



better work, better life



Employee Handbook



better work, better life

877.8.adecco
adeccousa.com
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Disclaimer

The contents of this handbook are presented as a matter of information only and are not intended to cover all policies, plans and procedures of Adecco. This handbook is not intended to create, nor is it to be construed as, a contract between you and Adecco, nor does it guarantee placement on assignment or that any placement on assignment will be of a definite duration. Employment with Adecco is at-will, which means that employment can be terminated by you or Adecco for any reason or no reason at any time. Your execution of the Acknowledgment of Receipt of the Employee Handbook constitutes acknowledgment, understanding and agreement to comply with the policies, plans and procedures contained herein. Adecco reserves the right to add, terminate, or change any or all policies, plans or procedures of Adecco, in whole or in part, at any time with or without notice.

Unless otherwise stated in this handbook, the contents of this handbook are applicable to temporary employees placed on assignment with a client by Adecco General Staffing, which includes associates and client payrolled employees (CPE), and are referred to throughout this handbook as “employees.” Any references to “employment” in this handbook and/or in other forms you receive from Adecco refer to the periods of time when you perform actual work and earn wages during assignments and not to periods of time between assignments. If you elect to participate in a client interview, such time is not compensable.

Generally, employees are individuals who are eligible for temporary work assignments to support or supplement a client’s or Adecco’s workforce during time periods of, including but not limited to, employee absences, temporary skill shortages, seasonal workloads, and special long- and short-term assignments and projects. This handbook does not apply to any other type of employee at Adecco including colleagues.

The information contained in this Employee Handbook is confidential and proprietary to Adecco. The information is for internal use only and may not be distributed outside of Adecco. Any use of the third party contact information contained herein does not diminish your obligation to keep the contents of this handbook confidential.

Nothing in this handbook is intended to violate or supersede applicable law. Should any policy or provision contradict applicable state law, that state’s law shall be looked to for interpretation of the provision.

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Welcome to Adecco

Congratulations! You are now part of the nation's leading workforce solutions company. Adecco is much more than a recruiting and placement company. We are committed to helping you fulfill your professional goals at every stage of your career. Along the way, we will present you with challenging and rewarding opportunities at top companies, help you earn a competitive income, and provide you with the latest skill-enhancement services and access to a full range of benefits.

At Adecco, we know just how hard you work and how much time you spend in the workplace. That's why we want to make sure you have the right position at the right company. It's no wonder top candidates keep coming back to Adecco for help in finding a job or managing their career.

This handbook was specifically designed to prepare you for your assignments. It provides contact information and examples of when you should contact Adecco, benefits information, and communicates Adecco's policies and procedures. Be sure to visit the AdeccoUSA.com website for future updates to this handbook and other exciting features.

*In Ann Arbor, MI; Normal, IL; Champaign, IL; Corpus Christi, TX; Fort Wayne, IN; Lafayette, IN; LaGrange, GA; Lawrence, KS; Macon, GA; New Braunfels, TX; San Antonio, TX;; Tallahassee, FL; Topeka, KS and Wichita, KS; please contact your Adecco Representative.

So, welcome aboard – we wish you every success.

Assignments

At Adecco, we pride ourselves on making the right “matches” – matching your job preferences and skill level with our clients’ needs. You are required to update your availability for work regularly. Once you have notified Adecco of your availability, we will contact you if we have an assignment that matches your skills, experience and qualifications. We must have an email address and/or a working telephone number where we can reach you or leave a message.

When you accept an assignment, you will be making a commitment that you will work for the duration of the assignment.

To prepare you for starting a new assignment, please make sure you have:

- The client company’s name
- The location, hours and anticipated length of assignment
- The specific tasks you will be doing
- The hourly rate or salary, as applicable
- The name of the person to whom you report
- Any other details that will help you on your assignment

If you are going to be late for your assignment or have any emergency or illness that prevents you from going to work, you must contact your Adecco Representative prior to the start of the assignment. Adecco will call the client and explain the situation.

All of our offices have 24-hour answering services and email so you can leave/send a message at any time – day or night. Failing to call us prior to the start of the assignment when you are late or when you cannot go to an assignment, may result in disciplinary action up to and including a voluntary quit and/or termination.

Assignments

Your wages

Unless you are notified otherwise, you will be paid an hourly wage for each assignment, determined by the assignment requirements, your skills, and the wage rates in your local area. For this reason, your wage rate may vary from job to job. Your Adecco Representative will tell you how much each assignment will pay before you accept an assignment. Furthermore, the legal name of your Adecco employer and the wage rate(s) applicable to your assignment(s) will appear on the itemized statement issued with your wages.

Taxes

Adecco will deduct only those taxes required by law – Federal, State, and City withholding taxes as well as Social Security. Adecco pays Unemployment Insurance Tax, Social Security Tax, and you will be covered by Workers' Compensation Insurance. We provide you a W-2 Wage and Tax Statement to you by January 31st of the following year. Please inform your Adecco Representative of any address changes immediately to ensure accurate W4 information and timely delivery of your W-2 form.

While on assignment:

- Arrive on time each day of your assignment.
- Follow Adecco's dress and grooming policy. Your Adecco Representative will tell you what to expect, but when in doubt always dress more conservatively.
- Follow and comply with the rules, policies, procedures, and working conditions established by Adecco's clients for their premises.
- Promptly bring any and all complaints or disputes about your assignment or working conditions to your Adecco Representative and/or the HUB (800.793.7657 option 6 or thehub@adeccona.com).
- Promptly bring any and all questions or disputes about your pay to the Payroll Shared Services Center (866.528.0707) unless instructed otherwise by your Adecco Representative.

Assignments

- Behave in a professional manner. This means that your personal conduct, including conversations in the workplace, must not violate Adecco policies including, but not limited to, Adecco's Anti-harassment policy contained in this handbook. You must also refrain from threatening action, conduct or language.
- During working hours, avoid making personal calls, using personal cell phones/electronic equipment to send emails, or using other personal electronic communications, except in case of an emergency.
- If you have any questions regarding your current assignment's work hours, overtime, meal and/or rest periods, please contact your Adecco Representative.
- Your employment with Adecco requires you to comply with our policies and procedures and those of Adecco's clients for which you are working. Failure to comply with these policies and procedures may result in disciplinary action up to and including termination.
- Your employment with Adecco is at-will and may be terminated at any time.
- Follow the time submittal procedures described in the handbook or provided to you by your Adecco Representative to ensure we have the information required to pay you.
- Obtain advance approval from your Adecco Representative to perform work during overtime hours. Anytime you work overtime, you are required to report those hours to Adecco when you submit your hours worked.
- Do not be afraid to ask questions on the job about the tasks you are performing. If you are unsure of something, check with the client representative.
- Do not approach the client about full-time employment. If you have an interest in a position; let your Adecco Representative know.

Standard time recording procedures

Although you may be doing work for a variety of Adecco's clients, we are your employer while you are on assignment. Your timecard and paycheck are processed by Adecco. Unless otherwise notified by your Adecco Representative the Payroll Shared Services Center is your contact for all time recording and payroll related questions (see exceptions below*). They are there to answer your questions or to help solve any payroll problems that might arise.

*Always contact your local Adecco Representative if you work in the following cities: Ann Arbor, MI; Normal, IL; Champaign, IL; Corpus Christi, TX; Fort Wayne, IN; Lafayette, IN; LaGrange, GA; Lawrence, KS; Macon, GA; New Braunfels, TX; San Antonio, TX;; Tallahassee, FL; Topeka, KS; Wichita, KS.

Instructions for recording your time worked:

- At the end of your work week, you must record your time for all hours worked, including any overtime.
- It is your responsibility to record your time fully and accurately before submitting it to the client representative for approval. When required, you should record the in/out time or total time attributed to your work day and your meal period(s).
- If you are not being provided a meal or rest break to which you are entitled, advise your Adecco Representative immediately.
- In order to ensure that your paycheck is accurate, you must promptly record your time completely and without errors using one of our convenient time entry methods.

Standard time recording procedures

Additional information:

Adecco uses various methods to record your work time depending on your assignment. Please confirm the time recording procedures applicable to your assignment(s) with your Adecco Representative.

Two common methods of recording your work time are listed below:

1. Entering hours via the internet

Hours must be entered via the internet by Sunday at midnight by typing www.webtime.mypeoplenet.com into your internet browser. The first time you use the system, you will register as a new user using the last 4 digits of your social security number. Once you have created a logon and password you will follow instructions provided to record your time weekly.

2. Entering hours via the telephone

Hours must be entered via the telephone by Sunday at midnight by calling the IVR (Interactive Voice Response) line at 1.888.481.1761.

You will need the last 4 digits of your social security number and assignment number (obtained from your Adecco Representative). Follow the automated instructions provided.

Time approval procedures

It is your responsibility to obtain client approval of your work time.

- If Adecco's client approves your weekly hours electronically, please make sure your hours are entered into one of the above listed time recording methods by Sunday at midnight. For questions, contact the Payroll Shared Services Center, 866.528.0707 unless instructed otherwise by your Adecco Representative.
- If Adecco's client requires that they approve your hours by signing a paper timesheet weekly, please make sure you print out a timesheet, have your client supervisor sign it, then fax your timesheet directly to the fax number provided on the timesheet after submitting your time electronically.. For questions, contact the Payroll Shared Services Center, 866.528.0707 unless instructed otherwise by your Adecco Representative.

The Electronic Pay Program

Electronic delivery of employees' weekly payment and pay stubs.

Weekly pay options

Adecco pays employees electronically by Direct Deposit or the pay card. Your Adecco Representative will provide you with an Electronic Pay Authorization Form during your on boarding to select your preferred banking method. You may update your Electronic Pay Authorization Form at anytime if needed.

Direct deposit

When on assignment your regular payday is Friday. Funds will be deposited into the bank account of your choice. It is your responsibility to contact your bank to verify funds were deposited to your account prior to using the funds. Adecco will not be responsible for overdrafts on your account.

Pay card

You will receive a pay card package... It will include:

- Personalized payroll card
- Pre-checks with cashing instructions
- Tips for using the card

It is your responsibility to contact the pay card company to update your address should it change after enrollment. You may receive the pay card prior to being placed on an assignment. Please put this card in a safe place as this pay card will be funded on payday when you are on assignment.

For additional pay options, contact your local Adecco Representative if you work in the following cities: Ann Arbor, MI; Normal, IL; Champaign, IL; Corpus Christi, TX; Fort Wayne, IN; Lafayette, IN; LaGrange, GA; Lawrence, KS; Macon, GA; New Braunfels, TX; San Antonio, TX; Tallahassee, FL; Topeka, KS; Wichita KS.

The Electronic Pay Program

Pay stub/advice:

Adecco delivers the Direct Deposit/pay card pay stubs electronically via web, phone or fax.

- View your pay advice on-line or print a copy by logging on to the electronic pay stubs website at <http://paperlesspay.talx.com/adecco>
OR
- You may receive this information by calling toll free 1.800.978.3729.

Where permitted by state law employees will automatically be enrolled in the electronic pay stub program. All other employees are encouraged to voluntarily enroll in this program.

Payroll Text Program:

Adecco provides the opportunity for you to receive your most recent pay information via text. Get up –to-date information about your paycheck by sending a text message to 904.323.3430 with the last four digits of your (SSN) Social Security Number along with your zip code.

For example: if your last four numbers of your SSN are “1234” and your zip code is “56789” you would text “123456789.”

After texting the service, you’ll receive a message with your most recent check information. Please note that standard text messaging rates apply.

W2 Information

You can register and consent for quick electronic delivery or reprint your W2 at <https://w2.edelivery-view.com/>. An email will be sent when your W2 is available. Otherwise, Adecco sends your W2’s to your mailing address by January 31st.

Contact Policy

It is Adecco's policy that you provide your personal contact information, availability for work, and inform them of any changes/issues regarding your assignment at a client. Furthermore, throughout this Employee Handbook we have incorporated information and instances as to when you are required to contact Adecco and a "Who to contact" resource section can be found at the end of this handbook.

Upon conclusion of each assignment, you must contact your Adecco Representative by telephone (between the hours of 9am and 5pm).

Your representative's contact information is provided on the Mandatory Contact Notice which is one of the documents you signed when you were accepted by Adecco. If your representative is not available, please ask to speak with another Adecco Representative or the Adecco Branch Manager.

- Failure to contact Adecco by phone within two business days¹ of completion of assignment may lead to the denial and/or interruption of unemployment benefits.
- If you fail to inquire about another assignment before filing for unemployment benefits, it may lead to an interruption and/or denial of unemployment benefits.
- If a suitable assignment is available with Adecco upon conclusion of your assignment and you refuse an offer of suitable work, it may lead to an interruption and/or denial of unemployment benefits.

Employees should not contact Adecco's clients directly, unless expressly directed to do so by an Adecco Representative. Upon conclusion of your assignment, your Adecco Representative will arrange for the return of any personal items that may remain at the client site and for the return of any client issued IDs, badges, etc. Employees are prohibited from contacting Adecco's clients regarding the reasons for the assignment's completion.

Failure to adhere to this policy for any reason may result in disciplinary action up to and including a voluntary quit or termination.

1 Exceptions to the two business day notification period are listed below:

Iowa – Employees must contact Adecco within three working days of completion of the temporary assignment.

Michigan – Employees must contact Adecco within seven working days of completion of the temporary assignment.

Minnesota – Employees must contact Adecco within five working days of completion of the temporary assignment

Family Medical Leave Act

You may be entitled to leave under the Federal Family and Medical Leave Act (FMLA) for specified family and medical reasons. Although FMLA is unpaid, FMLA may run concurrently with a paid or partially paid Short Term Disability or Worker Compensation benefit. In the event an individual state law provides for a more generous benefit or an additional benefit, Adecco shall adjust its FMLA policy to comply with the state law. The following is Adecco's FMLA policy for employees.

FMLA eligibility

To be eligible for FMLA leave, you must:

- have been employed by Adecco for at least 12 months; and
- have worked at least 1,250 hours (all actual hours worked) during the 12 month period immediately preceding the beginning of the leave

Family Medical Leave Act

Basic Leave Entitlement

Eligible employees may take up to 12 weeks of unpaid, job protected leave during a 12 month period. A "rolling" 12 month period measured backward from the date an employee uses any FMLA leave, will be used to determine eligibility for FMLA.

Leave may be taken for one or more of the following reasons:

- For incapacity due to pregnancy and/or prenatal medical care
- To care for employee's child after birth, or placement for adoption or foster care
- To care for employee's spouse, child, or parent, who has a serious health condition
- For a serious health condition that makes the employee unable to perform the employee's job

If both spouses work for Adecco, they are jointly entitled to a combined total of 12 weeks of family leave for the birth or placement of a child for adoption or foster care, and/or to care for a parent with a serious health condition, or up to a total of 26 weeks in

a case involving leave to care for a covered service member (see below). If the leave is to care for a child or spouse with a serious health condition or for the employee's own serious health condition, separate 12 week periods are available.

Military Family Leave Entitlements

Eligible employees with a spouse, child, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week 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 counselling sessions, and attending post-deployment reintegration briefings.

Family Medical Leave Act

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. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Intermittent or Reduced Work Schedule Leave

Employee does not need to use this leave entitlement in one block. Eligible employees are able to take FMLA leave intermittently (which means taking leave in more than one block of time) or on a reduced work schedule when medically necessary for any of the following reasons:

- Employee's or qualifying family member's serious health condition when the leave is medically necessary
- Covered service member's serious injury or illness when the leave is medically necessary
- For a qualifying exigency arising out of a covered service member's active duty status

Employee's must inform their Adecco Representative and the Leave Administrator each time they are late or absent as it relates to an intermittent FMLA. Intermittent occurrences must be reported on the date of the absence, but not later than 1 business day after. Delay in reporting the absence may result in FMLA denial. Such leave is permitted so long as Adecco and/or the client can accommodate such a schedule. When planning medical treatment, employee's must make every reasonable effort to schedule treatment so as not to unduly disrupt Adecco's and/or the client's operations, subject to the approval of an employee's health care provider.

Family Medical Leave Act

An employee who requests intermittent leave or reduced hours may be required to temporarily transfer to an alternative position for which they are qualified. This alternative position will provide equivalent pay and benefits, and will better accommodate recurring periods of leave than the regular position.

For the birth, adoption or foster care of a child, FMLA does not require Adecco or the client to accept bonding on an intermittent basis. The employee must request pre-approval to take the leave on an intermittent basis. The employer can approve intermittent bonding as long as it does not disrupt their business needs

Notice requirements

To determine an employee's eligibility for all FMLA leaves (including each block of time of an intermittent leave), the employee must provide 30 days advance notice to the Adecco Representative and the Leave Administrator, if the leave is foreseeable including anticipated timing and duration of the leave (if known for such leave). The Leave Administrator must be contacted at the number listed below.

Contact: The Hartford at 1.866.689.5707

If 30 days is not possible, such as lack of knowledge of approximately when the leave will be required to begin, change in circumstances or medical emergency, notice must be given as soon as possible, generally within one to two business days of when the need for leave becomes known to the employee. Provide notice by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow Adecco to determine that the leave is FMLA-qualifying. Calling in "sick" without providing the reasons for the needed leave will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to Adecco and/or the Leave Administrator's questions to determine if absence is potentially FMLA qualifying. If employees fail to explain the reasons for FMLA leave, the leave may be denied.

Family Medical Leave Act

Employees who fail to give 30 days notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

Certification requirements – Employees seeking FMLA are required to provide:

- Medical certification supporting the need for leave due to a serious health condition of the employee or spouse, child or parent including the reason for and probable duration of the leave (including intermittent or reduced leave schedule). This certification must be submitted within 15 days of the request for leave.
- Second or third medical opinions and periodic certifications at Adecco's discretion
- Certification of the date of birth, adoption or placement of child supporting the need for leave due to birth or placement of a child for adoption or foster care
- During the leave period, the employee may be required, as often as once every 30 days, to submit additional information to substantiate the continuation of the leave to the Leave Administrator.

Notice of eligibility for, and designation of, FMLA Leave

Employees requesting FMLA leave shall receive written notice from the Leave Administrator advising them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees shall receive written notice from the Leave Administrator of: 1) their rights and responsibilities in connection with such leave; 2) Adecco's designation of leave as FMLA qualifying or non-qualifying, if not FMLA qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted toward the employee's leave entitlement.

Family Medical Leave Act

Adecco may retroactively designate leave as FMLA leave with appropriate written notice to employees, provided Adecco's decision not to designate leave as FMLA qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protections, Adecco and employee can mutually agree that the leave be retroactively designated as FMLA leave.

Return to work certification

An employee returning to work from FMLA leave that was taken because of their own serious health condition that made them unable to perform the job must provide the Leave Administrator the medical certification from a health care provider confirming ability to return to work and to perform the essential functions of the employee's position, with or without reasonable accommodation. Adecco may delay and/or deny job reinstatement until the employee provides return to work/fitness for duty certification.

Job reinstatement

Generally, on return from FMLA, employees are entitled to be returned to the same or equivalent position held when leave commenced. However, if the employee would not otherwise have been working at the time that reinstatement is requested, Adecco may not reinstate the employee following the leave. For example, if employee's position would have been eliminated or the assignment ended, or the position no longer meets the client's needs during a leave, you will not be reinstated.

If an employee is not medically able to or otherwise does not return to work at the end of the 12 week leave period, the employee's position may be filled permanently and employment may be subject to termination. In such cases, employees can contact their Adecco Representative upon receiving a subsequent medical release to return to work and apply for any open position for which the employee is qualified.

Family Medical Leave Act

Employee responsibilities under FMLA

- Provide 30 days notice to your Adecco Representative and Leave Administrator of the need for a leave.
 - To contact your Leave Administrator (see above or refer to “Who To Contact” resource section at the end of this booklet).
 - If leave is not foreseen, you must notify the Adecco Representative and the Leave Administrator within one to two business days of when the absence or leave becomes known.
- Provide the Certificate of Health Care Provider to the Leave Administrator within 15 days from the start of the leave (the Leave Administrator will provide you with a copy of this form).
- Contact your Adecco Representative and the Leave Administrator to report each date and time that you are absent from work if you are on a qualified and approved intermittent leave. All absences must be reported on the actual date of the absence. Failure to do so may result in a denial for that time.
- Contact your Adecco Representative and the Leave Administrator if there are any changes to your leave status, for example: to request an extension of leave, dates of your leave change.
 - Have your health care provider complete the Certificate of Health Care Provider form, as required by the Leave Administrator for recertification, which can be as often as every 30 days.
- If applicable, obtain a doctor’s release prior to returning to work. You will not be allowed to return to work without a doctor’s release.

Statutory state disability programs

If you work in California, Hawaii, New Jersey, New York, Puerto Rico or Rhode Island you may be eligible to receive state disability if you are unable to work because your physician has assessed that you are no longer able to perform your essential job duties based on your disability. To find out about your state disability program and if you qualify, contact your state agency for the state sponsored programs. Employees working in NY must contact The Hartford at 1.

Family Medical Leave Act

Pregnancy Disability Leave Of Absence (California only)

Employees in the State of California may be eligible to take a leave of absence up to 4 months for disabilities relating to pregnancy, childbirth or related medical conditions. To determine eligibility and open a claim, contact Sedgwick, the Leave Administrator at 1.800.735.7836. The exact duration of the leave will be determined by the amount of time the employee is actually disabled. Generally, when an employee is able to return to assignment you are entitled to be returned to the same or equivalent position held when leave commenced. However, if you would not otherwise have been working at the time that you request reinstatement, Adecco may not reinstate you following the leave. For example, if your position would have been eliminated or the assignment ended, or the position no longer meets the client's needs during a leave, you will not be reinstated.

Upon the advice of your health care provider, you may also be entitled to reasonable accommodation, to the extent required by law, for conditions related to pregnancy, childbirth or related medical conditions. You should promptly notify your Adecco Representative of the need for a reasonable accommodation. If you are affected by pregnancy or a related medical condition, please notify the Leave Administrator and your Adecco Representative as soon as reasonably possible as Adecco cannot provide you with reasonable accommodations unless it knows of the need for such accommodation.

Prior to the start of the leave or as soon as practicable, generally within one to two business days of when the need for leave becomes known to you, the Leave Administrator will require a statement from your health care provider indicating that you are unable to perform your job and the anticipated date of your return. In the event your leave exceeds the anticipated date of return, it is your responsibility to provide further verification from your health care provider that you are unable to perform your job and the revised anticipated date of return to Adecco and the Leave Administrator.

Depending on your eligibility, medical insurance may be continued during the leave in accordance with the applicable plan document, COBRA, or provisions of federal/state law relating to unpaid medical leave.

Safety is everyone's priority

Always exercise due care while working for Adecco. Most accidents can be prevented with proper caution — whether in an office or industrial environment. All unsafe working conditions must be reported immediately to your Adecco Representative. Make safety a priority in the work environment.

Call Adecco immediately:

- If you believe that your working conditions are unsafe
- If you are injured while on assignment
- If you are asked to perform work which was not part of your initial job description such as:
 - lifting over 50 lbs. without assistance
 - performing tasks at heights greater than 8 feet
 - operating motorized equipment
 - operating machinery
 - assigned a duty where you are asked to wear a respirator

Become familiar with each client's safety procedures and equipment.

Workers' Compensation

Workers' Compensation is defined by a set of rules determined by each state which outlines benefits to employees who have sustained work-related injuries/illnesses within the course and scope of their employment. The laws provide for payment of medical bills for treatment related to work injuries and illnesses and provides statutory wage benefits for employees who lose time from work. Fraudulent Workers' Compensation claims will be prosecuted to the fullest extent of the law and may result in denial of benefits.

Injuries on the job

Should you be injured on the job, follow the Adecco process for workplace injuries below:

Your responsibilities

- Notify your Adecco Representative immediately, by phone or in person.
 - Obtain the name of the designated clinic; for evaluation and post accident drug testing, if permitted by state law.
 - You may jeopardize your benefits if initially treated by any other doctor, depending on your state's rules.
- If the physician indicates you cannot return to your regular job, notify your Adecco Representative immediately.
- Contact your Adecco Representative after each medical appointment to report on your progress.
- Provide a medical release form to your Adecco Representative prior to returning to work.
- Participate in the Adecco STEP Program to facilitate your early return to work.
 - The Structured Transitional Employment Program (STEP) provides modified duty in the Adecco branch office or at a non-profit for employees injured on the job with restrictions outlined by an authorized physician.
 - This program is designed to help transition injured workers from modified duty to full duty status while they are healing.
 - Adecco's policy is to get injured employees back to work subject to their current physical capabilities, as soon as the doctor permits.

It is your responsibility to return to work as soon as your doctor provides full or partial release to do so. If you fail to return to work (on either partial or full duty as allowed by your doctor) you may be subject to disciplinary action up to and including termination.

Unemployment Compensation Insurance

Unemployment compensation insurance is a state government sponsored temporary financial benefit to employees who have lost their jobs due to no fault of their own. The amount of the benefit is based on past work and earnings. Each state has its own set of rules which outline eligibility criteria and benefit amount, and Adecco complies with the state laws. Eligibility is determined by each state's unemployment agency. Funds to cover the costs of unemployment insurance benefits are paid by Adecco.

Your responsibilities

- Contact your Adecco Representative within 48 hours of your assignment ending or your resignation from assignment unless this policy is inconsistent with your state's Unemployment Compensation laws.¹
- Failure to contact Adecco at the end of your assignment or within 48 hours (or as otherwise notified by Adecco) may result in a voluntary quit and/or the loss of unemployment benefits.

1. State exceptions to the two business day notification period are listed below:
Iowa – Employees must contact Adecco within three working days of completion of the temporary assignment.
Michigan – Employees must contact Adecco within seven working days of completion of the temporary assignment.
Minnesota – Employees must contact Adecco within five working days of completion of the temporary assignment.

Adecco's responsibilities

- Will notify its third party claims administrator of the reason for the end of your assignment and provide documentation as needed
- Respond to claim forms and requests for information from each State through our third party claims administrator

EEO/Diversity statement

Adecco is firmly committed to creating a climate where the different perspectives that diversity brings to its business are valued. Attracting and developing a diverse workforce that reflects the communities we serve is at the foundation of this goal. Viewing diversity as an asset is essential to cultivating a workforce that reflects the changing face of the United States.

It is a continuing policy of Adecco to afford equal employment opportunity to recruit qualified individuals without regard to sex, race, color, religion, gender, national origin, sexual orientation, gender identity, marital status, age, disability, veteran status, active military status, genetic tests and information or an individual's status as a domestic violence victim.

This policy encompasses all aspects of the employment relationship, including application and initial employment, job assignment, selection for training opportunities and salary/benefits administration.

Employment decisions will be based on the principles of equal employment opportunity and with the intent to further Adecco's commitment to diversity. All applicants for employment and employees of Adecco may exercise their rights under this policy or Federal, State or local laws at any time.

Americans with Disabilities Act and ADA Amendment Act

To comply with the applicable laws ensuring equal employment opportunities to qualified individuals with disabilities, Adecco will provide reasonable accommodation to individuals with a known physical or mental disability, if such accommodation would not impose an undue hardship and would enable the individual to apply for, or perform, the essential functions of the assignment in question. Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact their Adecco Representative and/or the HUB and request such an accommodation. The individual with the disability should specify what accommodation is needed. If it will not impose an undue hardship, an accommodation will be made or an alternative accommodation will be proposed.

Dress and grooming policy

Appropriate dress and hygiene are important in promoting a positive company image. Therefore, the Company expects you to be well-groomed and dressed in a professional manner appropriate to your assignment.

Any employee who does not meet the dress and hygiene requirements may be sent home to change – employees will not be paid for this time. Employees who do not adhere to these rules may be subject to disciplinary action, up to and including termination.

This policy is not intended to interfere with any employee's disability or religious beliefs. If for any reason you require an accommodation, contact your Adecco Representative or the HUB.

Open Door Policy

The Company strongly encourages and supports open communication among employees and Adecco Representatives. Employees should feel free to make suggestions, ask questions, raise issues and air concerns to their Adecco Representative.

An employee who has a concern or complaint should:

1. Speak with his/her Adecco Representative and fully discuss the issue or concern. If not resolved, proceed to 2.
2. Speak with the next level manager. If not resolved, proceed to 3.
3. Contact the HUB at 800-793-7657 option 6

Anti-harassment and Anti-discrimination policy

Adecco promotes a workplace that is free of harassment and discrimination based on sex, race, color, religion, gender, national origin, sexual orientation, gender identity, marital status, age, disability, veteran status, active military status, genetic tests and information or an individual's status as a domestic violence victim. The above forms of harassment and discrimination are prohibited and a violation of Adecco policy. They will not be tolerated in the workplace by anyone, including supervisors, co-workers or non-employees. Any retaliation against a complainant (the person who accuses another of prohibited harassment or discrimination) or individuals cooperating with an investigation is also prohibited and will not be tolerated. For purposes of this policy, "workplace" includes, but is not limited to, Adecco work sites, client sites, Adecco/client sponsored social events, employee gatherings, and work-related travel.

Harassment definition

In general, harassment means persistent and unwelcome conduct or actions based on any of the criteria stated above, or on certain protected activity under state or local law. Sexual harassment is one type of harassment and includes unwelcome sexual advances, unwelcome physical contact of a sexual nature or unwelcome verbal or physical conduct of a sexual nature. It does not refer to occasional compliments of a socially acceptable nature.

Unwelcome verbal or physical conduct of a sexual nature includes, but is not limited to:

- Unwelcomed touching
- The display of offensive sexually graphic materials not necessary for work
- "Quid Pro Quo" offers of employment perks or threats of adverse employment decisions conditioned upon sexual favors

Harassment on any basis (race, sex, age, disability, etc.) exists whenever:

- There is a repeated making of unsolicited, inappropriate gestures or comments.
- The conduct unreasonably interferes with an employee's work or creates an intimidating, hostile, or offensive work environment
- Verbal conduct such as epithets, derogatory jokes, comments or slurs based on sex, race or any other basis protected by this policy whether any of the above are made verbally, in writing or electronically communicated

Anti-harassment and Anti-discrimination policy

Obligation to report

In order to take appropriate corrective action, Adecco must be sufficiently aware of the harassment or related retaliation. Therefore, if you have experienced or witnessed harassment or related retaliation based on any of the protected categories stated above, you must promptly report such behavior to an Adecco Representative or contact the HUB at 800-793-7657 option 6 or thehub@adeccona.com. Complaints may be made verbally or in writing.

Adecco will respond promptly to complaints of harassment and discrimination. The investigation will be conducted confidentially to the extent possible. Where it is determined that inappropriate conduct has occurred, Adecco will act to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action, up to and including immediate termination.

Government agencies

In addition to the above, if you believe you have been subjected to harassment (including sexual harassment) or discrimination, you may file a formal complaint with State or Federal equal employment opportunity agencies.

Using Adecco's complaint process does not prohibit you from filing a complaint with the Federal Agency or the State agencies listed below.

The phone number for the US Equal Employment Opportunity Commission (EEOC) is 800.669.4000. This toll-free number will put you in contact with your local EEOC office. Claim must be filed with the Equal Employment Opportunity Commission within 300 days.

Anti-harassment and Anti-discrimination policy

If you are employed in Illinois, Rhode Island, Massachusetts or California and would like to file a complaint, you may do so by contacting:

Illinois*

Human Rights Commission
100 W. Randolph Street, Suite 5-100, Chicago, IL 60601
312.814.6269

*In Illinois claims must be filed within 180 days.

Rhode Island*

Commission on Human Rights and Opportunities
10 Abbott Park Place, Providence, RI 02903
401.222.2664

*In Rhode Island claims must be filed within 364 days.

Massachusetts*

Commission Against Discrimination (MCAD)
Boston Office, One Ashburton Place, Room 601, Boston, MA 02108
617.994.6000

*In Massachusetts claims must be filed within 6 months.

California*

Fair Employment Housing Commission
2014 T Street, Suite 210, Sacramento, CA 95814
800.884.1684

*In California claims must be filed within one year.

Substance abuse policy¹

This policy is to ensure that Adecco employs a workforce who is free from the adverse affects of alcoholic beverages, illegal drugs, or legal drugs obtained illegally or taken for the purpose of abuse.

The following activities are prohibited under Adecco policies and will result in disciplinary action up to and including termination:

- The use, abuse, purchase, or concealment of illegal drugs while on Adecco or the client's premises, or while performing an assignment
- Any sale or distribution of illegal drugs
- The unauthorized use of alcoholic beverages or the possession of an open container containing alcoholic beverages while on Adecco or the client's premises
- Work impairment due to the use of illegal drugs or legal drugs, or an impermissible level of drugs in the system while performing an assignment
- The abuse of medications prescribed by a physician and over-the-counter medication, to the extent that job performance or fitness for duty is adversely affected. The legal use of over-the-counter medication and controlled substances prescribed by a licensed physician is not prohibited; however, employees are required to notify their Adecco Representative or client supervisor when taking any medication that interferes with their ability to perform the essential functions of a particular assignment prior to or during an assignment at a client's facility.
- Involvement with illegal drugs or alcohol which has or may have an adverse impact on the client, for example, where it has or may have an effect on an employee's ability to perform his/her duties, may endanger the safety of fellow employees or the public, may damage the client's or Adecco property, may damage the client's or Adecco's reputation for providing safe and dependable work, or may undermine the public's or government's confidence in Adecco or the client.

Substance abuse policy¹

- The physical possession of marijuana, even if authorized or prescribed as a matter of state law, is prohibited while on the premises of the Company, the customer or any location where the Colleague is required to perform work. The use, possession, and sale of marijuana is illegal as a matter of federal law and therefore is prohibited while on the premises of the Company, the customer or any location where the Colleague is required to perform work and is a violation of Company policy, even when state law does not consider such use or possession a criminal offense. Please contact your Human Resources Business Partner in the event a Colleague notifies a supervisor that they are taking medical marijuana as prescribed by a licensed physician or if the results of a Colleague's drug test are positive.

Where permitted by state law, the types of testing that may be requested include the following:

- Pre-Assignment
- Return to work
- Post accident*
- Random and reasonable suspicion (for cause)

*Where permissible by law, post-accident drug testing is mandatory and refusal to comply will result in termination.

Should the client request a drug and/or alcohol test for an assignment and the results are positive, the employee should discuss the following options with an Adecco Representative:

- The right to request a copy of the Adecco "Release and Consent for Drug Testing" form you signed
- The right to request a copy of your drug and/or alcohol test results
- The right to request an immediate re-test of your original sample at your expense (or as otherwise required by state law) and at a facility designated by Adecco
 - If the re-test results are positive, your employment with Adecco will be terminated.
 - If the re-test results are negative, you will be eligible for assignment with Adecco.

Substance abuse policy¹

Failure to pass a drug test prohibits an employee from assignment with Adecco for a period of 1 year. Eligibility for re-assignment may only be allowed provided the employee has a negative result on a drug test at the end of the 1 year waiting period. The test is to be completed at the employee's expense and at a facility designated by Adecco (or as otherwise required by state law).

1. If you are in the state of Maine, please ask your Adecco Representative for a copy of Adecco's Substance Abuse Policy for the State of Maine.

Workplace search policy

Adecco and its clients reserve the right to conduct searches of employees at any time while on Adecco's or its clients' property or in the performance of work assignments. These searches may include, but are not limited to, an inspection of your person, computer equipment (including hard drive and other removable storage devices), electronic communications (including email, text messages, communications on social networking sites, personal email accounts accessed through Adecco or a client's systems, and voicemail), computer systems (including databases, internet and intranet systems), locker, desk, bag, coat, purse, briefcase, tool box, or other such containers, as well as vehicles parked on Adecco or its clients' property. Such items are intended for business use only, not personal use. Therefore you should have no expectation of privacy with respect to such items. Furthermore, clients may, in accordance with applicable law and in the furtherance of its business interests, monitor, record, use, or disclose, in the client's sole discretion, your electronic communications conducted over the client's phone or computer network. You may also be required to display items for visual inspection upon Adecco or its clients' request. Failure to consent to such search or display for visual inspection may be grounds for termination. In addition, should you improperly remove any items from Adecco or its client or engage in unlawful activity while at the assignment, you may be subject to disciplinary action, up to and including termination.

Privacy policy

Adecco may share certain personnel/human resource data concerning its employees with nonaffiliated third parties, including but not limited to third party administrators, when they are acting on our behalf, or acting jointly with us for the purpose of processing payroll, Workers' Compensation claims, unemployment benefits or any other such matter related to your work assignments. Such data may include name, address, Social Security number, employee ID number, job description, and related information. We may also share such data with our clients in connection with providing services to them. In addition, such data may be shared with other parties as permitted or required by law such as credit bureaus, government entities, in responding to subpoenas and other legal processes, and those with whom you have requested us to share information.

Social media policy

Employees must comply with client companies' social media policies which may impose reasonable limits on social networking activity to the extent that it impacts the client company and their respective employees or third parties who deal with them.

What is the purpose of a social media policy?

Social media policies exist to protect reputation, privacy, security and intellectual property. These rules are meant to act as guiding principles when using social media in the workplace. Associates, contractors and consultants are expected to exercise common sense and good judgment, keeping in mind online activity is easily traceable and difficult to erase.

What is considered social media?

The following are examples of social media participation:

- Creating a profile and participating on social networking sites, including but not limited to Facebook, Twitter, and LinkedIn
- Using geolocation services such as checking in on Facebook or Foursquare
- Leaving a review on a customer review site such as Yelp or Amazon
- Maintaining a personal or professional blog
- Commenting on blogs
- Taking part in discussions on private and public forums

Social media policy

Be aware this is not an all-encompassing list and the definition of social media continues evolving as new technologies emerge.

Social media activity should:

Respect privacy

Familiarize yourself with the privacy settings on your social networks. Be mindful of your own personal privacy and do not post any personal information that you do not want to be publicly available. You also need to consider the privacy rights of coworkers.

Consider your professional image

If you are not using a private account, employers, coworkers and bloggers can see everything you write on social networks. A good rule of thumb is to ask, would I be comfortable with a supervisor or coworker seeing what I posted? Would I be comfortable with this post showing up in search results for my name?

Social media activity should not:

Reveal your contracted client

It is crucial to remember you are an employee of Adecco and not your contracted client. Due to the nature of Adecco's client agreements, you may not reveal your contracted client on your social media profiles. This includes activity like checking in at the office, identifying yourself as an employee at your contracted company on your social profiles, tagging or referencing the contracted company in status updates, or blogging about the company.

Interfere with work commitments

Time spent on social media in the workplace should be similar to any other breaks in work, such as chatting with coworkers, meal breaks or checking personal email. Excessive use of social media for personal use while at work may be detected and addressed as appropriate.

Social media policy

Disclose any confidential information

Do not share any sensitive material belonging to Adecco or your contracted company or its customers, such as internal communications, identities of coworkers or contractors, finances, trade secrets, company operations, product development, or other intellectual property.

Air dirty laundry

Much of what you are exposed to on your assignment is sensitive or confidential, and discussion on social media of disagreements or arguments with others while on assignment runs the risk of breaching your obligations or simply just being wrong. You should raise any issues or problems at the client company with your Adecco Representative. We also have available on Adecco websites links and toll free telephone numbers where you can report problems or issues.

Code of Business Conduct

At Adecco, we strive every day to earn the trust and loyalty of our associates, customers, suppliers, colleagues, investors, governments and the communities in which we work by bringing our Core Values of respect, responsibility, honesty and integrity to life.

Maintaining our strong reputation requires a clear communication of policy, effective ways to detect potential violations, good leadership and personal responsibility. The Adecco Code of Business Conduct emphasizes both the individual's responsibility to act with integrity and Adecco leaders' responsibility to create a culture of compliance in which employees and others can exercise sound judgment and feel comfortable about raising concerns without fear of retaliation.

Integrity and compliance are core principles at Adecco. How we conduct ourselves day to day – with each other, our clients and our competitors – is the foundation of our reputation as an ethical company. That's why we do everything we can to protect our reputation by making sure our actions and policies are not only legal, but in line with the highest levels of business ethics and personal integrity.

Adecco's Office of Compliance & Business Ethics implements and oversees legal compliance and comprehensive business ethics programs to assure that Adecco's commitment to legal Compliance and Business Ethics is fully understood and embraced by all Adecco colleagues.

We foster an environment of open, honest communication, and we encourage all employees to raise their questions or concerns and to report suspected violations of law or company policy without fear of retaliation. The Adecco Compliance and Ethics Line (ACE Line) is available 24 hours a day, 7 days a week with representatives who can consult with colleagues in almost any language. We encourage you to contact us because no one has better insight into what is happening within Adecco than our people.

Adecco's Compliance & Ethics Reporting Line (ACE Line)
1.800.279.6315

Workplace violence/Prohibition weapons policy

Adecco's policy is to maintain a work environment free from all forms of violence. Acts or threats of physical violence, possessing a weapon, to threaten another individual with bodily harm, or to assault another individual, occurring on Adecco or its client's property or during the performance of Adecco business off Adecco property, are prohibited. Examples of workplace violence include, but are not limited to, conduct such as: threats or acts of physical or aggressive conduct; threats to destroy or intentional destruction of property belonging to Adecco, its clients or their respective employees; threatening phone calls or correspondence (including email, text messaging and social media); and/or surveillance or stalking activities.

The possession, transfer, sale or use of firearms, weapons, explosives or other improper materials with or without valid permit is prohibited on Adecco or its client's premises.¹

Employees in violation of this policy will be subject to disciplinary action up to and including termination.

Adecco strongly urges that any acts of violence in the workplace and any weapons observed be reported to an Adecco Representative and/or the HUB

1. Exceptions may be extended to security personnel, in Adecco or Client parking lots and parking facilities.

Employment and income verification

Adecco has contracted with a national employment verification service, The Work Number, a service of TALX Corporation, to provide employment and income information.

Employee data will be provided directly to the lending institution, rental agency, government agency, etc. for the current year plus two-years prior. Data is not available for employees who have been inactive for more than three years.

When you need to provide your Adecco employment history when applying for a mortgage or loan, leasing an apartment, establishing credit, or any other instance where proof of employment is required, provide the requestor with the following information and the requestor will be able to easily and quickly access your employment history, which includes: job title, total time with company, and start date.

Steps for Company/Lender to follow to obtain basic employment verification:

- Go to the Work Number web site (www.theworknumber.com) or the toll free phone number (1.800.367.5690) to charge the fee to an account or to a credit card
- Enter Adecco's company code (10265)
- Enter the Employee's social security number
- Follow the prompts to obtain the information

When a company or an individual asks for salary verification, you will first need to request a Salary Key Code from The Work Number which authorizes release of your salary information. Without this Key the verifier will not be able to access your salary information, only employment information.

Steps for the Employee to follow to obtain a Salary Key:

To obtain a Salary Key go to www.theworknumber.com or call 1.800.367.2884 and provide the following information:

- Enter Adecco's company code (10265)
- Enter the employee's Social Security number
- Your pin number – Your pin number will be the last 4 digits of your Social Security number

Employment and income verification

The system will then provide you with a Salary Key. Keep a record of the Key, and provide it to the company that needs to verify your wage information.

If you need to provide salary verification to more than one company, you will need to obtain one Salary Key for each company. Please note that you can have only 3 Salary Keys outstanding. If unused, the Salary Keys will expire automatically after 6 months. A Salary Key Code is not required for companies or individuals who require only verification of employment and not salary information.

Steps for a Company/Lender to follow to obtain Salary Verifications:

- Obtain a Salary Key from the employee
- Go to: www.theworknumber.com or call 1.800.367.5690
- Enter the Adecco company code (10265)
- Enter the employee's social security number
- Enter the Salary Key supplied by the employee
- Follow the prompts to obtain the information

Steps for a Social Service Agency to follow to obtain Salary Verifications:

- Visit www.theworknumber.com or call 1.800.660.3399
- Enter your registered fax number (If not registered, call 1.800.996.7566 for registration instructions)
- Enter the Adecco company code (10265)
- Enter the employee's social security number when prompted. The verification will be faxed to the pre-registered fax number.

Who to contact

Contact Payroll Shared Services Center for the following:*

Payroll Shared Services Center
Monday – Friday 7:30am - 8:00pm (EST)
1.866.528.0707
Fax: 866.508.3922
PayrollSSC@adeccona.com

- Garnishments
- Holiday pay
- Paycheck not received (please do not call prior to Friday)
- Payroll amount is incorrect
- Service bonus
- Tax withholdings
- Timesheets - entering time and/or the paper timesheet (if applicable)
- W-2

*Contact local Adecco office if you work in the following cities: Ann Arbor, MI; Normal, IL; Champaign, IL; Corpus Christi, TX; Fort Wayne, IN; Lafayette, IN; LaGrange, GA; Lawrence, KS; Macon, GA; New Braunfels, TX; San Antonio, TX; Tallahassee, FL; Topeka, KS; Wichita, KS.

Contact local Adecco Representatives for the following:

- Completion of each assignment
- At least once per week when not on assignment with Adecco to verify availability for work
- Address, email, or phone number changes
- Experience any type of harassment or prohibited discrimination
- If you are not being provided an entitled meal or rest break
- Issues and/or questions with entering time and/or the paper timesheet, if applicable (preferred method is to contact the Adecco Payroll Shared Service Center)
- Questions regarding what time should be recorded and/or payroll procedures for your assignment
- If you believe working conditions are unsafe and/or are injured while on assignment

Who to contact

- Injured on the job and physician indicates that you can not return to your regular job, after each medical appointment to report progress
- If you are asked to perform work which was not part of your initial job description
- Late for your assignment or have any emergency or illness that prevents you from going to work (if late or absent and it relates to FMLA, you will also need to contact your Leave Administrator)
- Requests for full-time employment with the client
- Requests for an increase in pay
- Change of hours or days worked
- If the client advises you not to report overtime hours worked and/or approval for performing work during overtime hours
- If you are convicted of a crime other than a minor traffic violation
- If you are requested for jury or witness duty
- If you have been requested to travel, operate vehicles or machinery, work in an unsupervised premise or handle cash, keys, negotiable, credit cards, check-writing/printing materials, merchandise or confidential information if such tasks were not originally part of your assignment
- To arrange for any personal items left at a client site to be given back to you
- To return any IDs or badges belonging to the client
- Results of a drug test are positive

Questions about:

- Tuition reimbursement
- Experience and/or observe any acts of violence and/or weapons in the workplace
- FMLA
- American with Disabilities Act
- Pregnancy Disability Leave (California residents should contact Sedgwick at 1.800.735.7836)
- AARP (contact AARP representative once one-year membership expires)

Who to contact

The HUB

800-793-7657 option 6
thehub@adeccona.com

- Complaints and/or disputes about assignment and/or working conditions
- Experienced or witnessed harassment or retaliations based on any of the protected categories

Citibank

1.888.561.2156

- Citi Pay card not received

Current job duties

- Contact your client representative for on-the-job questions about tasks being performed

Direct deposits

- Your bank institution to verify funds were deposited Adecco will not be responsible for overdrafts on your account

Pay stub

1.800.978.3729

- View and/or print a copy of pay advice on-line at <http://paperlesspay.talx.com/Adecco>

Employee benefits

1.877.632.9169

- Questions or concerns regarding current employee benefits

401(k)

1.877.632.9169

401K@adeccona.com

- To request information or enrollment form

Who to contact

FMLA

1.866.689.5707(The Hartford)
California only: 1.800.735.7836 (Sedgwick)

Disability

California only: 1.800.735.7836 (Sedgwick)
New York only: 1.866.689.5707 (The Hartford)

- All other employees contact State agency for the state sponsored programs

Prescription plan

ScriptSave©
www.scriptsave.com
Group 241

Unemployment

- Your State's unemployment agency

Wage/salary verification

1.800.367.2884
www.theworknumber.com
Company code: 10265

Employment Opportunity Commission (EEOC)

States excluding below: 1.800.669.4000
Illinois: 312.814.6269
Rhode Island: 401.222.2664
Massachusetts: 617.727.3990
California: 1.800.884.1684