

Nelson and Nelson, Inc.

DBA Nelson Personnel

Manual for Temporary Employees



Introduction

Welcome to Nelson and Nelson, Inc. DBA Nelson Personnel. We are very pleased you chose to register with Nelson Personnel. Our consultants are here to help you. Feel free to discuss anything with them that may affect your work.

This manual is for the use of all temporary employees of Nelson Personnel. It is NOT a contract of employment and Nelson Personnel retains the right to modify, change, alter or revoke its policies at any time.

Please read this manual carefully. It contains several things you will want to know and will answer many questions that may come up during your employment with us. If anything is unclear to you, please call us.

Assignments

Our business is to fill assignments for our client companies. These clients come to us needing employees because of special projects, peak workloads, vacations, illness and a multitude of other reasons.

You work directly for Nelson Personnel so WE ARE YOUR EMPLOYER. There are no fees to pay or contracts to sign. Our customers pay Nelson Personnel for our total temporary help services and, in-turn, we pay you.

After completing your application, you will be taken through an interview process to find out what you require, what you could offer and learn your skill sets/work history so that we can match you with a client.

Of course, we cannot guarantee that you will work a definite number of hours or days. Assignments may last a little longer or shorter than estimated; so keep this in mind when you accept one.

You are not obligated to accept every assignment, but we rely upon you to complete each one you do accept. When you know the completion date of your present assignment, please call us so that we will know when you are available for another assignment.

Equal Opportunity Employer:

Nelson Personnel is an equal opportunity employer. Our policy, from recruitment, hiring, upgrading, training, promotion, transfer, discipline, lay-off, recall, and termination is to provide equal opportunity always without regard to race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, physical handicap, disability or medical condition.

Discrimination/Sexual Harassment:

Sexual harassment of employees, customers and any other persons is prohibited. It is the company's policy to provide employees with a work environment free of sexual harassment.

If any employee believes he or she has been subject to unlawful discrimination or harassment, he or she should immediately contact Nelson Personnel. You may also contact the Montana Human Rights Commission and/or the Federal Equal Employment Opportunity Commission.

The company will not retaliate against any applicant, employee or past employee for opposing unlawful discriminatory practices, filing a discrimination complaint, testifying or participating in any other manner in a discrimination proceeding.

Immigration Law Compliance:

The company is committed to full compliance with Federal Immigration Laws. These laws require all individuals to pass an employment verification procedure before they are permitted to work and requires every individual to provide satisfactory evidence of his or her identity and legal authority to work in the United States within three (3) business days after the employee begins work. All new employees must go through this procedure.

New Hire Reporting:

The law requires every Montana employer to report a minimal amount of information on each new employee hired on or after October 1, 1997. This information assists the state in locating non-custodial parents for child support enforcement.

Office Hours:

Nelson Personnel office hours are from 8:00 AM to 5:00 PM, Monday through Friday. Important messages can be left on our voice mail after hours, evenings and weekends. Our phone number is (406) 543-6033.

At-Will Employment:

Your employment is "at-will" employment, meaning that you may be discharged at any time during any probationary period or for good cause upon completion of any probationary period, with or without prior notice.

Employment Classifications:

Part-time employee = 34 hours or less

Full-time employee = 35+ hours

Drug-Free Workplace:

To ensure the best possible services for our clients and employees, and to provide the safest possible working conditions, Nelson Personnel is a drug-free workplace. The company has a strong commitment to its employees to provide an alcohol-free and drug-free environment. The use, possession, distribution or sale of alcohol or drugs anywhere at work is prohibited and considered a willful violation of company policy. This can result in employee discipline up to, and including, termination.

Insurance Benefits:

Nelson Personnel carries workers' compensation insurance on all employees. Employees should report immediately any injuries related to work activity so that we can obtain the necessary information for coverage if needed. We also offer benefits to our employees when you first fill out the new hire paper work. Check The Hub for a full list on what is covered. If you would like to opt in, go into the office at Nelson Personnel and let the staff know.

Termination:

Employee Notice of Termination: If any employee desires to terminate employment, notice must be given to Nelson Personnel at least 2 weeks before the date of the desired termination. Failure to do so may seriously inconvenience the company, its employees and Nelson Personnel.

Employer Termination: No severance pay will be paid to any terminated employee.

Break in Service:

You will be designated as inactive for any of the following reasons:

- At your request, written or verbal
- If you do not contact us within the past thirty (30) days, unless prior arrangements have been made with your Nelson Personnel consultant
- If your employment is terminated by our office

Assignment Standards:

We work extra hard to make a good match between employee and client. Your skill level and attitude are items that we evaluate. This is why making a good first impression is SO important.

- Dress code: Please report to work appropriately attired. If you have any questions about what is appropriate for your particular assignment, your Nelson Personnel consultant will gladly guide you.
- Being on time daily for your assignment is a requirement for continued employment with Nelson Personnel. Leave home a little early the first day of an assignment to allow for time to locate a client's office or building.
- Be productive. Do your best. Check your work for accuracy. When you complete your work, offer to do additional work. This shows initiative.
- Limit personal use of the telephone during working hours to emergencies only. Personal calls are to be made during breaks, lunch period, before or after working hours.
- Leaving a good impression: When completing an assignment, take a few minutes to let our customer know where your work stands. Leave your materials or tools neat and organized. Don't forget to say goodbye to the people with whom you have worked.
- Theft of money and/or goods by a Nelson Personnel employee while on an assignment will be cause for immediate termination.
- Your Nelson Personnel consultant will tell you if a position has the possibility of becoming a regular position with the customer. Constant inquiries to the customer (on the job site) to hire you as a regular employee could result in your dismissal from the assignment and termination by Nelson Personnel.
- A positive and flexible attitude is a great asset in getting cooperation from others. Your work attitude is one of your selling points! A satisfied customer will ask for you on future assignments.

Confidential Non-Disclosure:

Employees have been advised that all work assigned to employees by the client may involve material and information of highly sensitive, confidential and proprietary in nature.

Employee shall hold in trust all confidential and proprietary information acquired during assignments, which relates to the client or any of the client's customers, clients or others, and except as may be authorized by client in writing, employee shall not disclose or divulge to any person such information.

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Instructions:

- Please fill out your name
- Company Name
- Supervisor Name
- Dates worked (make sure they correspond with the day of the week)
- Mark out days not worked
- Check your addition for daily and overall accuracy
- Make sure you have your supervisor's signature
- Print your name, sign your timecard, and include the last four of your social

As your employer, we pay you on a **bi-weekly basis**. The pay period runs Monday through Sunday. ON the last working day of each week, whether you are returning to the same assignment the following week or are completing an assignment, fill in your timecard legibly and mail, fax or bring in your timesheet for processing. There is also a drop-box at the front of the building outside for turning in your timesheet after hours. Separate timesheets are to be used for each client you are assigned to within each week. **If you fax your timesheet, please call to make sure we received it.**

Distribution of copies of your timecard is as follows: WHITE AND PALE YELLOW copies go to Nelson Personnel; PINK is for the client/company; GOLD copy is yours to keep for your records. **Be sure to keep your copy. It is your proof of having worked in case the Nelson Personnel copies are not received by our office.** The PINK copy is to be left with the **SUPERVISOR** who signs it.

Any alterations made after you have had the supervisor sign must be initialed by the supervisor on the pink copy and the copies you send to our office. Changes that are not initialed may result in a delay in your receiving your paycheck. **ANY INTENTIONAL FALSIFICATION OF TIMESHEETS WILL RESULT IN THE TERMINATION OF YOUR EMPLOYMENT.**

Your Paycheck:

Pay Rates: We pay you bi-weekly at an hourly rate that is based on the requirements of each assignment.

Deduction: The only deductions from your pay are those required by local, state and federal laws for social security and withholding taxes.

Overtime: It is required by law that a non-exempt employee be paid overtime for all hours exceeding 40 hours in one work week. At Nelson Personnel, overtime is paid after 40 hours no matter how many temporary assignments you may have been on during the week. All authorized work you perform more than 40 hours per week will be at time and one-half the regular rate. You are permitted to work overtime only if the client requests and approves such work.

Paychecks: Temporary employees are paid bi-weekly on Fridays. Paychecks are available during office hours on payday. While Nelson desires that all employees be paid on time, there are instances when an employee may not receive his/her paycheck when expected.

1. The employee has requested that Nelson Personnel mail his/her check, but has not updated his/her address with Nelson Personnel.
2. The employee has requested that Nelson Personnel mail his/her check to an address other than his/her home address.
3. The employee has requested that Nelson Personnel mail his/her payroll check and the US Postal Service, for one reason or the other, delays delivery
4. The employee does not sign their timesheet.
5. The timesheet is not turned in on the designated Monday to be processed for payroll.

To be certain that each Nelson Personnel employee receives his/her check on time, it is highly recommended that each employee pick up his/her paycheck personally at the Nelson Personnel office, located at 2321 S 3rd St. W, Missoula, MT 59801. Also, employees may call the office at 406-543-6033 and request that his/her paycheck be held at the office.

When an employee separates from Nelson Personnel, all unpaid wages of the employee are due and payable on the next regular payday for the pay period during which the employee was separated from employment or 15 days from the date of separation from employment, whichever comes first, either through the regular pay channels or by mail if requested by the employee.

When an employee is separated for cause or laid off from employment, the pay of final wages will be made on the employee's next regular payday for the pay period or within 15 days from separation, whichever comes first.

Re-issuance of Payroll Checks:

Nelson Personnel believes all employees deserve to be paid as quickly as possible, however, because of the issues discussed, as well as other extenuating circumstances, any Nelson Personnel employee who requests that his/her payroll check be mailed to his/her residence, or to an alternate mailing address, via the USPS understands and agrees to the following:

1. Nelson Personnel is not responsible for the delivery of an employee payroll check once the check has been properly deposited in a USPS mail drop-box.
2. If an employee requests a re-issuance of his/her paycheck, the employee agrees to have the bank stop payment cost deducted from their re-issued check.

Someone Other Than Employee Picking Up Payroll Check:

It is the policy of Nelson Personnel that if an employee has designated someone else to pick up their paycheck on payday, a payroll permission form must be filled out and signed by the employee. An authorized note from the employee to Nelson Personnel is also temporarily permitted and must contain the following:

1. Date the check is to be picked up
2. Name of the individual who will be picking up the employee's check
3. Signature of employee

Any individual coming to pick up an employee's check must present to Nelson Personnel a picture ID before the paycheck is released.

Injured at Work:

Nelson Personnel is your employer and we will file a Worker's Compensation report of any injury. Benefits, including medical expenses and time-loss compensation, if appropriate, may be awarded to employees who have suffered an industrial related illness or injury. The insurance premium for this coverage is paid by Nelson Personnel.

If an injury does occur, please take the following steps:

1. All industrial injuries must be reported IMMEDIATELY to both the supervisor on the job and Nelson Personnel for recording purposes. Failure to report immediately will endanger the validity of your worker's compensation claim.
2. An in-house accident report, which is furnished to injured employees by Nelson Personnel, must be completed and returned to our office as soon as possible following an accident.
3. If medical attention is required, give the medical personnel a Nelson Personnel business card and request that they contact our office for necessary billing information.
4. Should employees experience problems with their recovery, be dissatisfied with medical treatment, or need help understanding the industrial insurance system, the Nelson Personnel consultant is available to provide written assistance or support.
5. Employees are asked to honor management requests to seek second opinions prior to surgery or when treatment does not appear to be effective.
6. Employees are expected to accept temporary, modified or light duty work assignments once specific duties have been approved by their doctor.

General Information

- There will be times when the information that we are given may differ from the actual job requirements. We attempt to communicate to you everything you need to know to be successful on the job. If job conditions change, or the job is not what you were led to expect, do not complain to your immediate supervisor. **Let your Nelson Personnel consultant know right away.**
- As our employee, it is very important that you check with us if you have any problems or concerns. Do not contact the client directly unless instructed to do so by Nelson Personnel.

- Before accepting any assignments, please check your calendar for any prior commitments; once you accept an assignment, **we rely upon you to complete it.**
- Avoid outside appointments or interviews while on assignment except during your set lunch break, or before or after work. Check with us on these occasions.
- Pay rates are to be discussed only with your Nelson Personnel consultant. If you have any questions, call our office. It is unprofessional to discuss your pay rate with co-workers or other Nelson Personnel temps.
- Remember when you call our office, you may talk with any one of the staff who answers the phone. We are all here to help you with any questions or concerns you may have.
- If you are unable to report to an assignment, you must notify our office immediately. If you do not show for your assignment and do not call our office within 30 mins of your designated starting time, and fail to show good cause, the result may be ineligibility for future assignments.

Helpful Guidelines:

- Ask lots of questions
- Dress appropriately
- Follow the client's policies concerning breaks, lunch, smoking, beverages at the desk, etc.
- Relax, you are working for the best employment service around and we know you will do a great job!

You understand that you are to contact Nelson Personnel after completing any assignment to determine if there is other work for you. You agree that if you do not contact Nelson upon completion of any assignment, you will be considered "unavailable for work."

Please let us know if a client offers you a job on a regular full-time basis. If you are offered a full-time job while on an assignment, we are delighted for you! However, we require that you continue on our payroll for 520 hours (credit given for time already worked on that assignment). There is never any charge for placement to you, the employee.

It is our Job to Straighten out Misunderstandings:

- If you are having difficulty finding the client's location, **contact our office immediately.** If you are calling during non-business hours, please leave a message and we will get back to you as quickly as we can. **IT IS ABSOLUTELY VITAL THAT YOU LEAVE YOUR PHONE NUMBER WITH YOUR MESSAGE.**
- **Nelson Personnel has a four-hour minimum guarantee for most assignments.** Example: if the assignment is for only one day and you work 2 hours, you would be paid for 4 hours. However, if the assignment is extended over a 2-day period, or considered a continual assignment (continuing over the course of a few weeks, exceeding 4 hours) you will be paid for the actual hours worked. When Nelson Personnel sends an employee to a one-day only assignment, the employee will be paid for a minimum of four hours. This is not a per-day minimum, but a complete-job minimum.

Possible Actions Which May Result in Disciplinary Action and/or Dismissal:

- Theft
- Falsifying application for employment
- Falsifying timesheet
- Tampering with or forging a timecard or any company document
- Failure to follow company guidelines as directed herein
- Reporting to work under the influence of alcohol or narcotics
- Unauthorized Use or disclosure of information or records
- “No call/no show” to an assignment
- Repeated tardiness/absenteeism
- Unwillingness to perform an assigned task. If there is a problem on the job, let us know.
- Non-compliance of an assignment. Don't walk off of the job without contacting us. Call before you do anything impulsive
- Rudeness, insubordination, use of obscene, abusive or threatening language

This is not a complete listing of all possible conduct for which an employee may be disciplined/terminated. Disciplinary action up to and including dismissal will be imposed for any conduct which threatens the health and well-being of fellow employees or the continued productivity of the company.

Nelson Personnel reserves the option of imposing immediate and strong discipline-up to and including termination-for violation of these company guidelines.

The corporate president will make the final decision on any disputed complaints.

On each assignment, our clients are asked to comment on your job performance. These evaluations are put in your Nelson Personnel work record. Good evaluations mean more assignments.

We are pleased that you are going to represent Nelson Personnel to our clients.