage and expense reimbursement, different pay schedules, etc. If you would like to pursue a special arrangement, please speak to your HR manager.

BILLING

Career Connections only charges our clients a fee if we are successful in making a placement.

Direct-Hire Placement Billing

After you have made an offer and the applicant has accepted, we ask what your final negotiations were and bill you a percentage of the anticipated annual* income of the employee. Our current placement fee is 10% and our minimum is \$500. Formal estimates provided by request.

*Note that our fee is based on a 52-week income regardless of the actual expected length of employment.

An invoice for your direct-hire placement(s) will automatically be generated upon the start date of your placement(s) and emailed to the billing contact on your Account Information Form. If we have a credit card on file, we will charge your credit card at this time.

Temporary and Temp-to-Direct Placement Billing

We bill at an hourly rate for temporary personnel. Because each situation is different, our rates are flexible. When you place your order, we will ask some questions to determine exactly what you need. Factors that affect the rate include:

- Skills required (the fewer skills involved, the lower your bill rate).
- Length of the assignment (we have a lower markup for long-term assignments than for very short-term assignments).
- Number of workers requested (we can usually discount our markup if you are requesting several workers performing the same job duties, since we do not need to perform additional recruiting).
- Higher risk (for those working in areas with higher rates of work-related injury).

In every case, we will confirm the hourly bill rate before the assignment begins and get your approval. Formal estimates provided upon request.

Invoicing for your temporary or temp-to-direct placement(s) are by default generated on a bi-weekly basis and based on approved timesheet detail. They will be emailed to the billing contact on your Account Information Form. If we have a credit card on file, we will charge your credit card at this time. For clients with multiple ongoing placements or larger pay/bill rates, our billing team reserves the right to edit invoice frequency to weekly.

PTP Billing

We charge a markup on the employee's gross pay. You tell us how much you want the person to be paid, we will pay that amount and bill you that amount plus our markup. Markups range from 32% to 50%. The markup depends on the workers' compensation rate and other risk factors. Discounts may be applied for very high pay rates, multiple employees, and lengthy assignments. We consider all factors and quote an exact markup before each assignment begins. Formal estimates provided upon request.

Invoicing for your PTP placement(s) are by default generated on a bi-weekly basis and based on approved timesheet detail. They will be emailed to the billing contact on your Account Information Form. If we have a credit card on file, we will charge your credit card at this time. For clients with multiple ongoing placements or larger pay/bill rates, our billing team reserves the right to edit invoice frequency to weekly.

Overtime Billing for Temporary, Temp-to-Direct, and PTP Placements

As required by law, those employed by Career Connections are paid according to our weekending periods and pay dates. We do not mimic the payroll schedule of the organization where the employee is placed. We have a weekly payroll cycle, beginning on Monday and ending on Sunday. Hours in excess of 40 in that one-week period will have

an increased bill rate to cover our need to compensate our employee for overtime pay. We are happy to accommodate overtime calculations that differ from this model, as long as they observe the [minimum Department of Labor overtime rules](#), but our payroll schedule cannot be adjusted.

OCCUPATIONAL SAFETY AND HEALTH

Career Connections currently holds insurance policies in the states of Ohio and West Virginia to cover medical expenses in compliance with requirements outlined by the Bureau of Workers' Compensation in the event that one of our temporary employees is injured on the job. If you require a copy of our insurance certification, please contact General Manager Kristi Kinnard at 740-594-4941, ext. 101.

Safety and Health Training

Per the Occupational Safety and Health Administration's [recommendation](#), Career Connections and host employers are jointly responsible for maintaining a safe work environment for temporary workers. To ensure our workers' safety, Career Connections is responsible for distributing general health and safety notifications, while the host employer is responsible for providing specific training tailored to educate the temporary worker about the workplace, equipment, and hazards therein. Host employers are also required by OSHA to treat temporary workers like any other workers in terms of training, safety, and health protections.

BENEFITS

Temporary, temp-to-direct, and PTP employees can qualify for the following benefits when hour and probationary period requirements are met: **holiday pay, longevity bonuses, and referral rewards. All of these benefits are at the expense of Career Connections.** Some clients will request that their temporary employees receive holiday pay before they have achieved our eligibility requirements. Please speak with your HR manager for more details.

ADDITIONAL CAREER CONNECTIONS POLICIES

Equal Opportunity Policy

Career Connections is committed to providing equal employment opportunities to all individuals. We do not discriminate in hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, or training based on race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, age (40 or older), disability, genetic information, military status, ancestry, familial status, or any other characteristic protected by federal, state, or local law.

We operate in compliance with the Civil Rights Act of 1964, the Americans with Disabilities Act, the Age Discrimination in Employment Act, the Genetic Information Nondiscrimination Act, and the Ohio Civil Rights Act.

Referral Policy

The applicants we recruit, screen, and refer are considered our inventory. If you hire anyone we have referred to you in any capacity with any kind of compensation arrangement within six months of that referral, we will charge you our placement fee (unless you have utilized our temp-to-direct option).