

Employee Handbook



THE RIGHT STAFF Mission Statement

To be the premier employment services firm in each local market we serve, by continually finding new ways to help our Associates, Candidates and Clients achieve success as they define it.

Success starts with
the **RIGHT** people

www.therightstaff.com





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Welcome to THE RIGHT STAFF Team We're glad you chose us!

This Employee Handbook contains information you need to know as an employee of THE RIGHT STAFF. Please read it carefully. Your Recruiting Associate or an internal Associate at THE RIGHT STAFF is also ready to assist you.

Critical to your success as an employee of THE RIGHT STAFF:

-  **Everyday on-time attendance is paramount!**
-  **Immediately notify your recruiter if for ANY reason you will be late or absent.**
-  **Any injuries must be reported to THE RIGHT STAFF as soon as possible.**
-  **Your timecard must be received by noon each Monday or your paycheck will be delayed.**

When you are available for work, please follow these directions:

**1. Send an e-mail message to:
availablenow@therightstaff.com**

2. Include:

- **Your name**
- **Type of position you are seeking**
- **The best way to contact you**
- **Any other information we need to help you find employment**

**We do ask you to send us a message once a week.
This e-mail address is one of the first places we look to find
current Applicants for available positions.**

Additional Contact Information

Our toll-free number: **1-877-414-JOBS (5627)**

Main number: **952-546-1100**

Visit: www.therightstaff.com



Expectations When On Assignment

Committing to an Assignment: When your Recruiting Associate offers you an assignment, check for any prior commitments that could pose a conflict and discuss these with your Recruiting Associate before you accept the position. As a general rule, you must be at work every day of your assignment. Any exceptions need prior approval from the client.

Attendance: It is important that you be at work each day. Everyone is counting on you.

Punctuality: Punctuality is very important. Arrive on time every day. If possible, be a few minutes early.

Attire: Your Recruiting Associate will inform you of the appropriate attire for your assignment. All positions require you to be clean and neat.

Quality of Work

All work performed is confidential. Do not reveal any information you learn while on an assignment.

Do your best! Be efficient with your time. When a task is finished, ask what you can do next.

We will ask our client to evaluate you in the following areas: skills, quality and quantity of work performed, interpersonal skills, dependability, initiative, motivation, and attitude.

When to Contact Your Recruiting Associate

You will be absent for any reason.

You will be late for your assignment.

You must leave early.

A client offers you part time or full time employment.

Your job duties differ from those described to you.

You experience any type of harassment.

You experience any type of discrimination.

Your personal contact information changes.

You are injured on your assignment.

Any injuries must be reported to THE RIGHT STAFF as soon as possible!

General Work Rules

At most places of employment, personal use of the Internet while on the job is prohibited. Most employers require you to turn off your cell phone during work hours. Please limit personal calls to emergencies only during scheduled work hours. Long distance calls using a company phone are not allowed at any time.

THE RIGHT STAFF wants to encourage a safe and pleasant work atmosphere. This can only happen when everyone cooperates and commits to appropriate standards of behavior.

Receiving Your Pay

THE RIGHT STAFF uses a secure online employee account/payroll access system.

Upon accepting an assignment, you will receive a welcome e-mail providing you with detailed information regarding use of the secure online employee account/payroll access system. You will also receive a registration number and a link to THE RIGHT STAFF website. Click on the link and register your account under "Account Maintenance". You will be asked to select a user name and create a password.

Once your account is set up, you can log in through THE RIGHT STAFF website. Select "Current Employees", Click on "Employment Documents" and select "eConnect Login". This information will be included in the welcome email sent to you when you accepted the assignment.

You will need to enter your hours daily at the end of your shift. Once completed, click the "Save" button and log out. On your last day of the pay period and at the end of your shift, you will key in your hours for the day. Once completed, you will click on the "Save and Submit" button. You have just submitted your timecard!

THE RIGHT STAFF does not mail out direct deposit vouchers. Once enrolled in the online employee payroll system, you will have the ability to print your voucher from the website. You will also be able to review your assignment information, payroll history and create your timecards!

For additional detailed information regarding use of the secure online employee account/payroll access system, through our website: Select: "Current Employees" Click on: "Employment Documents", Select: "eConnect Employee Guide.

Ending an Assignment

When informed by a Supervisor that your assignment is ending, it is a requirement for you to personally inform your Recruiting Associate of the expected ending date.

When your assignment is completed, it is a requirement for you to inform your Recruiting Associate if you are available for additional employment. Failure to do so may prevent you from receiving unemployment benefits.

Any client property received while on assignment must be returned at the end of the assignment. Examples of client property: badge, smock, goggles, etc. Failure to do so could result in a charge.



Standards of Conduct

Your employment with THE RIGHT STAFF is at-will, which means that either you or THE RIGHT STAFF may end your employment at any time, for any reason. Certain conduct by employees may result in discipline by THE RIGHT STAFF, up to and including termination of employment.

Some examples of such conduct are:

- Absenteeism or tardiness;
- Insubordination, as determined by THE RIGHT STAFF at its sole discretion;
- Supplying false or misleading information when applying for employment or at any time during your employment with THE RIGHT STAFF;
- The unauthorized use or disclosure of confidential information of THE RIGHT STAFF, as defined by the Confidential Information policy in this Handbook;
- Discrimination against a co-worker or patient based on a legally protected status;
- Making unwelcome advances, requests for sexual favors, and other verbal or physical expressions of a sexual nature to fellow employees or patients;
- Theft or misappropriation of THE RIGHT STAFF property;
- Engaging in horseplay or rowdy or boisterous conduct on THE RIGHT STAFF property or while performing services for THE RIGHT STAFF;
- Altering or falsifying payroll records, including time cards;
- Failure to perform job or work assignments satisfactorily and efficiently;
- Failure to follow safety practices;
- Threats or acts of bodily harm, including extreme belligerence toward management, co-workers, or patients;
- Willful or negligent destruction of THE RIGHT STAFF property;
- Performing personal work during on THE RIGHT STAFF property or while performing services for THE RIGHT STAFF; or
- Possession and/or use of intoxicants, drugs, or narcotics during work time or on THE RIGHT STAFF property.

This is only a partial list of conduct that could result in discipline up to and including termination of employment. These grounds for discipline or termination are not all-inclusive. Rather, they are provided to give employees some guidance regarding what conduct THE RIGHT STAFF views as inappropriate. As always, if you have any questions regarding what conduct is inappropriate, we encourage you to speak with a supervisor.



Confidential Information

As an employee of THE RIGHT STAFF, you may have access to proprietary, sensitive, or confidential information regarding THE RIGHT STAFF. It is in our mutual interest to protect THE RIGHT STAFF's confidential information. Therefore, all of THE RIGHT STAFF's business information must be kept strictly confidential, unless an employee is directed to disclose the information by THE RIGHT STAFF or is legally required to do so. This includes information regarding THE RIGHT STAFF financial information; methods of operation and techniques; marketing or other business strategies; or any other confidential or trade secret information concerning the business of THE RIGHT STAFF. The improper disclosure of confidential or trade secret information of THE RIGHT STAFF including the unauthorized release of confidential or proprietary information, may result in discipline, up to and including termination of employment.

Use of Electronic Devices

Some of THE RIGHT STAFF employees will have access to THE RIGHT STAFF's computer system, including electronic mail and the Internet. All employee use of THE RIGHT STAFF-provided computer resources and other electronic devices, including, without limitation, telephones, mobile telephones, Blackberry devices, and/or pagers, must be appropriate, for job-related purposes, and in accordance with this policy and other policies in this Handbook. Inappropriate use, as defined in this policy and as may be further defined from time to time at the discretion of THE RIGHT STAFF, may subject you to discipline up to and including termination of employment. Any message or file created, stored, and/or set using THE RIGHT STAFF's computer or communications equipment is the property of THE RIGHT STAFF. **Therefore, employees should have no expectation of privacy in any message stored or sent using THE RIGHT STAFF equipment or computer systems.**

Examples of inappropriate use of THE RIGHT STAFF's computers and other electronic devices include:

- Use of electronic or computer systems in violation of any THE RIGHT STAFF policy or procedure, including those contained in this Handbook.
- Use of electronic or computer systems to create, send, or receive messages, pictures, or computer files that are fraudulent, illegal, pornographic, obscene, sexually suggestive, insulting, sexist, racist, discriminatory, or harassing.
- Use of electronic or computer systems to create, send, or receive messages, pictures, or computer files that contain confidential THE RIGHT STAFF information and/or trade secrets.
- Use of the resources to conduct illegal activities.
- Loading software which is not approved in



advance by THE RIGHT STAFF.

- Making illegal copies of licensed software.
- Using software that is designed to destroy data, provide unauthorized access to THE RIGHT STAFF's computer or communication equipment, or disrupt our computer or communication equipment in anyway.
- Using the Internet, email, or telephones for the purposes of gambling.
- Using THE RIGHT STAFF's email and voicemail systems for personal use beyond what is reasonable, as determined by THE RIGHT STAFF, including, without limitation, posting blogs or other Internet messages not related to work or accessing social networking sites such as Facebook, Twitter, and MySpace.

Inappropriate use shall not include any use of THE RIGHT STAFF computer systems that is required for employees to carry out their business duties.

The above list is not all-inclusive. Rather, it is only a partial list of conduct that could result in discipline up to and including termination of employment.

I. Restricted Access

Access to THE RIGHT STAFF's computer network and its components will be restricted to employees as needed and as is required to perform duties assigned to employees by THE RIGHT STAFF. Unauthorized use of THE RIGHT STAFF's equipment or intrusion into restricted information is strictly prohibited. To prevent unauthorized access, all users must log off the network when they are away from their workstations for an extended period of time. Anyone using a computer terminal should log off the terminal at the end of the day. Employees should not log onto THE RIGHT STAFF's computers using another employee's user ID or password, nor should they allow any individual who does not have authorization to access THE RIGHT STAFF's computer systems to log onto or use THE RIGHT STAFF's computer systems, including electronic mail and the Internet.

II. Access By THE RIGHT STAFF

THE RIGHT STAFF will treat all files contained on any of THE RIGHT STAFF's computer systems as the property of THE RIGHT STAFF. These files are not your personal files. **Accordingly, employees should have no expectation of privacy in any files stored on THE RIGHT STAFF's computers.** THE RIGHT STAFF will have access to these files (they are not confidential), and THE RIGHT STAFF reserves the right to delete the files. It is expected that the use of THE RIGHT STAFF's systems will be business related. In the event that THE RIGHT STAFF believes that an employee is acting in a manner which is contrary to this policy or THE RIGHT STAFF interests, THE RIGHT STAFF may, without notice to the

employee, decide to investigate such activities, including a review of any documents, data, or software.

III. Electronic Mail

Electronic mail systems are the property of THE RIGHT STAFF and are to be used only for THE RIGHT STAFF business. THE RIGHT STAFF has access to individual "mail boxes" on its electronic mail system and reserves the right to monitor the electronic mail system to prevent abuses. Specifically, THE RIGHT STAFF reserves the right to retrieve and ready any messages composed, sent, or received. **Employees should have no expectation of privacy in any electronic message stored or sent using THE RIGHT STAFF's electronic mail system.** Even when a message has been deleted, it can still be recreated; privacy is not guaranteed.

THE RIGHT STAFF encourages the appropriate use of email as a tool to increase our efficiency. However, it is very easy to disseminate information via email. For confidentiality reasons and to maximize efficiency, distribution lists should be construed and used carefully. Keep distribution lists current and updated regularly to reflect changes in responsibility or employment status.

Email messages may not contain content that could be disruptive, offensive to others, or harmful to morale. Email must not be used to solicit commercial ventures, religious or political causes, outside organizations, or other solicitations that are not related to your employment with THE RIGHT STAFF. Email must not be used in any way that would be inappropriate under any THE RIGHT STAFF policy or practice in this Handbook, including, without limitation, the Policy Against Unlawful Harassment, the Confidential Information policy, and the General Work Rules policy. Improper use of email may result in disciplinary action up to and including the termination of employment. Therefore, if you have any questions regarding when or how it is appropriate to use email, please ask a supervisor.

IV. Internet Use

Access to the Internet is restricted to use for business purposes of THE RIGHT STAFF. **Employees should have no expectation of privacy in any use of Internet services provided by THE RIGHT STAFF.** Employees with access to THE RIGHT STAFF's Internet service are expected to act in a professional business manner. Access to and utilization of the Internet network (including THE RIGHT STAFF's computers, networks, and information) for non-business purposes, such as entertainment, shopping, or to support a private business, or for personal email, are expressly forbidden. Employees who use the Internet in violation of this policy, including viewing materials that are sexual in nature and posting confidential THE RIGHT STAFF information, will be subject to disciplinary action up to and including termination of employment.



THE RIGHT STAFF prohibits inappropriate Internet postings that may violate any THE RIGHT STAFF policies or practices, including, without limitation, postings on blogs; message boards; chat rooms; postings of inappropriate pictures and videos on Internet websites; communications sent on a Blackberry, smart phone, or mobile phone with a camera; or communications sent, received or stored on a laptop computer. Unless specifically authorized to do so by THE RIGHT STAFF, no employee may create or maintain any personal Internet posting during work hours. The use of THE RIGHT STAFF computers (or other THE RIGHT STAFF-provided devices) to create or maintain Internet postings is strictly prohibited. An employee may not make any Internet posting on behalf of THE RIGHT STAFF unless specifically instructed by THE RIGHT STAFF. Personal Internet postings unrelated to the employee's job duties should clearly state that the opinions expressed in the posting are the employee's personal opinion.

Should you have questions regarding appropriate behavior standards, your Recruiting Associate will be happy to assist you.

Equal Opportunity Employer – EOE

THE RIGHT STAFF is an equal opportunity employer. THE RIGHT STAFF provides equal employment in employment practices without regard to race, color, religion, gender, age, disability, national origin, ancestry, sexual orientation, marital status, status in regard to public assistance, status as a Vietnam Era veteran or any other disabled veteran, or legally protected basis. THE RIGHT STAFF's nondiscrimination policy applies to all areas of employment, including, but not limited to: recruitment, hiring and placements, training and development, compensation and benefits, demotions, layoffs or terminations and promotions and transfers.

Policy Prohibiting Discrimination Against Disabled Individuals - Reasonable Accommodation

It is the policy of THE RIGHT STAFF to comply with all relevant provisions of applicable discrimination laws, including applicable laws protecting persons with disabilities. THE RIGHT STAFF will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability.

To the extent practicable or as required by law, THE RIGHT STAFF will provide accommodations to employees and job applicants who have medical or physical limitations without regard to whether the employee is legally disabled, provided that any accommodations made do not cause undue hardship to THE RIGHT STAFF. Thus, an accommodation to an employee does not mean that the employee has a legal disability. However, our obligation to provide an accommodation exists only to the known limitations of an otherwise qualified individual with a

disability. In general, it is the responsibility of the applicant or employee to inform us that an accommodation is needed to participate in the application process, to perform essential job functions, or to receive equal benefits and privileges of employment. We are not required to provide an accommodation if we are not aware of the need. We reserve the right to request documentation of functional limitations to support the request for an accommodation.

Non-Exempt and Exempt Employees

At the time they are hired, all employees are also classified as either "exempt" or "non-exempt." Employees classified as "non-exempt" are not exempt from (and therefore receive) overtime pay if they work over forty hours in a single work week.

Exempt employees' duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the federal Fair Labor Standards Act (FLSA) and applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred, or promoted. Exempt employees have no right to overtime pay.

Hours of Works and Compensation

THE RIGHT STAFF needs to have flexibility to schedule employees to work when needed. We try to accommodate individual needs as much as possible and still meet the needs of THE RIGHT STAFF. However, THE RIGHT STAFF may sometimes need to ask staff to work at times other than their regularly scheduled shifts.

I. Attendance and Punctuality

All employees are expected to maintain satisfactory attendance and report to work on time each day. Absences and tardiness create an unfair burden to co-workers and can disrupt the smooth functioning of your own job, and they should be avoided. Absences, late arrivals, and early departures must be kept to a minimum.

Employees who will be absent or late through unforeseeable and unavoidable circumstances must notify a supervisor as soon as possible. Failure to follow this procedure may result in discipline up to and including termination of employment, at THE RIGHT STAFF's discretion. In some circumstances, THE RIGHT STAFF may request that you provide documents to support your absence or tardiness, such as a doctor's note.

THE RIGHT STAFF will record absences and/or tardiness in your personnel file, and your attendance record may be considered when evaluating requests for promotions, transfers, leaves of absence, use of accrued vacation, or other employment actions. Unreported and excessive absences or chronic tardiness may result in disciplinary action, up to and including immediate termination.

II. Break Policy

THE RIGHT STAFF allows employees a lunch break for each 8-hour workday. This lunch break is unpaid and should be taken at a time that will not inconvenience your co-workers.

Additionally, THE RIGHT STAFF will allow employees to take adequate rest breaks for each 4 hours worked in the work day.

III. Overtime

Overtime is work performed in excess of 40 hours per week. Overtime requires prior authorization from THE RIGHT STAFF. "Non-exempt" employees will be compensated for these approved hours at one and one-half (1 1/2) times their normal hourly rate. If, during a single work week, an employee is away from the job because of a job-related injury, paid holiday, jury duty, or vacation, those hours will not be counted as hours worked for purposes of computing eligibility for overtime pay. "Exempt" employees are not paid for overtime. THE RIGHT STAFF will notify employees of their status as "exempt" or "non-exempt" as well as the procedures for obtaining prior authorization for overtime.

IV. Salary Deduction and Wage Payment

THE RIGHT STAFF is committed to paying exempt employees on a salary basis consistent with the salary basis test outlined by the FLSA and to ensuring that all employees receive full payment for time worked. As such, THE RIGHT STAFF prohibits any improper deductions from an exempt employee's salary as defined by the regulations to the FLSA and prohibits deductions from an employee's compensation except in accordance with applicable federal and state laws. If any employee believes that an improper deduction has been made from his or her salary or wages, he or she should immediately report the deduction to a supervisor. All reports of suspected improper deductions will be promptly investigated by THE RIGHT STAFF and handled as confidentially as reasonably possible, subject to notice and disclosure to necessary employees. No retaliation or intimidation directed toward anyone who brings a complaint of an improper deduction to THE RIGHT STAFF will be tolerated. If, upon completion of the investigation, THE RIGHT STAFF finds an improper deduction has been made from the employee's salary or wages, the employee will be reimbursed for any and all improper deductions on the next regularly scheduled pay date.

Unlawful Harassment

THE RIGHT STAFF is committed to providing a work environment free from unlawful harassment. Harassment based on a person's race, color, sex, religion, national origin, age, disability, marital status, sexual orientation, status with regard to public assistance, military status, or any other status protected by law is unlawful under federal, state, and/or local laws and will not be tolerated.



Harassment consists of verbal, physical, or visual conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, sex, religion, national origin, age, disability, marital status, sexual orientation, status with regard to public assistance, military status, or any other protected status and has the purpose or effect of creating an intimidating, hostile, or offensive work environment that unreasonably interferes with an individual's work performance.

The following examples may constitute harassment, depending on the circumstances, and are intended to provide clarification, although they are not inclusive of all forms of possible harassment:

- Epithets, slurs, negative, stereotyping, or threatening, intimidating, or hostile acts that relate to any protected status; and
- Written or graphic material that denigrates or shows hostility or aversion toward an individual or a group because of the employee's protected status that is placed on walls, bulletin boards, or elsewhere on THE RIGHT STAFF property.

Any employee found to be in violation of this policy will be subject to appropriate disciplinary action up to and including termination of employment.

Any employee who witnesses or otherwise becomes aware of harassment must report the incident to a supervisor or the Director of Human Resources. THE RIGHT STAFF will take prompt and appropriate action to resolve the situation, including an appropriate investigation and appropriate disciplinary action. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action up to and including termination of employment. THE RIGHT STAFF will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort because an employee made a complaint or participated in an investigation will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

Sexual Harassment

One specific kind of unlawful harassment is sexual harassment. Sexual harassment can be difficult to define. As of the date on which THE RIGHT STAFF adopted this policy, sexual harassment has been defined as including unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature when:

- Submission to that conduct or communication is



made a term or condition, either explicitly or implicitly, of obtaining employment;

- Submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment; or
- That conduct or communication has the purpose or effect of substantially interfering with an individual's employment or creating intimidating, hostile, or offensive employment.

Normal, mutually respectful, non-coercive interaction between individuals that is acceptable to both parties generally is not considered sexual harassment.

The following examples may constitute sexual harassment, depending on the circumstances, and are intended to provide clarification, although they are not inclusive of all forms of possible sexual harassment:

- Unacceptable verbal abuse, which may include sex-oriented jokes, sexual innuendo, suggestive comments, and inappropriate inquiries into personal matters;
- Unacceptable nonverbal harassment, which may include the display of suggestive objects, pictures, or comments that imply offensive behavior or making suggestive or insulting noises or obscene gestures;
- Unacceptable touching of a person that is not welcome, which may include hugs, arms around that person's shoulders, pinching, brushing your body against that person's body, or assault;
- Indecent exposure; and
- Making sexual or romantic advances toward an employee and persisting despite the employee's rejection of the advances.

Violence in the Workplace Prevention Policy

THE RIGHT STAFF has a policy of zero tolerance for violence. If you engage in any violence in the workplace or threaten violence in the workplace, your employment will be terminated immediately. No talk of violence or joking about violence will be tolerated.

"Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with THE RIGHT STAFF including employees and clients, never feels threatened by any employee's actions or conduct.

All Weapons Banned

THE RIGHT STAFF specifically prohibits the possession of

weapons by any employee while on company property or that of a client's. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Employees are also prohibited from carrying a weapon while performing services off the client's business premises.

Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this policy.

Workplace Safety Policy General Policy Statement

This is to inform you that THE RIGHT STAFF is complying with the OSHA Hazard Communication Standard, Title 20 Code of Federal Regulations 1910.1200

This program applies to all work operations with clients of THE RIGHT STAFF where you may be exposed to hazardous substances under normal working conditions or during an emergency situation.

Under this program, you will be informed of the contents of the Hazardous Communication Standard, the hazardous properties of chemicals with which you work, safe handling procedures, and measures to take for protection from these chemicals. You will also be informed of the hazards associated with non-routine tasks you may be asked to perform.

Agency Policy

The policies in this handbook may be revised or revoked at any time. THE RIGHT STAFF is an employment agency, and we cannot guarantee the number of hours that will be available or that any work will be available.

THE RIGHT STAFF Drug and Alcohol Policy

Drug and Alcohol Use

Illegal drug use in the workplace is against the law and is highly detrimental to the safety and productivity of employees at THE RIGHT STAFF ("TRS"). No employee may be under the influence of any illegal drug, nor may any employee possess, consume, distribute, transfer, purchase, or sell alcohol or illegal drugs while on TRS's premises, while on a client's premises, while attending a business-related activity, or when operating a vehicle owned or leased by TRS. Such activity will lead to disciplinary action up to and including termination of employment.

Alcohol use in the workplace is also detrimental to the safety and productivity of our employees. Employees may not be under the influence of alcohol during work shifts or while conducting TRS business. TRS recognizes that employees may occasionally attend TRS-sponsored social events or other business-related activities where alcohol is



served. Consumption of alcohol is permitted at these events only to the extent it does not lead to impaired performance, inappropriate behavior, endangerment to the safety of the employee or others, or the violation of any law, including, without limitation, underage drinking or driving under the influence.

TRS also recognizes that some employees must take physician-prescribed medications. It is each employee's responsibility to report any use of such prescription drugs to the employee's supervisor or another member of the management team if the employee's use of the prescription will or is likely to impair the employee's ability to safely perform his or her job duties. If these medications pose a direct threat to the employee's safety or health or the safety or health of others in the workplace, the employee will not be allowed to work.

Drug and Alcohol Testing

To achieve TRS's goal of a drug and alcohol-free work environment, certain classifications of employees and job applicants will be required to submit to drug and alcohol testing as set forth in this policy.

Circumstances Under Which Testing is Required:

Pre-employment - Employees will be required to undergo drug and alcohol testing prior to working for certain TRS clients if the employee will be working for any client that requires pre-employment drug and alcohol testing.

Reasonable suspicion - If, at any time, there is reasonable suspicion that an employee is under the influence of drugs and/or alcohol or has violated any part of the Policy, the employee, as a condition of employment, will be required to submit to a drug/alcohol test.

Treatment program - If an employee has been referred to a chemical dependency treatment or evaluation program as a condition of employment, TRS reserves the right to require the employee to submit to random testing without notice during the evaluation or treatment period and for a period of two years after the end of any prescribed treatment or evaluation.

Reliability and Fairness Safeguards

TRS will strive to ensure the highest integrity in drug and alcohol testing and reporting procedures. To ensure correct and reliable results, TRS will use the services of a testing laboratory that meets the requirements of Minnesota Statutes section 181.953.

Tests for alcohol concentration and illegal substances will be performed by obtaining a breath reading, urine specimen, or blood sample at a designated collection site. All blood draws will be performed by a qualified medical professional. The breath, urine, or blood sample will be analyzed by a certified laboratory. All samples that test positive on an initial screening test will automatically undergo a confirmatory test (second test) to verify or deny the

existence of alcohol, drugs, or their metabolites in the specimen.

The testing laboratory will report all results to the Medical Review Officer (MRO) for final review and determination. Negative results will be reported directly to TRS. The MRO will contact the job applicant/employee prior to notifying TRS to discuss all positive results to determine if there is a medical explanation for a positive test result. **Employees and job applicants have the right to explain positive test results, including, without limitation, the employee's proper use of prescription medications.** The MRO will then determine if the test is to be classified as a positive or negative. The results will then be reported to TRS. Negative test results will be reported to TRS within three working days of the result. Positive test results will be reported to TRS within three working days of the confirmatory test.

During the five-working-day period after notice of a positive result, the employee or job applicant has the right to request a confirmatory retest (a third test). This confirmatory retest is at the employee or job applicant's own expense. Within three days of receiving a request for a confirmatory retest, TRS will notify the original laboratory whether the employee wants the confirmatory retest performed at that laboratory or wants the sample transferred to a different licensed laboratory for the retest.

Before an employee or job applicant is asked to undergo a drug test, he or she will be given a form on which he or she acknowledges that he or she has seen this policy and consents to and authorizes testing and disclosure of test results to TRS. Refusal to sign the above-mentioned form will result in termination of employment (employees), or withdrawal of job offer (job applicants).

Right to Refuse Testing

Employees and job applicants have the right to refuse to undergo drug and alcohol testing. However, an employee's refusal to submit to testing will result in that employee being ineligible to work for any TRS clients that require pre-employment drug and alcohol testing. Job applicants who refuse to submit to testing will be withdrawn from consideration for employment for any TRS clients that require pre-employment drug and alcohol testing.

Consequences of Positive Test Results

Job applicants with positive confirmatory test or retest results will be ineligible to work for any TRS client that requires pre-employment drug and alcohol testing.

Employees for whom a positive confirmatory test result is the first on a test required by TRS will be required to undergo evaluation for drug or alcohol counseling or rehabilitation with a certified chemical use counselor or a physician trained in the diagnosis and treatment of chemical



dependency. The evaluation and any recommended treatment will be at the employee's own expense or as covered by TRS's health plan, if one exists. If the employee refused to participate in the evaluation or recommended treatment, or if the employee fails to complete any recommended program successfully, the employee will be subject to discipline up to and including termination. By law, TRS may require the employee to submit to random testing without notice during the evaluation or treatment period and for a period of two years after the end of any prescribed treatment.

Employees for who a positive confirmatory test result is the second on a test required by TRS will be ineligible to work for any TRS client that requires drug and alcohol testing.

Right to Access Reports

Upon request, employees may access any information that relates to positive test results and to the testing process, including all information gathered as part of the process.

Confidentiality and Privacy

The testing laboratory will notify TRS only whether a tested sample contains evidence of drugs or alcohol. The testing laboratory will not disclose other information learned during the testing process, such as the presence of evidence of other illnesses.

TRS will make every effort to keep the results of drug and alcohol tests confidential. Only those individuals with a need to know the results will have access to test results. If an employee is referred to a counselor or physician for evaluation, test results will be made available to the employee's counselor.

THE RIGHT STAFF Drug and Alcohol Policy

I have read and been informed about the content, requirements, and expectations of the drug and alcohol policy for employees at THE RIGHT STAFF, LLC. I have received a copy of the policy and agree to abide by the policy guidelines as a condition of my employment and my continuing employment at THE RIGHT STAFF, LLC, and I consent to and authorize testing and disclosure of test results to THE RIGHT STAFF, LLC.

I understand that if I have questions, at any time, regarding the drug and alcohol policy, I will consult with my immediate supervisor or the Human Resources Department at THE RIGHT STAFF, LLC.

Please read the drug and alcohol policy carefully to ensure that you understand the policy before signing this document.

Signature of Applicant

Date

Applicant Printed Name



Employee Benefits

Holiday Pay

THE RIGHT STAFF may offer holiday pay for the following holidays:

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving
- Christmas

To be eligible for 8 hours of holiday pay, at your current position's pay rate, you must meet the following criteria:

- Be an active employee, have worked 440 hours, including both straight and overtime, immediately prior to the holiday.
- You have worked at least 24 hours both during the week prior to the holiday and the week of the holiday.

Health Care for You and Your Family

- Medical
- Dental
- Term-Life
- Short-term Disability

THE RIGHT STAFF has contracted with a national provider, Essential StaffCARE for health care benefits. You will have 30 days from an assignment start to enroll in benefits coverage. As long as you remain a **continuous** employee of THE RIGHT STAFF, your benefits remain the same. Should an assignment end and you immediately receive another assignment to a different client, your benefits remain with you. Once you have enrolled, and should your assignment for any reason end, you are no longer an employee of THE RIGHT STAFF. Therefore, your benefits will end. If you receive another assignment after your benefits have ended, you can re-enroll once you are placed on the new assignment. You will again have 30 days to re-enroll from the start of the new assignment.

Please contact your Recruiting Associate for rates and additional information.

Scholarship

If you attend a technical school, college, university, or other post-secondary educational facility, visit our website at www.therightstaff.com Select "About Us" Click on "Scholarship Program" for information regarding eligibility for this program.



LEAVES of ABSENCE/TIME OFF

The following describes the various types of leaves of absences offered by THE RIGHT STAFF.

Family and Medical Leave

Pursuant to the Family and Medical Leave Act ("FMLA") of 1993, as amended, eligible employees may be entitled to an unpaid leave of absence. During any unpaid leaves of absence, employees will not accrue benefits other than those required by law. Unpaid leaves of absence may affect eligibility for benefits. Please contact your Supervisor for more information.

I. ELIGIBILITY

To be eligible for leave under this policy, an employee must have (i) worked for THE RIGHT STAFF for at least 12 months and for at least 1,250 hours in the 12-month period preceding the leave; and (ii) worked at a worksite that has 50 or more employees within a 75-mile radius of another worksite at the time that leave is requested. Eligible employees may take leave pursuant to this policy for any of the following reasons:

- The birth or placement of a child for adoption or foster care.
- To care for the employee's spouse, child or parent who has a serious health condition.
- Because of the employee's own serious health condition that renders the employee unable to perform an essential function of his or her position.
- To care for a spouse, child, parent or next of kin (as described below) who is seriously injured or ill while serving military duty in the armed forces or a reserve unit or is a veteran, as described below ("Military Caregiver Leave").
- To handle certain non-medical situations, as described below, that arise out of the call to active duty or active duty status of an employee's spouse, child or parent who is a member of the reserve components of the armed forces or is a retired member of the armed forces ("Qualifying Exigency Leave").

II. MILITARY CAREGIVER LEAVE

As stated above, an eligible employee may take Military Caregiver Leave to care for a spouse, child, parent or "next of kin" who (i) is seriously injured or ill while serving military duty in the armed forces or a reserve unit; or (ii) is a veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness if the veteran was a member of the armed forces at any time during the 5-year period preceding that medical treatment, recuperation or therapy. For a current member of the armed



forces, a serious injury or illness includes not only those incurred by a member in the line of active duty, but also a serious injury or illness that existed prior to active duty and was aggravated by active duty service that may render the individual medically unfit to perform the duties of his or her office, grade, rank, or rating. For a veteran, a serious injury or illness is one that was (i) incurred by the individual in the line of active duty or existed prior to active duty and was aggravated by active duty service; and (ii) manifested itself before or after the member became a veteran. An employee is considered an individual's "next of kin" if he or she is a blood relative who has been granted legal custody of the service member, who has been designated in writing by the service member as next of kin for purposes of FMLA Military Caregiver Leave, or who, in the absence of legal custody or written designation, is a sibling, grandparent, aunt, unclear first cousin of the service member. An employee's eligibility for Military Caregiver Leave ends once the family member is no longer a member of the armed forces or reserve unit or is placed on a permanent disabled retired list.

III. QUALIFYING EXIGENCY LEAVE

Qualified Exigency Leave is available if the covered family member is (i) serving active duty or is called to active duty during deployment to a foreign country; or (ii) a member of a reserve component of the armed forces (U.S. National Guard and Reserves) during deployment of the individual with the armed forces to a foreign country under a call or order to active duty in a contingency operation, as that term is defined by 10 U.S.C. §101(a)(13)(B). Qualifying Exigency Leave is available under only the following circumstances:

- To address any issue that arises from an impending call or order to active duty in support of a contingency operation that occurs within seven (7) days or less before the date of deployment;
- To attend any military ceremony, program or event related to the active duty or call to active duty status or to attend certain family support or assistance programs and informational briefings;
- To arrange or provide for childcare or school-related activities;
- To make or update various financial or legal arrangements;
- To spend time with a covered military member who is on short-term, temporary or rest-and-recuperation leave lasting up to five (5) days during the period of deployment;

- To attend arrival ceremonies, including funeral or memorial services, reintegration briefings and events, and any other official ceremony or program sponsored by the military for a period of ninety (90) days following active duty status; and
- To address other events arising from military duty, as agreed upon in advance by THE RIGHT STAFF and the employee.

IV. TIMING AND DURATION OF LEAVE

With the exception of Military Caregiver Leave (as described below), the total amount of leave taken pursuant to this policy cannot exceed twelve (12) work weeks in any "rolling" 12-month period. The "rolling" 12-month period shall be measured backward from the date an employee uses any FMLA leave if an employee needs to take leave for a reason covered under this policy.

Any leave due to the birth and care of a child or the placement of a child for adoption or foster care and care of the newly placed child must be completed within one (1) year of the date of birth or placement of the child.

If spouses are both employed by THE RIGHT STAFF, they are entitled to a combined total of twelve (12) weeks of leave for (i) the birth, adoption or foster care placement of a child and to care for such a child; or (ii) to care for a parent with a serious health condition. Each individual is entitled to twelve (12) weeks of leave due to his or her own serious health condition or to care for the serious health condition of his or her child or spouse without counting leave time taken by the other spouse.

For Military Caregiver Leave, an employee may take up to a 26-week unpaid leave of absence within a single "rolling" 12-month period beginning with the first day on which an employee takes Military Caregiver Leave. Employees who take Military Caregiver Leave are entitled during that period to no more than twelve (12) weeks of leave for any other type of leave designated in this policy.

If necessary, leave due to a serious health condition, as well as Military Caregiver Leave and Qualified Exigency Leave, may be taken on an intermittent basis (in separate blocks of time) or on a reduced-schedule basis (reducing the usual number of hours an employee works per workweek or workday). Employees should make a reasonable effort to schedule intermittent or reduced leave so as not to unduly disrupt THE RIGHT STAFF's operations. Requests by an employee that absences be counted as intermittent FMLA leave must be made in compliance with THE RIGHT STAFF's policies regarding absences. Absent unusual circumstances, failure



to follow the established reporting procedures may cause a delay in or the denial of protection of the absence as FMLA leave.

V. NOTIFICATION OF LEAVE

In most cases, the eligible employee must submit appropriate certification to support a request for leave pursuant to this policy. Employees are responsible for completing the appropriate leave forms. These forms are available from the Human Resources Department.

When the need to take leave pursuant to this policy is foreseeable, an eligible employee must provide THE RIGHT STAFF with thirty (30) days advance written notice. To assist THE RIGHT STAFF in arranging work assignments during the employee's absence, the employee should give prior notice, to the extent possible, of an expected birth or adoption, as well as an indication, to the extent known, of the date on which the employee expects to return to work. To facilitate the employee's return to work, THE RIGHT STAFF asks that employees provide two (2) weeks advance notification of the intended return date. Failure to do so may delay the employee's return date.

In the event that an employee becomes aware of the need to take leave less than thirty (30) days before the leave begins, the employee must provide notice to THE RIGHT STAFF of the need for leave as soon as is practicable, generally either on the same day the employee learns of the need to take leave or within one (1) business day after the employee learns of the need to take FMLA leave. If the need to take leave is not foreseeable, the employee must notify THE RIGHT STAFF by following THE RIGHT STAFF's established procedures and requirements regarding absences, as set forth in THE RIGHT STAFF's policies relating to absences. THE RIGHT STAFF may request information to determine whether the absence is covered by the FMLA. Absent unusual circumstances, failure to follow the established procedures may cause a delay or denial of protection for the absence pursuant to this policy.

If an employee requests leave pursuant to this policy for a FMLA-qualifying reason for which THE RIGHT STAFF has previously granted leave, the employee must specifically refer to the qualifying reason for leave in the leave request.

VI. CONTINUATION OF BENEFITS

Health and dental benefits will continue during the leave of absence, provided the employee makes his or her regular monthly contributions to the plan. Failure to pay premiums may result in lapse of coverage. Employees may contact the Human Resources Department for specific details on continuing benefits while on leave.

VII. RETURN TO WORK

With the limited exception of certain key employees, as defined by the FMLA, employees returning from FMLA leave within the allotted leave period will be restored to their original job or to an equivalent job with equivalent pay and benefits. THE RIGHT STAFF will notify employees prior to the beginning of a leave of absence if they are considered a key employee. Employees who take leave pursuant to this policy have no greater rights to reinstatement than if they had continued to work.

Employees returning from FMLA leave due to their own serious medical condition may be required to present a fitness-for-duty certification that addresses the employee's ability to perform the essential functions of his or her job before returning to work. Failure to provide a medical certificate of fitness-for-duty may result in a denial of job reinstatement until the appropriate certificate is provided.

VIII. SUBSTITUTION OF PAID TIME

Employees who have accrued vacation or sick time pursuant to other THE RIGHT STAFF policies must use such available time prior to taking unpaid leave, under the same terms and conditions as set forth in the applicable policies. This paid time will count toward the maximum allotment for the leave of absence pursuant to this policy.

IX. DISPUTES REGARDING DESIGNATION OF FMLA LEAVE

If an employee disputes whether leave qualifies as FMLA leave pursuant to this policy, he or she should raise the issue with the Human Resources Department and ask to speak with a Human Resources representative so THE RIGHT STAFF and the employee may resolve the dispute.

Military Leaves of Absence

THE RIGHT STAFF grants military leaves of absence in accordance with federal and state law. Please contact a supervisor if you will need a military leave of absence.

Leave for Families of Mobilized Military Members

Employees may receive up to ten (10) working days of a leave of absence without pay if an immediate family member has been injured or killed while engaged in active service as a member of the United States armed forces. For purposes of this policy only, "immediate family member" means parent, child, grandparent, sibling or spouse. Employees are expected to give notice of the need to take leave pursuant to this policy as soon as is reasonably practicable. Any period of leave taken pursuant to this policy shall run concurrently with leave provided under other policies.

Leave to Attend Military Ceremonies

An employee whose immediate family member has been ordered into active service in support of a war or other national emergency as a member of the United States armed forces may receive necessary time not to exceed one (1) work day to attend a send-off or homecoming ceremony for the mobilized service member, provided that this leave would not duly disrupt THE RIGHT STAFF operations, in which case THE RIGHT STAFF may, at its sole discretion, deny any request for leave under this policy. This leave shall not be paid. For purposes of this policy only, "immediate family member" shall mean grandparent, parent, legal guardian, sibling, child, grandchild, spouse, fiancé, or fiancée. Time off pursuant to this policy shall run concurrently with time off provided under other policies.

School Conference and Activities Leave

Employees who are parents and who have worked for THE RIGHT STAFF on at least a half-time basis will be granted a maximum of sixteen (16) hours per calendar year of time off to attend their child's special education, pre-school or school conference and school-related activities, or for monitoring/observing childcare services/activities if the conference or activities cannot be scheduled during non-work hours. This time may be unpaid or the employee may use personal time off to cover the absence. Time off for this leave is to be requested in advance of its being taken, if possible.

Parental Leave

Regular full-time employees, and regular part-time employees who have been employed by THE RIGHT STAFF for at least six months and who have worked for an average number of 20 hours per week are eligible for an unpaid leave of absence of up to six weeks. Leave may be taken in the event of the birth or adoption of the employee's child. Leave time runs concurrently with Family and Medical Leave.

Time Off to Vote

Employees are encouraged to fulfill their civic responsibilities by participating in federal, state, and local elections. Generally, employees are able to find time to vote either before or after their regular work schedule. However, time off will be granted during the morning of an election day for employees who cannot find time to vote either before or after their regular work schedule. Employees must notify a supervisor in advance of the need to take time off pursuant to this policy.

Jury Duty

THE RIGHT STAFF believes it is each employee's civic duty to report for jury duty. Employees must notify a supervisor promptly upon receipt of the jury summons. Employees must present a statement of jury service and pay to a

supervisor as issued by the court. An employee whose jury service ends with four or more hours remaining in the work day must return to work at THE RIGHT STAFF. An employee must remain in contact with a supervisor throughout the period of jury service so a supervisor may understand when to expect the employee to return to work.

Funeral Leave

Full-time employees may be granted up to three days of leave per year without pay for the purpose of attending a funeral of a member of the employee's immediate family. The employee's "immediate family" includes the employee's spouse or significant other, children, parents, grandparents, brother, sister, step-parents, or stepchildren. The employee must notify a supervisor as soon as possible of his/her intention to take funeral leave.

Employee Handbook Acknowledgment

I hereby acknowledge receipt of THE RIGHT STAFF's Employee Handbook. I understand that it is my responsibility to read and understand the procedures and policies contained in this Employee Handbook. I further understand that the purpose of this Employee Handbook is to give me a general understanding of THE RIGHT STAFF policies, which THE RIGHT STAFF may freely revise or revoke at any time. I understand that my employment with THE RIGHT STAFF is at-will and may be terminated by either me or THE RIGHT STAFF at any time.

THIS HANDBOOK DOES NOT CONSTITUTE AN EXPRESSED OR IMPLIED EMPLOYMENT CONTRACT.

Employee's Signature

Date

THE RIGHT STAFF Representative's Signature Date

Vacation Bonus

You become eligible for a vacation bonus as follows:

Option One

Forty (40) hours of pay after working 1200 hours within twelve (12) consecutive months

OR

Option Two


Eighty (80) hours of pay after working 1800 hours within twelve (12) consecutive months

Your vacation bonus is a one-time payment at your regular hourly rate at which you were being paid when you reached eligibility.

Upon requesting either Option One or Option Two as a Vacation Bonus, a new vacation accrual period will begin.

Unless your state's law provides otherwise, a vacation bonus must be claimed within sixty (60) days of the end of the period for which you are claiming your vacation bonus.

Contact your Recruiting Associate to discuss your specific vacation questions or requests.



To request your Vacation Bonus, submit this form to:

THE RIGHT STAFF
P.O. BOX 390240
MINNEAPOLIS, MN 55439-0240

Or, fax to 1-866-395-4002

Name _____

Address _____

Phone _____

Requesting Option One

I understand that by requesting Option One as my Vacation Bonus, a new vacation accrual period will begin.

Requesting Option Two

I understand that by requesting Option Two as my Vacation Bonus, a new vacation accrual period will begin.

Signature _____

Date _____

Refer a Friend

Do you know someone looking for a job? Refer them to THE RIGHT STAFF and you will earn a bonus! It's easy! Visit our website at www.therightstaff.com Select "Current Employees" and click on "Refer a Friend". Complete the required information, and when eligibility requirements are met, you will earn a bonus!

