



Providing Human Resource Solutions

EMPLOYEE HANDBOOK

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Welcome to PSU!

We're glad to have you part of our team! We hope you'll get to know all of us here at PSU.

PSU is an independent, locally owned and operated staffing service. We've been serving the business communities of Cleveland, Rutherford and Gaston counties since 1981 and have built a reputation of the highest quality. At PSU, we are extremely proud of our employees and our service. Please remember that our reputation depends on you and you are very important to us.

We will evaluate your skills, abilities and background during our screening and interviewing process. We study our files carefully to find the most qualified person to fill our client's needs. Once you've been accepted as a qualified PSU employee, you will be offered available assignments that best match your skills, experience, abilities and availability. You then decide which assignments you would like to accept.

We'll do our best to make your experience as a PSU employee a rewarding one, and we want you to enjoy your assignments. We hope you will do your part to ensure that PSU continues to stand for quality. To do this you must understand what PSU expects from you and what you can expect from PSU. Please read this handbook carefully. It will help you do the best job possible.



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ASSIGNMENT POLICIES

As a PSU employee, you will choose where, when and how much you work. When we call you to offer you an assignment, we'll tell you about the client, the job description, the expected length, the working hours, and the pay rate. You have the choice to accept or refuse any assignment, and you are never charged a fee. However, if you do accept, we expect you to complete the assignment in a professional manner. When you accept an assignment, always make a note of all the important facts – the client's name, location, directions, date and time to report, and the person or department to report to.

All assignments, extensions of assignments and return to assignments must be scheduled through PSU. If a client should ask you to change the schedule of your assignment or return after it is completed, you must contact PSU immediately.

Minimum assignments are for four (4) hours. If you are asked to leave an assignment in less than four hours, please contact PSU immediately. Remember that you will learn as you earn. Don't forget to update your file at PSU after your skills have been enhanced by your assignments (new equipment, software, processes, etc.). We need to have this information for matching you with future assignments. Improving skills and experience could mean a higher pay rate on your next assignment.

"CLIENT HIRE PROGRAM" We feel that the possibility of finding full time employment with our clients helps us attract better quality candidates. If a client should become interested in hiring you on their payroll, our policy is as follows: After you have completed 480 hours (12 consecutive 40-hour weeks) on any one assignment working for PSU, there is no fee to you or the client. But, remember, you are a PSU employee and we should know if you are considering employment with our client. To maintain a good relationship with PSU and our clients, we urge you to be open and discuss the situation with us. Please do not approach the client about a full time position; many companies have policies prohibiting this. Also, you must not work for our client on a temporary, contract, or permanent basis within six months after completion of an assignment unless through PSU.

ETHICS: PSU spends considerable time and resources in recruiting, processing and placing the right employee on an assignment. It is highly unethical in the staffing industry for employees of one staffing company to be transferred to a competitive staffing company while on the same assignment. PSU believes this practice treats employees like commodities and does not serve our industry, our employees, or our customers well. If you are approached about this unethical practice, contact PSU immediately. You are our employee, and we value our employment relationship with you.

*NOTICE: You must contact PSU within 48 hours after the end of an assignment to be considered available for employment or we will assume that you have voluntarily quit. When you are between assignments, you must call in to PSU at least once a week to be considered for employment or we will assume that you have quit. ***Failure to comply with this procedure may affect your unemployment benefit eligibility.***

GUIDELINES

Your First Day – Be a little early in order to find your way around. Be friendly! Smiles are great ice breakers. Introduce yourself to supervisors/co-workers, and start to work with a minimum of delay. Blend in with the rest of the employees as quickly as you can. Be sure to ask the client supervisor about company policies regarding rest and meal breaks, as well as company rules, regulations and safety procedures.

Dependability – Be reliable. Show up for work a few minutes early every day. When you accept an assignment, you are expected to be there every day, on time, and continue reporting every day until the assignment is completed. If you cannot complete an assignment, please give us a minimum of 48 hours in order for us to replace you. If you must be late or absent, it is essential that you call PSU and the client immediately. PSU phones are answered 24 hours a day. The reason for your absence must also be noted in the space provided on your time sheet. A copy of PSU's attendance policy is included in this handbook. Remember, our customer is depending on you – so are we!

Transportation – All employees of PSU must have reliable transportation to and from work. Do not accept an assignment unless you are absolutely sure you have transportation every work day. Lack of transportation will not be accepted as an excuse for missing work. Always ensure, in advance, that you have alternative transportation, i.e., friends, relatives, taxi, etc., in case of emergency.

Appearance – Make a good impression on every assignment. The first day, it's best to dress conservatively, and then see what everyone else is wearing. Neatness and cleanliness are essential. Choose professional attire for office environments. For industrial assignments, wear washable clothing (such as jeans) and closed-in sturdy shoes. Your Staffing Specialist will advise you if any special attire is required. Remember, a good appearance adds to confidence.

Attitude – Your work is your selling card. A satisfied client will ask for you on future assignments. If there is anything you're unhappy with, don't complain to coworkers. Call PSU. We want you to be happy and will do everything we can to help you with a problem. If you complete a task your client supervisor has assigned you, ask for something else to do, or find additional work yourself. Be productive. Your eagerness to help will be noticed. If you are unsure of anything, ask questions. It's better to be safe than sorry. Be cooperative, flexible and have a positive attitude. Always put your best foot forward on the job. You can make a difference!

Confidentiality – Never repeat anything you see or hear on an assignment to anyone. It is extremely unprofessional to discuss a client's business. Never voice your opinions about one client to another. Please do not get involved in company politics or gossip. It is also wise not to discuss your personal life.

Responsibility – Take extra care with the client's equipment. If you are asked to operate unfamiliar equipment, get instructions first. Be conscientious about observing the work rules and regulations of the client.

Conduct – As you can see by our strict screening process, we are particular about who we send to represent us to our clients. You must present a cooperative attitude and conduct yourself in a mature, courteous and professional manner. Insubordination to your supervisors, either on assignments or at PSU, will be cause for termination. PSU’s work rules are included as a part of this handbook.

Quitting Assignments – You will be required to provide a minimum of 2-days notice prior to quitting any assignment. If you quit an assignment without notice, your pay for that week will be reduced to minimum wage. Anyone who fails to work a 2-day notice when leaving an assignment may jeopardize his/her future employment with PSU.

SAFETY POLICY AND PROCEDURE

We care about you! Your safety and health are very important to us. Please practice safe work habits and observe the safety rules and procedures of each assignment. Should you observe any unsafe working conditions while on assignment, notify PSU and your on-site supervisor immediately. Safety is everyone’s responsibility. The following general safety rules are intended to assure safe working conditions and must be adhered to:

1. Observe all safety rules, warning signs/labels and follow safety instructions provided by the company where you are assigned and/or PSU.
2. For assignments which require the use of Personal Protective Equipment (safety shoes, glasses, etc.), it is a condition of employment that you must have or obtain the equipment before the beginning of your assignment. The equipment must meet the requirements of the client company’s equipment selection criteria for the assessed hazard. In the event that PSU or the client company has agreed to provide the equipment, you are required to use the provided equipment rather than your own. It is also a condition of employment that you wear and maintain all required Personal Protective Equipment in accordance with the client company’s policy. If you leave an industrial assignment for any reason, all safety equipment and I.D. badges that we provided to you must be returned to PSU before you can receive your final paycheck.
3. Do not operate any machinery unless you have been trained and all guards are in place. Use machinery only if authorized and trained.
4. For those who work around hazardous chemicals, you are required to abide by PSU’s written Hazard Communication Program (CFR 1910.1200). This program will be communicated to you during your orientation and a copy will be made available to you upon request. In cases where the client company where you are assigned has a Hazard Communication Program, you are required to abide by that program as well. Where there are variances between programs, the client company’s program will supersede PSU’s program.
5. Use the safe lifting procedures taught to you during your PSU new hire orientation at all times.
6. Horseplay (which includes playing with air hoses) is strictly forbidden on any assignment.
7. If you are involved in any accident, no matter how small, you must report it to your on-site supervisor immediately and then to PSU. Failure to report any job related injury or illness within

one business day may result in disciplinary action.

8. All required medical attention for on-the-job injuries and illnesses must be coordinated by PSU unless the delay in obtaining coordination assistance would be life or limb threatening. All employees requiring medical attention for an on-the-job injury will be drug tested.
9. Carry your Injury Hot Line card with you at all times in case of an accident outside normal business hours. The Injury Hot Line will be answered 24 hours a day, 365 days a year. This number is intended to assist you in obtaining necessary medical treatment and drug testing. Please do not call the Injury Hot Line unless you believe you need immediate treatment. If medical attention can wait until PSU's office opens, please call your respective PSU branch at that time.
10. Medical services provided by anyone who has not been authorized by PSU or PSU's insurance carrier must be requested in writing from PSU or the North Carolina Industrial Commission, or claims may be denied.
11. Once an on-the-job injury or illness is reported, you are required to appear at your respective PSU branch and cooperate with the incident investigation. You must appear by the end of the business day. If after business hours, you must appear by the end of the next business day. If you are medically unable to appear, a PSU representative will make arrangements to visit you. You will be given the procedure outline to follow while you are recovering that explains our policy on post-accident drug testing, attendance of follow-up and physical therapy appointments and return-to-work/light duty program.
12. Failure to follow procedure if you are injured (seeking medical attention on your own; not using the Injury Hot Line after hours), will result in a written warning for the first offense and possible termination for the second offense. If an accident is the result of gross negligence on the part of the employee, termination will result for the first offense.
13. You must notify PSU if you should miss work because of an on-the-job injury. Also, do not return to work after an injury without first notifying PSU. Anytime you are unable to perform your normal job duties because of an on-the-job injury, PSU may arrange light duty work for you either with the client or through our light duty program.

PSU conducts complete incident investigations and will pursue to the full extent of the law any and all fraudulent claims. We go to great lengths and expense to provide workers' compensation insurance for our employees and to deal with meritorious or legitimate claims or injuries.

On the other hand, we have extensive experience investigation and controvert fraudulent or malingering claims and will fight these type claims with all available resources. If you are aware of anyone abusing our worker's compensation program, please let us know immediately.

RECEIPT OF PAYMENT & PAYSTUB PROCEDURES

In our continuing efforts to improve efficiencies PSU has implemented electronic pay for your convenience.

All employees will be given the choice of the following payment options:

- Pay Card
- Direct Deposit to a personal bank account.

Pay cards are stored value cards similar to a gift card or debit card and can be reloaded every week. PSU's Pay Card Company provides the first card at no charge. If your card is lost or stolen there will be a minimal charge to replace the card. PSU has nothing to do with the fees charged by the Pay Card

Company. The fees charged are usually less than paper check cashing fees.

During orientation you will be given a packet of information from PSU's Pay Card Company if you choose the pay card method.

In a continuing effort to be more efficient and "Green", you are able to access your paystub information online. You are able to view, print, and save your paystubs and access them online at any time. Be sure to verify your pay stub each week.

There is a link to the paystub info under Jobseeker/Employee Docs on the PSU website, www.psuhasjobs.com.

Employee steps for accessing Talent Module (for talent tasks, profile updates, assignment info and pay stubs)

1. Go to psu.avionte.com/talent click create an account.



The screenshot shows a web page with a dark blue header. Below the header, the text "Sign in" is displayed in a large, dark font. To the right of "Sign in" is a red button with a white hand cursor icon and the text "Create an account". Below this, there are two input fields: "Username" and "Password". To the right of the "Username" field is a red link that says "Forgot username?". To the right of the "Password" field is a red link that says "Forgot password?". Below the input fields is a large red button with the text "Sign in". At the bottom left, there is a checkbox labeled "Remember me". To the right of the checkbox is a red link that says "Need help?".

2. Complete the following fields

The screenshot shows the 'Get started' registration page. At the top left is the PSU Personnel Services Unlimited, Inc. logo. Below the logo is a 'Welcome' message and a 'Sign up' link. The main heading is 'Get started'. The form contains six input fields: 'First name', 'Middle name', 'Last name', 'Email address', 'Office nearest you' (with a dropdown arrow), and 'Phone number'. Below the fields is a 'Remember me' checkbox with the text '(Do not choose if you are using a public/shared computer or device)'. A 'Done' button is located at the bottom right of the form area.

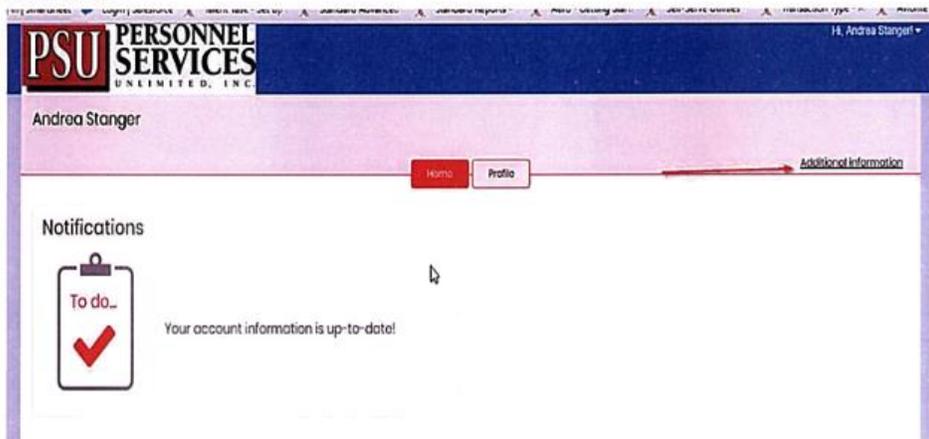
3. From there create a username and password. You will be responsible for remembering this. If you can reset this by clicking the forgot username/forgot password on the login page.

The screenshot shows the 'Create your account' page. At the top left is the PSU Personnel Services Unlimited, Inc. logo. Below the logo is a 'Welcome, Test! | Not you?' message and a 'Sign up' link. The main heading is 'Create your account'. Below the heading is a sub-heading 'Creating your account is fast and simple. Once created, future applications will be quick and easy.' There are three input fields: 'Create a user name', 'Enter a password', and 'Re-enter your password to verify'. A 'Create account' button is at the bottom left. A 'Password tips' box on the right contains the following text: 'The password must be at least 8 characters, including a capital letter, a number, and a special character. You can also enter a passphrase without any special characters as long as it is at least 16 characters in length.'

4. Once you are logged in, you will be taken to the talent home page where you will see any tasks open as well as be able to update profile information

The screenshot shows the talent home page for user Andrea Stanger. At the top left is the PSU Personnel Services Unlimited, Inc. logo. Below the logo is the user's name 'Andrea Stanger' and a 'Sign out' link. There are two buttons: 'Home' and 'Profile'. A 'Additional information' link is on the right. Below the buttons is a 'Notifications' section with a 'To do...' icon and a red checkmark. The notification text reads: 'Your account information is up-to-date!'

5. You will click on the Additional information link (in upper right corner) to access the assignment and pay stub information



6. Please click on pay history at top of page to see check stub information.



Blank PSU timesheets are available on our website: www.psuhasjobs.com. They are located under the

Jobseeker/ Employee Docs tab. Or you can stop by one of our offices to pick up a supply. If you have any questions, please feel free to contact your local PSU office.

WHEN AND HOW YOU GET PAID

You are an employee of PSU and are paid by PSU. PSU is locally owned and operated. You work locally and are paid locally and promptly. Your earnings are based on an hourly rate which is determined by the specific duties and skills needed for each assignment. The only deductions from your check will be federal and state withholding taxes, social security taxes, court ordered garnishments and fees as allowed by law, or safety equipment deductions authorized by you. There will never be a placement fee to you. We invoice our customers for providing quality PSU field employees. As your employer, we provide worker's compensation insurance, unemployment insurance and pay the employer's share of your social security taxes. In addition, our employees are bonded and covered by general liability.

If your time sheets are legible, complete and on time, PSU will pay you on a weekly basis for time worked in our customer's location. Payday is each Friday for time worked in the previous week. You will be notified if payday falls on any other day than Friday due to holidays.

You may fax your time sheet to you respective PSU branch office. The fax numbers are as follows: Shelby 704-484-8350, Forest City 828-287-0888 and Gastonia 704-867-9490. The original must be mailed or delivered to the PSU office no later than Friday of that week. Our mailing addresses and fax numbers are listed on the front of the time sheet.

Pay Card funds and Direct Deposit funds are available for withdrawal on Friday mornings.

TIME SHEETS

Pay periods run from Monday through Sunday. In order to be paid on time, time sheets must be received in our office no later than the end of the day on Monday following the end of a work week. Time sheets must be filled out completely by you and signed by you and by your supervisor on the job. Always total your hours before asking your supervisor to sign. Unsigned or incomplete time sheets will not be processed. There is a drop slot at each PSU office where you can turn in your time sheet at night, weekends or holidays, if necessary.

Some clients keep the time sheets for PSU to pick up. If you are assigned to one of these clients, it is still your responsibility to turn in your time sheet to your on-site supervisor no later than Monday. These clients usually need to use the time sheets for record keeping purposes prior to giving them to PSU, so don't take a chance on your supervisor causing your time sheet to be late. Treat your time sheet as if it were your pay check. We cannot process your pay unless your time sheet is completely and accurately filled out, signed, and turned in prior to the deadline on Monday. Improperly filled out or unsigned time sheets will be returned to you by mail for completion (therefore delaying your pay).

If you begin an assignment in the middle of a week, fill out a time sheet for time worked through Sunday, even though you may be continuing the assignment. The following week begin a new time sheet on

Monday. Each Monday you should start a new time sheet.

Do not fill in holiday hours unless you actually worked on the holiday. PSU will determine if you are eligible for holiday pay.

If you work for more than one client within a week, you must fill out a separate time sheet for each client.

Remember, if you do work for more than one client during a work week, you may not have hours exceeding 40 except with prior permission from PSU.

FRINGE BENEFITS

We hire only the best, and our employees deserve the best!!!

PSU, like other companies, offers benefits to encourage continued employment with PSU; therefore, employees who leave PSU and are no longer in good standing (i.e. terminated for cause or quit without notice) will forfeit any accrued benefits.

Holiday Pay – You may earn holiday pay by completing 500 hours within the four months preceding the holiday. The 500 hours must be worked in the 16 pay periods completed on the week ending date just prior to the holiday. You will be paid for your scheduled regular hours (not to exceed 8 hours) for one day at your current rate. To qualify, you must work a full shift the last scheduled and the first scheduled day before and after the holiday. The employee must remain in good standing (i.e. must not quit without notice or be terminated for cause, etc.) with PSU until holiday benefit is paid. Those eligible will receive holiday pay in the paycheck following receipt of the time sheet verifying work on the day after the holiday. Designated PSU holidays are: New Year's Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

Vacation Benefit Plan – PSU employees earn one week (40 hours) of vacation pay for every 1,500 hours you work for PSU based on the hourly rate at your present assignment. While the plan allows for employees to take time off with pay, it is at the client's discretion and you must have approval from your onsite supervisor to take time off. In the event the client's business needs do not allow for time off, you may be paid vacation pay without time off.

You may request vacation pay and/or leave in increments of 8 hours (8, 16, 24, 32 or 40 hours). It must

be requested within 1 year of the date you reach 1,500 hours. (Example: If you have worked 1,500 hours by Oct. 15, 2009, you must request your vacation pay no later than October 15, 2010.)

Requesting paid vacation: After you have worked 1,500 hours, ask for a Vacation Request form at any PSU office. Complete the form, get your supervisor's signature approving the time off, and turn it in to PSU by Friday prior to the week you are taking your vacation. You must also fill out a time card for the week in which you took paid vacation and turn it in the following Monday.

Remember: In order to take paid time off, your supervisor must sign the form giving his/her approval for you to take the time off.

Requesting vacation pay: If you request vacation pay in lieu of time off, complete the Vacation Request Form and turn it in no later than Monday prior to the day on which you would like to receive your pay. Vacation pay is paid only on Fridays.

Group Medical Insurance – PSU offers you the opportunity to participate in our group health insurance plan. It is a limited benefit PPO plan offering a low cost alternative to expensive major medical plans. Plan designs are flexible and offer affordability with optional dental, vision, life and short term disability. There is a 30 day open enrollment from your hire date, then annually thereafter. If you are interested in learning more, please contact your local PSU office.

Referral Bonuses - PSU is always looking for qualified applicants and we need your help. If someone you refer to us is accepted for employment and completes the required number of hours (40 hrs.), you will receive a bonus of \$25.00 for your help. There is no limit to the number of referrals you can make! Referral bonus coupons are available at any PSU office.

Retirement Plan – PSU sponsors a retirement plan as an additional incentive and retirement security for eligible employees which permit you to share in the profits of PSU. Employees become eligible to participate after working 1000 hours and 12 months. You will be notified by mail when you qualify. You may contact a PSU office for further information.

Family and Medical Leave Policy – Employees may be eligible for up to twelve (12) weeks of unpaid, job protected leave for certain family and medical reasons.

Military Family Leave Entitlements – Eligible employees whose spouse, son, daughter, or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of

leave to care for a covered service-member during a single 12-month period.

Employees are eligible if they have worked for PSU a total of at least twelve months, **and** worked for 1,250 hours over the immediately preceding twelve (12) month period.

At the time of the request for leave, the (12) month period will be based on the (12) months preceding the requested start date of the leave (rolling 12 months).

Unpaid leave will be granted for any of the following reasons:

- Because of the birth of a child of an employee and to care for an employee's newborn child, or because of the placement of a child for adoption or foster care with an employee; or
- To care for the employee's spouse, child, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform one or more of the essential job functions.
- "Any qualifying exigency" arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty or has been notified of an impending call to active duty status in support of a contingency operation.

Benefits and seniority accrued prior to the taking of family medical leave will not be forfeited but no additional benefits or seniority will accrue during any unpaid leave.

Eligible employees must provide at least 30 days advance notice when requesting family medical leave if the leave is foreseeable or, if not, as much notice as practical must be given. Leave should be requested in writing from your PSU representative. Medical certification of the need for leave due to a serious health condition of an employee or an employee's family member must be given within 15 calendar days unless it is not practicable under particular circumstances despite the employee's good faith efforts. PSU may require a second opinion (at PSU's expense) of medical certification by a medical provider of PSU's choice (will not be a provider regularly employed by PSU). If these opinions differ, PSU may require a third opinion (at PSU's expense) by a physician chosen jointly in good faith by PSU and the employee. The third opinion will be final and binding.

Re-certification of the need for leave by the final certifying provider may be required as often as every 30 days at the expense of the employee. The frequency of required re-certifications may vary depending on circumstances allowed under section 825.308 of the Family Medical leave Act and, in some cases, could be more often than every 30 days. An employee who qualifies for intermittent leave must attempt to schedule their leave so as not to disrupt the operations of PSU or the client and may be assigned to an alternative job/assignment with equal pay and benefits. Leave may be delayed and/or denied if requirements are not met.

Upon return from family medical leave prior to the expiration of eligible leave, the employee will be restored to the same or equivalent position with equivalent benefits, pay, and other terms and

conditions of employment. If the same position no longer exists, nor any equivalent position, the employee will go to the “head of the line” and will be reinstated as soon as the same or equivalent position becomes available. Failure to comply with the requirements of this policy may result in a delay or denial or reinstatement.

Relocation Referrals – If you move away from this area, let us know. We will gladly refer you to a fellow member of the American Staffing Association (ASA) or our independent association, Tempnet. You will be welcomed at your new location and assisted in adjusting to your new work environment.

Training – PSU office/administrative employees may schedule time on our comprehensive software training system. If you are proficient in one type of software, you can cross-train to another. If your skills are a little rusty, you can brush up.

In addition, PSU regularly gives surprises to our employees at holidays and sometimes just to let you know we care about you.

OPEN DOOR POLICY

We at PSU pride ourselves on our “open door” policy. If you have any kind of problem concerning your assignment with PSU, let’s get it out in the open and discuss it. We cannot answer your question or solve your problem unless you communicate the issue. Call or drop by to see one of our Staffing Specialists. If the Staffing Specialist cannot solve the problem or if you are not satisfied, you may request to speak to the Service Manager. If you still feel the need to speak to other members of management, we encourage you to speak to the company president, Tim Blackwell.

NO HARASSMENT POLICY

PSU will not tolerate harassment of any kind, including slurs, jokes, and other verbal, graphic, or physical conduct relating to an individual’s race, color, sex, religion, national origin, age or disability. Sexual harassment also includes unwelcome sexual advances, requests for sexual favors, and other verbal, graphic, or physical conduct of sexual nature. Violation of this policy will be treated as a disciplinary matter subject to immediate discharge.

If you believe you are being harassed in any way connected to your employment with PSU, notify us immediately. Please refer to your copy of PSU’s harassment complaint procedure. Your Staffing Specialist will provide you with a harassment complaint form.

HARASSMENT POLICY COMPLAINT PROCEDURE

If an individual believes that he/she has been subjected to harassment, a complaint should be filed with one of PSU’s Staffing Specialists. If the complaint is against a Staffing Specialist, it should be filed with

PSU's President or Vice President. PSU encourages employees to make their complaints in writing; however, employees may choose to make a verbal complaint. Please remember that PSU cannot take action to correct a problem which it does not know about.

Management personnel, supervisors, and employees who become aware of actual or alleged harassment are responsible for promptly reporting the same to the President. All related investigations will be conducted by or at the direction of the President.

All complaints and reports of harassment will be investigated promptly and thoroughly by persons not involved in the alleged harassment. The company investigation may include, but is not necessarily limited to, interviewing the complaining party, the alleged harasser, supervisors, and any other personnel on PSU's or our client's staff, as necessary, to obtain sufficient, factual information upon which to make a determination. Everyone who is involved in the investigation will be given the utmost privacy and protection. Company policy prohibits retaliation against any employee who reports harassment or participates in a related investigation.

Following the investigation, all facts and evidence will be evaluated to determine the validity of the complaint. If the complaint is substantiated, appropriate corrective action will be taken which could include termination of the guilty party. A written record of the corrective action will be placed in the guilty party's personnel file. If the guilty party is a member of our client's staff, appropriate corrective action must be determined between the client and PSU in order for us to continue our business relationship. If the complaint is not substantiated, the matter will be closed. In either case, however, the complaining and accused employee will be advised of the results of the investigation.

We all recognize that false accusations of harassment can have serious and damaging effects on innocent persons. Moreover, all personnel are expected to act responsibly to create a working environment free from harassment. Complaint forms can be obtained either from a Staffing Specialist or the President.

SUBSTANCE ABUSE POLICY

Our employees are our most valuable resource. Your health and safety and the quality of your work are of paramount concern to us. Since abusive usage of chemical substances presents a dramatic threat to the safety of the workplace for all workers, PSU strives for a drug-free work force. When you sign our Fitness for Duty Agreement, you are agreeing to pre-employment drug testing (when it is required by our clients), random testing after employment and for-cause testing (i.e., in the event of an on-the-job injury, etc.). Failure to comply with this agreement is a serious violation of company policy and will result in termination and forfeiture of any accrued benefits. Please refer to your copy of the Fitness for Duty Agreement.

Although we believe the use of drugs on PSU assignments is relatively small, we are firmly committed to safe and efficient work environments. The use, possession, or distribution of drugs and the use or

possession of alcohol, is completely inconsistent with the achievements of these objectives. Therefore, our policy is as follows:

- A. DRUG DISTRIBUTION – Any form of distribution of drugs, including sale, is contrary to PSU’s policy and will result in the immediate discharge and/or barring from all PSU assignments. This penalty will be imposed regardless of whether the distribution or sale takes place on or off a PSU assignment, and regardless of whether the drugs are sold or distributed to fellow employees or non-employees. We do not want, and will not tolerate, drug pushers of any kind on PSU’s work force.
- B. DRUG AND ALCOHOL USE – The possession or use of drugs or alcohol on PSU assignments is contrary to PSU’s policy and will result in the immediate discharge and/or barring of any individual if the possession or use of drugs or alcohol, in any way, affects or could potentially affect any individual’s safety and efficient work performance or the overall safety and efficiency of an assignment.
- C. SEARCH – All individuals, property, equipment and storage areas on PSU’s assignments may be subject to search. This search includes individuals entering or leaving the property, and all areas, equipment, personal work space, and storage facilities, including, but not limited to, desks, lunch and tool boxes, lockers, storage bins, etc. All automobiles entering the property, and exiting the property, may be subject to search. Any individual refusing to submit to a search of their person, property, vehicle, or controlled area, may be discharged and/or denied access to PSU’s assignments.
- D. DRUG AND ALCOHOL TESTING – Successful completion of pre-employment drug testing is required of all applicants. “For cause” testing will be required in the event of irrational or unusual behavior, injury, accident, or damage to company or client company personnel or equipment, gross negligence or carelessness, disregard for safety, life, or well-being of any company or client company employee, or reporting to work or remaining at work in apparently unfit condition. Random drug testing will be required of employees selected by a method that provides an equal possibility that any employee will be selected. Employees deemed not eligible for continued employment may be referred to appropriate public agencies for counseling or treatment on substance abuse at their own expense.

WORK RULES AND/OR REASONS FOR TERMINATION

Observance of PSU’s work rules is essential to the quality of service provided to our clients and to the reputation of our employees. Any violation of the following rules will be considered willful misconduct in disregard of PSU’s interest. Depending upon the seriousness of the offense, violations will result in written and/or verbal disciplinary notification and possible dismissal. We hope you will use these work rules as a guideline and take pride in being a good employee.

1. Violation of PSU's or client's attendance policy.
2. Violation of PSU's fitness for duty agreement.
3. Violation of client work rules and regulations.
4. Leaving an assignment or assigned work station during working time without permission from you supervisor.
5. Failure to (1) comply with safety rules or regulations, (2) report an injury, accident or unsafe condition on the job or at PSU, (3) follow procedure for coordination of treatment and/or reporting of an accident/injury.
6. Speeding or reckless driving on the premises of PSU or on the premises of the client while on assignment for PSU.
7. Unauthorized telephone use or excessive personal telephone calls during working hours.
8. Smoking in undesignated smoking areas.
9. Failure to adhere to any established dress code.
10. Carelessness or unsatisfactory job performance, including loafing or sleeping on the job.
11. Divulging any confidential information of PSU or the client.
12. Insubordination toward or disrespect (including use of profanity) toward any PSU or client employee. This includes failure to comply with the instructions or work assignments.
13. Any unreasonable conduct interfering with the orderly operation of PSU or a client of PSU.
14. Posting or the removal of notices on any PSU property or on the property of PSU's client.
15. Dishonesty, including falsification or alteration of your employment application, time sheets, any other PSU document, or any document submitted to PSU. Anyone who submits fraudulent time sheets will be prosecuted.
16. Unauthorized handling of cash or negotiables or unauthorized operation of machinery or vehicles.
17. Solicitation of any kind while on PSU assignment, including tips, loans or gifts, or accepting cash or negotiables from fellow employees or supervisors.
18. Littering or otherwise creating unsanitary conditions at PSU or while on assignments for PSU.
19. Refusing to submit to drug or alcohol testing when requested by PSU.
20. Off-duty behavior reflecting poorly upon PSU, including but not limited to: criminal acts or indictments, fighting, abuse of alcohol or drugs, and/or immoral or indecent conduct.
21. Conviction of any offense which PSU deems would make that employee undesirable for association with PSU and its other employees.
22. Threats, fighting, cursing or disorderly, illegal and/or sexual conduct on the premises of PSU or PSU clients.
23. Threatening, intimidating, or coercing a fellow employee at any time or for any purpose, including sexual, racial or ethnic harassment.
24. Theft, removal of, or unauthorized use or possession of property belonging to any other employee or to PSU or PSU clients. This rule includes attempts to remove property, as well as actual removal.
25. Destruction or damage, gross negligence and/or willful abuse to property belonging to PSU, any employee of PSU, or to PSU clients.

26. Possession or use of knives, firearms, ammunition, fireworks, explosives, or other such weapons or materials while on the premises of PSU at any time, or while engaged in business on behalf of PSU.
27. Failure to notify your supervisor on assignment prior to working when under the influence of prescription drugs while on the job.
28. The willful clocking in or out of another employee's time card.
29. Gambling in any form while on the premises of PSU or PSU clients.
30. Failure to report to PSU within 48 hours of end of assignment.*
31. Abuse of scheduled lunch or rest breaks.
32. Refusal to cooperate with an investigation.
33. Conflict of interest activities.
34. Visitors causing disruption during working hours.

***NOTICE:** You must contact PSU within 48 hours after the end of an assignment to be considered available for employment or we will assume that you have voluntarily quit. When you are between assignments, you must call in to PSU at least once a week to be considered for employment or we will assume that you have quit. This may affect your unemployment benefit eligibility.

ATTENDANCE POLICY

Satisfactory attendance and punctuality are essential for continued employment with PSU. Each employee is expected to work every scheduled day, including scheduled overtime.

Attendance records are kept on each employee according to the definitions and guidelines below. You are required to notify PSU and your on site supervisor in advance of any absence or tardy. PSU has a 24- hour automated attendance line, and we can be notified at any time. Call the main number or your home branch office and listen to the recording for instructions.

All time missed must be noted in the space provided on your time sheet, along with the reason. If you do not tell us, we will have to assume your absence was unexcused. The accumulation of three (3) unexcused absences within a 6 month period can result in termination.

Note: When a client's attendance policy differs from PSU's, employees may be required to adhere to that client's attendance policy. In that case, you will be notified prior to starting that assignment.

Life of Action – Absences accumulated toward termination are counted within any six months period between the first absence and final absence.

No Show/No Call – Any absence not reported to the client and to PSU prior to the end of the scheduled shift. Two (2) consecutive days absent without work will be considered as resignation and will normally result in termination as of the last day worked.

Reporting Absence/Tardy – You must call PSU and your supervisor on your assignment prior to the start of the shift. It is a good idea to get the name of the person you speak to on both calls. If you reach PSU’s automated attendance line (which is in operation 24-hours-a-day, 7 days a week), the time and date of your call will be recorded.

Scheduled Overtime – Mandatory overtime or voluntary overtime which you have agreed to work. Missing scheduled overtime is treated as any other absence.

Tardy – Reporting for a shift anytime after the scheduled starting time of that shift or leaving before the end of the shift. Three (3) tardies count as one (1) absence.

Excused Absence – Absence which is reported to the client and to PSU prior to the start of the shift. Any absence of three (3) days or more will require approval from PSU for return to the assignment.

Unexcused Absence – Absence which is not reported until after the start of the shift. Exception would be made in case of emergency or if unavoidable. Proof may be required. Lack of transportation is not an excused absence. Always insure you have alternative transportation (friends or relatives, taxi, etc.) in case of emergency. Accumulations of three (3) unexcused absences in a 6 month period will normally result in termination.

Medical Absence – Illness of three (3) or more days requires a doctor’s statement with stated return to work date. If doctor’s statement with return to work date is turned in to PSU, a medical absence will only count as one absence.

Jury Duty – Not considered an absence. Proof will be required.

Death in Family – Absence due to death in immediate family will be excused. Up to three (3) days absence for spouse, child, or parent will not count as absent. One day’s absence will not count for grandparent or sibling. Proof by obituary will be required.

Quitting Assignments – You will be required to provide a minimum of 2-days notice prior to quitting any assignment. If you quit an assignment without notice, your pay for that week will be reduced to minimum wage. Anyone who fails to work a 2 day notice when leaving an assignment may jeopardize his/her future employment with PSU.

The following chart shows the number of absences normally allowed within any six months period:

Absence	Action
1 st thru 4 th Absence	Recorded and employee counseled
5 Absences	Employee given written warning
6 Absences	Assignment ended (Termination)
2 nd Unexcused Absence	Employee given written warning

3 Accumulated Unexcused Absences	Assignment ended (Termination)
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WHEN TO CALL PSU

If a client requires far more advanced skills or much heavier workload than explained by your PSU representative.

If you are asked to operate vehicles or equipment not specified by your PSU representative.

If you are going to be late or absent.

When you complete an assignment or the length of your assignment is altered.

If you are approached about transferring to another staffing company on the same job while on assignment for PSU.

If there is no one to sign your time sheet at the end of the week or the assignment.

If you are dissatisfied with the assignment.

If a client asks you to leave an assignment in less than four hours.

If you quit an assignment.

If you accept permanent employment on your own or for any reason are unavailable for assignments. (If you do not notify us of your status, we will consider you unavailable for any future assignments, i.e., you have quit!)

If you are injured or disabled on an assignment.

If you observe any hazardous or unsafe working condition on an assignment.

If you miss work because you are injured on an assignment and before you return to work.

If you need prescription glasses on an assignment where safety glasses on an assignment where safety glasses are required.

If the client wants to hire you on their payroll.

If a client contacts you directly about returning to a completed assignment.

If you are interested in our employer sponsored health plan.

To report a change of tax status, name, address or phone number. We cannot be responsible for W-2 forms returned in the mail.

If you are unsure of any PSU procedure.

If you have any questions at all.

REMEMBER, PSU'S REPUTATION DEPENDS ON YOU. WE'D LIKE YOU TO FEEL THAT YOUR JOB WITH

PERSONNEL SERVICES UNLIMITED IS A CAREER...ONLY THE ASSIGNMENTS ARE TEMPORARY!

Employment of any employee can be terminated by either PSU or the employee with or without cause and at any time. Any listed grounds herein are not sole grounds. Employment is terminal at will.

The contents of this handbook constitute only a summary explanation of the employee benefits, company policies, and employment regulations in effect at the time of publication. This handbook is not to be construed as creating an employment contract. The regulations, policies and benefits outlined herein will generally remain in effect until changes are deemed necessary or appropriate by PSU.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

We at PSU are committed to providing equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation to all qualified applicants and employees without regard to race, color, religion, sex, national origin, citizenship status, age or disability. PSU will reasonable accommodate disabled individuals who are otherwise qualified when that accommodation will permit them to perform the essential functions of the assignment.
