



WORKFORCE  
SOLUTIONS

FIELD ASSOCIATE  
HANDBOOK

Revised January 2018

## ABOUT THIS HANDBOOK

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This Handbook is designed to acquaint you with EG Workforce Solutions and to give you a general understanding of our policies, procedures, and benefit programs. This Handbook should be used as a reference and does not replace official plan documents or insurance contracts, which will govern in all cases. Your local EG Workforce Solutions Representative will be happy to answer any questions regarding this Handbook.

EG Workforce Solutions reserves the right to change or revise this Handbook and any policies, procedures, or other conditions related to employment. Verbal explanations cannot alter written policies, procedures, or plans.

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# YOUR ROLE

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Welcome to EG Workforce Solutions. Your success as a member of our team is important to us!

We are here to help. We invite you to talk with us about your position, ask questions, and allow us to assist you in finding solutions that meet your needs.

Our hope is that you find this position to be an opportunity that leads to personal and professional growth.

As an EG Associate, you are an EG Workforce Solutions employee. This means that your pay and benefits are established and provided by EmploymentGroup.

Your position is the result of a need by one of our customer companies to have a certain job performed. And, since you will be working within their work force, you will be required to adhere to their rules and regulations and expected to perform your job in a manner acceptable to both our customer and EG.

Should your assignment end for any reason, you must call EG within seven (7) days, or we will consider you to have voluntarily quit EG.

## EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of EG Workforce Solutions to provide equal opportunity in employment to all employees and applicants for employment. No person is to be discriminated against in employment because of race, color, national origin, sex, age, religion, marital status, height, weight, pregnancy, disability, military status, genetic information, or any other reason prohibited by law.

This policy applies to all terms, conditions and privileges of employment, including hiring, placement, orientation, training and development, promotion, transfer, compensation, benefits, educational assistance, social and recreational programs, employee facilities, termination, and retirement.

## AT-WILL STATEMENT

EG Workforce Solutions is an at-will employer. That means employment is for no definite period of time and may be terminated by either party at any time, with or without cause and with or without prior notice.

Neither EG's policies nor practices are to be construed as imposing any binding employment obligations, and they are subject to change or deletion at any time without prior notice.

## AMERICANS WITH DISABILITIES ACT

EG complies with the Americans with Disabilities Act to ensure equal employment opportunity for all qualified persons with disabilities.

We ensure non-discrimination in all terms, conditions, and privileges of employment. Reasonable accommodation is available to all EG Associates and applicants including worksite accessibility if it does not cause undue hardship on the operation of business. Individuals should contact their Supervisor or a Human Resources Representative and submit a request in writing if a need for an accommodation is needed.

## SUBSTANCE ABUSE POLICY STATEMENT - "DRUG-FREE WORKPLACE"

EG has a vital interest in maintaining safe, healthful, and efficient working conditions for you. Therefore, we are committed to a drug-free workplace.

The use, possession, transportation, purchase, or sale of alcohol, controlled substances, illegal drugs or other intoxicants, or drug paraphernalia by any EG Associate while on duty, while in a company or customer vehicle, or on any job position is prohibited. No EG Associate should report to work or be on Company property while under the influence of, or have in his or her system any alcohol, marijuana, illegally obtained drugs, controlled substances or illegal drugs.

EG requires applicants or EG Associates to be tested for the presence of controlled substances and/or illegal drugs prior to placement.

Refusal to take a drug test may result in an inability to place you in a position or immediate disciplinary action, up to and including termination of employment.

Factors that could establish reasonable suspicion include, but are not limited to:

- Sudden change in work performance
- Repeated failure to follow instructions or operating procedures
- Involvement in an accident or near-accident
- Discovery or presence of illegal or suspicious substances or materials in an employee's possession or near the workspace
- Odor of alcohol and/or residual odor peculiar to some chemical or controlled substance
- Unexplained and/or frequent absenteeism

## HARASSMENT POLICY

EG is committed to providing a workplace that is free from unlawful discrimination and harassment including race, color, religion, national origin, age, sex, or disability. Any harassing conduct whether committed by supervisory or non-supervisory personnel, or third parties such as vendors, suppliers, or customers, is prohibited.

Sexual harassment situations can generally be placed into one of two broad categories:

- **Quid Pro Quo:** where employment (or a specific condition of employment, such as a raise, promotion, etc.) is conditioned upon submission to unwelcome sexual conduct or demands of sexual favors by someone with (perceived) power over you.
- **Hostile Work Environment:** when an EG Associate has been subjected to unwelcome verbal or physical conduct of a sexual nature that is so hostile, intimidating, or offensive that their ability to perform their job is adversely affected.

If you believe you have been subjected to harassment or have observed harassment, you should immediately report the alleged incident to an EG Representative. You will be provided with a Harassment Complaint Form. You should promptly and thoroughly complete this form, providing a detailed description of the harassment, and thereafter immediately submit the form to Human Resources. All inquiries will be investigated immediately in a confidential manner.

EG Workforce Solutions does not tolerate any form of retaliation toward individual(s) making a good faith complaint or participation in an investigation of harassment. Violations of the harassment policy or retaliation could result in disciplinary action up to and including termination of employment.

## CONFIDENTIALITY AGREEMENT

In consideration for your employment with EG, you will be asked to sign a Confidentiality Agreement. By doing so, you will agree to treat all information received, developed, or acquired from EG or our customers on a strictly confidential basis.

## SAFETY

Your safety is of utmost importance to EG. As part of your orientation, we will discuss the importance of working safely and, per your request, will provide you with safety resource and reference materials. Contact your EG Representative to obtain this information.

Should you be responsible for driving a company/customer owned vehicle, you are required to perform a daily vehicle inspection to ensure all safety features are operational. In addition, should you become involved in a vehicle mishap/accident, your first responsibility is to report the mishap/accident to the police followed by immediate notification to your supervisor. The use of seat belts is mandatory in all company/customer vehicles regardless of whether you are the driver or passenger. Mobile phone or electronic devices should be used for communication purposes while driving.

Please report unsafe working conditions, behaviors, or procedures that could lead to injuries or property damage to your EG Representative immediately.

Safety in the workplace is everyone's responsibility, but it begins with you!

## ON-THE-JOB INJURY/ILLNESS

In case of a work-related injury/illness, notify EG immediately at: **1-877-WAS-HURT**

EG will take responsibility for putting you in contact with the appropriate person to make arrangements for treatment. A work-related injury or illness will be covered through EG in accordance with the Michigan Worker's Compensation Act.

## WEAPONS POLICY

EG prohibits all persons who enter an EG property from carrying a handgun, firearm, or prohibited weapon of any kind onto the property regardless of whether the person is licensed to carry the weapon or not. Prohibited weapons include firearms, illegal knives or other weapons covered by the law.

All EG employees are also prohibited from carrying a weapon while in the course and scope of performing their job, whether they are on Company property at the time or not and whether they are licensed to carry a handgun or not. This policy also prohibits weapons at any EG sponsored functions such as parties or picnics.

Failure to abide by all terms and conditions of this policy may result in discipline up to and including termination. If you become aware of anyone violating this policy, please report it to your supervisor immediately. This policy should not be construed to create any duty or obligation on the part of the company to take any actions beyond those required of an employer by existing law.

## RIGHT TO INSPECT

For the safety and security of EG employees, visitors, customers, and property, EG and/or its representatives reserves the right to inspect the contents of all vehicles, packages, containers, bags and other items brought onto company premises or used while on company business, regardless of whether the owner or user of the item is present. No one should have an expectation of privacy in any item brought onto company premises or used while on company business. Refusal of a request to inspect may result in disciplinary action up to and including termination.

## WORKPLACE VIOLENCE

We strive to maintain a working environment that encourages mutual respect, promotes civil and congenial relationships among employees, and is free from all forms of harassment and violence. EG does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in any type of violent activity while performing work related responsibilities.

This list of behaviors, while not inclusive, provides examples of conduct that is prohibited:

- Causing or attempting to cause physical pain or injury to another person
- Making threatening or intimidating remarks
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another person to emotional distress
- Intentionally damaging or threatening to damage company property or property of another employee
- Possession of a weapon while on company property or while on company business (see also Weapons Policy on Page 6)
- Committing acts motivated by, or related to, unlawful harassment or domestic violence
- Sabotaging another person's work
- Making false statements about others
- Publicly disclosing private information about another person

## COMPLAINT PROCEDURE

To foster sound employee-employer relations through communication and reconciliation of work-related problems, EG provides employees with an established procedure for expressing employment related concerns. In situations where an employee feels a complaint is in order, the following steps should be taken:

If an employee believes that he/she has a legitimate work-related complaint, the employee is encouraged to first attempt to resolve the issue(s) through discussions with his/her immediate supervisor.

If the situation is not resolved within a reasonable time frame, usually within five working days from the time the complaint is made with the immediate supervisor, it should be brought to the attention of the next level supervisor or a Human Resources representative at EG. We will attempt to resolve the complaint within a reasonable period of time while preserving the confidentiality and privacy of those involved to the extent feasible. In some situations, an individual may be asked to complete a complaint form.

## SOCIAL SECURITY NUMBER PRIVACY POLICY

Our goal is to ensure, to the largest extent possible, that the employees' social security numbers are maintained confidentially. Social security numbers will not be released to anyone outside the employer, except as required by law. Social security numbers will be made available internally on a "need to know" basis.

More than four sequential digits of a social security number will not be included on any documents mailed outside the employer, except as required by law, nor will it be publicly displayed in any manner. Social security numbers are not to be used as passwords or identifiers on any employer computer system. The social security number will not be used in the ordinary course of business except as the employer may determine that it is necessary to verify an individual's identity or to administer employee benefits, such as health insurance. Any documents that include social security numbers that are discarded are to be shredded.

Any violation of this policy will result in discipline up to and including termination of employment.

## YOUR COMPENSATION

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### TIME REPORTING

The law requires a record of all time on duty for non-exempt employees. Non-exempt refers to hourly employees who are eligible for overtime pay according to the Fair Labor Standards Act. Each hourly employee must keep a daily record of time worked, including any paid time off and/or unpaid lunch hours.

- **Week Ending Date:** Date **must** be completed - mm/dd/yyyy - always the Sunday of the week worked.
- **Employee Name:** Your name - type or print clearly.
- **Customer Name:** Company to which you are assigned.
- **City/State:** City of EG branch.
- **Complete Record of Hours:**
  - Date (mm/dd/yyyy)
  - Time Started
  - Time Finished
  - Lunch Out
  - Lunch In
  - Regular Hours
  - Overtime Hours
- **Total Hours for Week:** Total to the nearest 1/4 hour.
- **Signature and SS #:** Legibly sign the timesheet form and fill in the last 4 digits your Social Security number.
- **Customer Approval:** Have your timesheet approved and signed by your supervisor. Unsigned timesheets may be returned for signature, which could delay your paycheck an additional week.



## OVERTIME

On occasion, it is necessary for all full-time non-exempt EG Associates to work overtime in order to meet our customer's requirements. Non-exempt EG Associates will receive one and one-half times their hourly rate of pay for time worked in excess of an eight-hour shift provided they complete 40 regular hours during the normal workweek cycle. Non-exempt EG Associates working more than 40 hours during a workweek will be paid one and one-half times their regular rate as overtime pay in accordance with FLSA and State laws. Overtime work must always be approved before it is performed.

- Only hours actually worked will be used to calculate overtime pay.
- Holidays, vacation time, or personal time for which you are paid but do not work will not count toward the calculation of overtime.

## PAYCHECKS

EG issues paychecks weekly and all paychecks are dated for Friday of each week. Each check represents payment against your hours turned in the previous Monday of each week.

EG offers two different ways to receive your pay. You can receive your pay through direct deposit to any bank account of your choice or you may receive your pay on the low-fee Money Network debit/ATM card. If you chose direct deposit, your check will be mailed to your home address until the direct deposit is activated. Please ask your EG Representative for more details.

## YOUR RESPONSIBILITIES

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### ATTENDANCE STANDARDS

Regular attendance is critical to your success. Being an EG Associate means you must be dependable, and that means to be at work every day you are scheduled, and to be on time.

We understand that there are rare occasions when it is necessary to miss work. In the event you will be absent or late, you must contact your supervisor immediately following the call-in procedures provided during your orientation. If you are unable to make contact, you must call your local EG office immediately.

Poor attendance and excessive tardiness are disruptive. Disciplinary action may be taken each time an EG Associate is absent from work without prior notification and approval. Either may result in disciplinary action, up to and including termination of employment. This policy will be used by Supervisors as guidelines for evaluating an EG Associate's attendance and determining appropriate actions.

### ORIENTATION POLICY

Upon acceptance of an assignment with EG, you will attend an orientation. During this time, you will receive specific information pertaining to Overtime, Work Schedule, and Dress Code for that customer/assignment.

### WORK SCHEDULES

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

## LUNCH AND REST BREAKS

Lunch and rest breaks differ at each customer work site and you will be informed of the specific requirement by your supervisor.

## DRESS CODE GUIDELINES

Each of the EG customer work sites has a dress code policy that best fits in their environment to provide an appropriate appearance and to meet safety standards. Upon acceptance of an assignment with EG, you will attend an orientation at which time you will receive specific dress code requirements for that customer/assignment.

## STANDARDS OF CONDUCT

Our goal is to see that you work in and contribute to a pleasant and cooperative work environment. To do so, EG Associates must meet certain standards of conduct and performance.

The following is a partial list of unacceptable behaviors that may lead to disciplinary action up to and including termination of your employment. It is not intended to constitute a complete and final list of all possible violations for which EG may take disciplinary action against an EG Associate, and does not alter the “at-will” employment relationship.

- No call, no show to an assignment.
- Excessive absenteeism.
- Engaging in horseplay, or abusive or inflammatory language.
- Striking, threatening, creating a hostile environment, or engaging in any other physical violence or intimidation.
- Insubordination, refusal to comply with instructions, or failure to perform reasonably assigned duties.
- Possession of firearms or other weapons while on company property.
- Violation of safety rules and regulations.
- Misuse of timesheets.
- Abuse, misuse, waste, destruction, or theft of EG, customer, or employee property.
- Misuse of telephones, fax machines, computers (including the Internet), and other equipment
- Possession, use, transportation, purchase, or sale of alcohol, controlled substances, illegal drugs, or drug paraphernalia while on assignment.
- Leaving the premises during work hours without permission of the supervisor, or failure to return as agreed, unless the circumstances were beyond your control.
- Unauthorized release of personal, proprietary, or confidential information.
- Gross negligence of duty.
- Sleeping during business hours.

If you wish to enroll in healthcare benefits due to a change in family status (i.e. loss of other coverage, marriage, divorce/legal separation, birth, or adoption) you must notify the EG Workforce Solutions Human Resources department within 31 days of the event to make appropriate changes to your benefits. If you wait longer than 31 days, you will not be able to make changes until the next annual open enrollment period.

# EG OFFERS COMPETITIVE BENEFITS

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## HOLIDAYS

EG Associates are eligible for six designated holidays per year. In order to qualify for holiday pay, you must have previously worked 1,500 regular hours with EG, with no more than a 90-day break of employment with EG.

The 6 paid holidays are:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

When there is a break in assignment of 90 days or more, your accumulated hours worked prior to the break in service will be reduced to zero, and you will have to re-qualify for holiday pay by working 1,500 regular hours.

EG Associates with previous EG experience as a temporary on another assignment will have the time within the previous 90 days count toward EG holiday pay eligibility.

In order to receive holiday pay, EG Associates must work their scheduled day before and after that holiday. Unpaid leave that has been previously approved is not considered as scheduled work days. Holidays are awarded only to EG Associates averaging 30 hours or more per week.

## HEALTH CARE BENEFITS

EG offers a comprehensive, flexible benefits package for all EG Associates. Our health care benefits program is available to you at group rates.

## MAJOR MEDICAL, DENTAL AND VISION PLANS

You are eligible for EG's Health Savings Account (HSA) compliant medical plan, EG's dental, and EG's vision plan if you:

- Work a minimum of 30 hours per week.
- Have successfully completed a 90 day waiting period. A break in assignment of seven (7) or more calendar days requires a new 90 day waiting period.

**It is your responsibility to enroll in health care benefits any time up to your eligibility date for medical coverage and/or dental coverage and/or vision coverage. Once your eligibility date has passed, you will have missed the initial enrollment window and will have to wait to enroll during the next open enrollment period, unless you experience a qualifying event.**

EG will notify you when eligible for benefits and it is your responsibility to enroll.

If you wish to enroll in healthcare benefits due to a change in family status (i.e. loss of other coverage, marriage, divorce/legal separation, birth, or adoption) you must notify the EG Benefits Department within 31 days of the event to make appropriate changes to your benefits. If you wait longer than 31 days, you will not be able to make changes until the next annual open enrollment period.

## NOTICE OF SPECIAL ENROLLMENT RIGHTS - LOSS OF OTHER COVERAGE

If you are declining enrollment for yourself or your dependents (including your spouse), because you have other coverage, you may be able to enroll in EG's plan without waiting for the next open enrollment period if you lose the other coverage because of loss of eligibility or because employer contributions to the other coverage have been terminated. Loss of eligibility does not include loss of coverage because

of failure to pay premiums on a timely basis. It also does not include voluntary termination of coverage under the plan (for example, due to a change in cost or benefits) nor does it include termination for cause such as making a fraudulent claim or intentional misrepresentation of a material fact in connection with the coverage. If you are declining coverage because your other coverage is COBRA continuation coverage, then the COBRA eligibility period must be exhausted before the Special Enrollment will be available. To be eligible for this Special Enrollment, you must request enrollment, in writing, within 31 days after your other coverage ends and provide satisfactory proof of the loss of other coverage.

## NEW DEPENDENT

If you gain a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may enroll yourself and your dependents at that time, provided that you request enrollment within 31 days after the marriage, birth, adoption or placement for adoption.

## HEALTH SAVINGS ACCOUNT

EG provides the opportunity to employees who elect EG's Health Savings Account (HSA) compliant medical plan to open an HSA for your use on a pre-tax contribution basis in conjunction with IRS Section 125. Contributing on a pre-tax basis results in reduction in your taxable earnings.

Examples of expenses that can be applied to the HSA are eligible unreimbursed medical charges, including deductibles or any medical charges determined over and above reasonable and customary. You must participate in an HSA compliant medical plan to participate in the HSA. You may also use your HSA for dental and vision expenses.

## 401(K) RETIREMENT SAVINGS PLAN

A 401(k) plan allows you to defer a portion of your income (i.e., a deduction from your paycheck) and have the deferred amount invested into a 401(k) trust sponsored by your employer. You have the option of pre-tax deferrals in which you do not pay Federal, State, or Local Income Tax on the deferred amount and/or a Roth option in which your deferral is made on an after tax basis. Your deferred amount is still subject to FICA (Social Security Tax). Earnings on your investment are exempt from current taxes and are deferred until your money is distributed from the plan.

Enrollment in the 401(k) Retirement Savings Plan is processed on-line. To enroll, please do the following steps:

- Access the administrator's website: <https://www.abgpension.com/default.aspx>
- Click on the link: Click here to Enroll in your plan now! Click on that link and you will be required to log in.
- You will need your own Social Security Number (SSN) and EG Workforce Solutions' plan password: **EG401K**
- Once you are logged in, you will be required to enter your personal data including your address, percentage deferral amount, beneficiary information, etc.
- If you have questions regarding the enrollment process, please contact our Benefits Department at **(269) 979-6111** or email [hr@eg-us.com](mailto:hr@eg-us.com), or the 401(k) Administrator, Alliance Benefit Group, at **(800) 875-7510**. Your enrollment request will be processed within 2 weeks of your request to enroll.

## **FAMILY AND MEDICAL LEAVE**

The FMLA provides eligible employees up to 12 weeks of unpaid leave in a 12 month period for the birth/ care of their child, placement of a child for adoption or foster care, or for the care of their child, spouse, or parent who is suffering from a “serious health condition,” or because of the employee’s own “serious health condition.”

Effective January 16, 2009 the new FMLA rule implements the requirements to expand FMLA protections for family members caring for a covered service member with a serious injury or illness incurred in the line of duty. These family members are able to take up to 26 workweeks of leave in a 12 month period. The new military leave also allows families of National Guard and Reserve personnel on active duty to take 12 weeks of FMLA job-protected leave to manage their affairs- “qualifying exigencies.” The new rule defines “qualifying exigencies” as: (1) short-notice deployment (2) military events and related activities (3) childcare and school activities (4) financial and legal arrangements (5) counseling (6) rest and recuperation (7) post-deployment activities and (8) additional activities where the employer and employee agree to the leave.

To be eligible for an unpaid FMLA leave, an employee must have worked for EG for at least 12 months, worked at least 1,250 hours during the 12 month period preceding commencement of the leave, and work at a location where at least 50 employees are employed within a 75 mile radius.

EG’s comprehensive FMLA policy, which explains your rights and obligations under the FMLA, is available by contacting the EG Human Resources department.

You are required to review and familiarize yourself with EG’s comprehensive on-line FMLA policy as a condition of your employment or continued employment. To the extent that any provision in this section conflicts with the Family and Medical Leave Act, the language in the Act will prevail.

If you need to take an FMLA leave, you will need to contact EG’s Human Resources Department for further information.

## **FRINGE BENEFITS**

As an EG Associate with EG, your worker’s compensation coverage, unemployment compensation coverage, and fringe benefits are provided to you solely by EG, and not by the customer to whom you are assigned to work. You are not eligible for, and will not receive, any fringe benefits from any customer of EG. This includes pension, retirement, deferred compensation, insurance, vacation, holiday, disability, and any other benefits that may be provided by such customers to their employees.

**And finally...**

**Thank you once again for choosing to work with EG Workforce Solutions!  
Please do not hesitate to call us with questions, concerns, or suggestions.**