

# EMPLOYEE HANDBOOK



**ShannonStaffing.com**

## **TIME CARDS ARE DUE TO US BY 1:00pm ON MONDAY**

To be processed for timely payment, completed & signed time cards must be received by the deadline, via:

**Email: MountVernon@ShannonStaffing.com**

**Fax: (740) 397-2114**

**Drop-off: 1590-B Coshocton Ave, Mount Vernon**

### **Office Location and Hours**

Mon – Fri, 9:00am – 4:00pm, for on-site visits

1590-B Coshocton Ave, Mount Vernon, OH 43050

Phone: (740) 397-2040

*Mon – Fri, 8:00am – 5:00pm, for calls and emails; we also maintain an after-hours answering service*

*As a staffing-and-recruiting leader since 1985, we are dedicated to building and maintaining strong ties in our community by providing value-added, ethical and innovative staffing solutions to our clients while offering qualified applicants attractive employment opportunities, to support success for all parties.*

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## Purpose of Handbook

*The Employee Handbook has been prepared to acquaint you with our company and to give you a reference for many questions regarding your employment. It summarizes our personnel policies, employment regulations and employee benefits.*

***This handbook supersedes all previous handbooks, oral statements, policies and practices which are in any way inconsistent with its contents. IT IS NOT INTENDED TO BE AN EMPLOYMENT CONTRACT OR AGREEMENT.***

## Welcome to Shannon Staffing, Inc.

**Congratulations!** You have been asked to become a Shannon Staffing employee because of your abilities, your experience, and the quality of your past performance. We expect that your unique skills and talents will contribute to our mission of consistently delivering reliable, responsive, and professional service to our clients. And we seek to offer you, our employee, attractive opportunities in employment that support your desire for financial independence and career advancement.

This handbook contains our employment policies and provides general guidelines concerning situations which might arise out of a new employment situation. As a new-hire or returning employee, it is important for you to understand both your responsibilities as our employee and our responsibilities to you. *Please read these policies thoroughly and contact your Staffing Coordinator at Shannon Staffing if you have any questions.*

**This handbook shall not create a contract between you and Shannon Staffing, Inc. The company shall have the right -- at any time, in its sole discretion, and without prior notice -- to change, revise or eliminate the handbook or any of the policies or procedures contained herein.**

Our clients and your co-workers expect excellence in each employee's performance, work ethic, conduct, enthusiasm, honesty, integrity, mutual respect, and pride in a task done well. Thank you in advance for your energy and commitment. And once again, welcome!

## Employment-at-Will

Your employment with Shannon Staffing is "at-will." This means that neither you nor Shannon Staffing has entered into a contract regarding the duration of your employment. You are free to terminate your employment with Shannon Staffing at any time, with or without reason. Likewise, Shannon Staffing has the right to terminate your employment or otherwise discipline, transfer, or demote you at any time, with or without reason, at the sole discretion of Shannon Staffing.

No employee of Shannon Staffing can enter into an employment contract for a specified period of time, assignment and/or location, nor make any agreement contrary to this policy, without express written approval of the President of Shannon Staffing.

## When Will You Start Work?

Working with Shannon Staffing provides flexible employment as well as many opportunities for gaining valuable work experience and advancing your financial independence.

***While on assignment, you are an employee of Shannon Staffing.*** *Soliciting the client for employment while you are an employee of Shannon Staffing is frowned upon by both the client and Shannon Staffing. Contact our office if you have any questions regarding employment opportunities.*

Our clients vary in size and type of business, just as our employees vary in skill levels and abilities. It is important that we match our employee's skills with the clients' needs, in order to assure a successful assignment. The variety of assignments we offer can make your career with Shannon Staffing very interesting and rewarding. You are expected to work the hours assigned and to satisfactorily complete the assignments you accept.

Our Staffing Coordinators will begin comparing your skills to open work assignments while your application is being processed. To best suit you and our clients, we may test a variety of your skills. Skills testing might include communication, math,

technical, equipment, software and/or other key techniques or abilities required in a work role. When your work background and skill level match those of a job requirement, a Staffing Coordinator will contact you to review the position and your availability / interest.

You are under no obligation to accept an assignment. However, **if you are drawing unemployment benefits against our account, a refusal of suitable work is considered a 'Voluntary Termination' and therefore could affect your benefits as determined by the State of Ohio.**

If you accept an assignment, you are expected to present yourself and complete your tasks in a professional and courteous manner, regardless of whether the work assignment is (i) Contract, Temporary, or Temp-to-Hire ("on assignment") or (ii) Direct-Hire.

**While "on assignment," you remain an employee of Shannon Staffing (and not of the client to whose work you may have been assigned). Questions, issues and concerns about your assignment always need to be directed to Shannon Staffing for resolution.**

## Pay Rates

Pay rates may vary with each assignment due to the different requirements of each job or client. We will review pay rates with you prior to each assignment. Your pay rates are confidential and should not be discussed with other employees or with our client. Overtime rates of one-and-a-half times (1.5X) the standard hourly rate for the assignment are paid when an employee works more than 40 hours per week, regardless of how many clients or assignments are measured for that employee during that week.

## Attendance and Tardiness

Good attendance and promptness are key elements for your success at Shannon Staffing. Our clients rely upon us to recruit and retain reliable employees, who they can rely upon to perform

valuable duties. Be advised that any absence, tardiness or early departure may result in being replaced on your assignment or being subject to disciplinary action, up to and including immediate termination from employment at Shannon Staffing, which may affect your eligibility for Unemployment Compensation. **If it becomes necessary for you to be absent or late, you must notify Shannon Staffing prior to the scheduled start of your shift or work.** Failure to do so is a violation of Shannon Staffing's attendance policy. Unless verifiable circumstances make it impossible for you to personally contact our office, you are required to contact Shannon Staffing yourself; please do not ask a friend or relative to contact us on your behalf. You also may be required to substantiate your absence, late arrival or early departure.

## When to Contact Our Office

Your application will be considered "active" for three (3) months unless you notify us otherwise. Always call in any of the following instances:

- **Assignment Completed** – Please call our office if your current job assignment is completed or extended. If your job assignment is completed, it is your responsibility to contact us within twenty-four (24) hours to check for additional work. If you do not call within the required time period, we will consider your status 'Quit Voluntarily Without Notice.'
- **Illness** – If you become ill and/or unable to work, please call a minimum of two (2) hours before your shift begins, to allow Shannon Staffing and/or our client to plan work accordingly. We always need to notify our client that you will be absent.
- **Late for Work** – Call if you are going to be late for an assignment. If you get lost, call us for directions immediately. We always need to notify our client that you will be late.
- **Injuries** – If injured on the job site, call us (or request a co-worker to call us) immediately for assistance. It is essential that you **immediately report a work-related accident or injury to both Shannon Staffing AND to your site**

**supervisor.** See *“Job Injury Procedures”* in this handbook for additional information.

- **Personal Information Changes** – Call immediately if you change your name, address, phone number, emergency contact information, marital status, military or draft status, or have changes which may affect your I-9 (work eligibility) status or tax withholding allowances. We always need an updated address for mailing purposes, including sending your W-2 tax form.
- **Harassment** – Call the Staffing Supervisor at the phone number listed on the cover page if you believe you have experienced harassment or discrimination. See *“No Harassment / No Discrimination”* in this handbook for additional information.
- **Job Skills Change** – Call if the job skills required are different than the job description given to you by the Staffing Coordinator. Call also if you have a job, shift, department, and/or supervisor change.
- **Job Offer** – Call us immediately if a client offers you a job. (Congratulations to you!) We must be informed of this immediately to coordinate your timely separation from Shannon Staffing.
- **Unemployment** – If you are drawing unemployment benefits against our account, you must call us weekly to determine if we have located work for you. Failure to do so will change your status to ‘Quit Voluntarily Without Notice’ and may affect your Unemployment Compensation benefits.
- **Availability** – Call if you are no longer available for an assignment.

## Personal Appearance

We do not have a formal dress policy; however, clients may require you to wear a work uniform or may require employees and contractors to display a consistent look. We ask that all employees present a neat, clean, and well-groomed appearance at all times. (Avoid extremes in dress and behavior; flashy or revealing clothing, shorts, offensive t-shirts, and other non-business-like clothing are unacceptable.)

Contact your Staffing Coordinator if you have any questions regarding the clothing expectations or dress code for your job assignment.

## Time Card Instructions

Time cards are always available at your local Shannon Staffing office and also on our website.

### Time Card Copies

If you use a Shannon Staffing time card, it must be received in our offices by Monday at 1:00pm for processing the current week. Instructions for completing your time card are on the back of the time card. Keep the last (bottom/yellow) copy for your records. Give the other 2 copies (top/buff and middle/white) to your assignment-site supervisor, who must sign approval of your recorded hours. Upon completion (including all signatures), return the top (buff) copy to Shannon Staffing for processing.

### Complete Each Time Card

All areas of your time card should be completed, including signatures. Failure to properly complete your time card can result in delays of your pay. Pay is issued the next available week for late time cards.

### Supervisor Signature Required

All time cards should be signed by your job (client-site) supervisor. Phone authorization alone cannot be accepted.

### Mailing Time Cards

Shannon Staffing is not responsible for late delivery of mailed time cards. Call if you have reason to believe it will not arrive by 1:00pm on Monday.

### Emailing Time Cards

You have the option of scanning your timecard and attaching it to an email sent to Shannon Staffing. With “Timecard” in the Subject line, email your completed timecard no later than Monday at 1:00pm to **MountVernon@ShannonStaffing.com**.

### Accumulating Time Cards

Time cards should be received by Shannon Staffing upon the completion of each work week. Accumulating (holding) time cards will result in delayed processing and delayed deposit of employee earnings. Extensive accumulation of time cards may result in progressive disciplinary action.

against the employee, up to and including immediate termination of employment.

## About Your Pay

Shannon Staffing realizes the critical importance to you of receiving your pay on time.

### Direct Deposit

To provide timely payment of earnings, Shannon Staffing has adopted direct deposit for all pay; we do not issue paper checks. All employees must provide documentation for a checking or savings account in order to receive their pay via payroll direct deposits. You must also promptly notify Shannon Staffing about any changes in your banking information for accurate reporting and receipt of compensation.

### Processing Time Cards

To meet the payroll deadline and to prevent errors which may cause delays, please observe the following policies:

### Keep Your Information Current

In order to receive timely communications from Shannon Staffing, we must have your current address (including apartment number), and current email address. Also note that the Post Office may choose not to deliver mail to a mailbox that does not display your name on it.

### Taxes and Overtime

Deductions from your pay are those required by local, state and federal laws, and those for premiums or contributions for voluntary benefits that you select. You can update your federal and state withholdings at any time; you can fill out new tax or benefits forms in our office or find copies of many forms on our website. **You must inform the payroll department of Shannon Staffing in writing in order to authorize and effect any desired changes to your payroll / tax withholdings, benefits selections, or employee contributions.**

Shannon Staffing pays 100% of the employer's portion of Social Security/OASDI and Medicare. Shannon Staffing also pays 100% of the State and Federal Unemployment Taxes and for Worker's Compensation Insurance.

The law requires that we pay employees overtime-pay for any hours worked in excess of 40 hours per week, regardless of whether the employee works for one or more clients in that time period.

### Weekly Pay Period

Our weekly pay period begins Sunday at 12:00 midnight and ends on Saturday at 11:59 pm. Pay occurs in arrears, and payroll deposits are available weekly (typically occurring on Friday).

### Payroll Delays

You may experience a delay in the availability of your pay due to a bank holiday. There is no guarantee your pay will be delivered at a designated time or day. If you believe there is a problem with funds being deposited into your bank account, please contact us promptly at **MountVernon@ShannonStaffing.com**.

### Pickup/Delivery of Pay Stubs (Vouchers)

Shannon Staffing does not mail pay stubs or vouchers. To receive your pay stub by EMAIL, send an EMAIL to **MountVernon@ShannonStaffing.com** with "Pay Advice" in the SUBJECT line and your full name and the name of your assignment client in the MESSAGE. If you do not have an email address, you can arrange to pick up your pay voucher by calling the Shannon Staffing office in advance. No pay voucher will be released without proper identification. If a friend or relative seeks to pick yours up, they must have proper identification AND a signed note from you authorizing us to release it. In your signed note, include their name so that we can verify identity at the time of intended pickup.

### No Cash

For the safety of our office staff and visitors, no cash is kept in our offices.

## Conduct & Work Rules

Shannon Staffing considers the following list to be serious offenses which can result in disciplinary action, up to and including immediate termination of employment:

- Positive results from a drug-and-alcohol screening
- Refusal to submit to any drug-and-alcohol screening until a valid sample has been obtained



- Use of a controlled substance or intoxicant while on assignment
- Falsification of employment, work eligibility status, medical, personnel, timecard, or other business records
- Theft or dishonesty of any type
- Insubordination of any kind
- Illegal, deliberately deceptive, morally unconscionable, or corrupt conduct
- Behavior detrimental to the reputation of Shannon Staffing
- Violation of a safety rule applicable to your assignment
- Fighting, threatening violence, or use of abusive language in the workplace
- Neglect of duty or performing work in a negligent or reckless manner
- Repeated incidents of unexcused absence, tardiness, or early departure
- Failure to complete an assignment
- Failure to notify Shannon Staffing within 24 hours of completing an assignment
- Failure to maintain contact (phone, email, fax, text, in-person) with Shannon Staffing for a period of 30 calendar days or more.

Behaviors which can result in disciplinary action, up to and including immediate termination of employment, are not solely limited to the list shown above.

## Break in Service

You will be designated as “Inactive” for any of the following reasons:

- At your request (whether written or verbal)
- If you have not had contact (phone, email, fax, text, in-person) with Shannon Staffing for a period of 30 or more calendar days, unless prior arrangements have been approved by one of our Staffing Coordinators
- If Shannon Staffing terminates your employment for any reason.

The “Inactive” designation means that you have been separated from employment and have forfeited all hours accumulated with Shannon Staffing used in determining or calculating benefits

and other purposes. This “break in service” with Shannon Staffing will affect your eligibility for benefits including (but not limited to) vacation-pay bonus, holiday-pay bonus, and insurance coverage.

## Safety Requirements

At Shannon Staffing, we care deeply about the personal well-being and safety of each employee. Our most important assets enter and exit the workplace each day, and we want you to safely return to your loved ones. *Your on-the-job safety is very important to us!* Please be aware of the following requirements:

- Become familiar with and obey all applicable Shannon Staffing safety rules as well as those in effect at each client’s work site
- Be sure you understand what safety equipment is required on the job and for each task
- Wear personal protective equipment
- Properly use the safety equipment and devices which are required for your and your co-workers’ safety and protection
- Do not operate any machine or equipment unless you have been properly trained to do so
- Do not operate any motorized vehicle, auto, truck or transportation equipment without prior written approval from Shannon Staffing
- Do not wear jewelry, open toed- shoes, or loose clothing or accessories in production, assembly, warehousing and testing areas.
- Use proper / ergonomic methods in lifting, moving and handling items. Size up the work load before attempting to lift, move or handle items; get help or assistance as needed
- Notify your site supervisor if you are taking a prescription drug or any over-the-counter medicine or supplement that may cause drowsiness or any other side effects that impair judgment or ability, before starting work.

## **Raising Safety Concerns**

Protecting your health and safety is a **shared responsibility**. If at any time you are assigned a task that you believe to be unsafe or for which you are not well-suited, call the Shannon Staffing office.

Should you ever observe a safety concern or safety violation at your job site, report it to Shannon Staffing immediately.

## **Job Injury Procedures**

If you experience an accident or incident resulting in injury that occurs on the job site, call Shannon Staffing immediately or request that your supervisor or a coworker promptly notify your Staffing Coordinator. **Worker's Compensation injury claims must be immediately reported to both your site supervisor AND your Staffing Coordinator at Shannon Staffing; failure to notify us in a timely manner may result in disciplinary action and may also cause delayed or declined coverage.** (In Ohio, the state's Bureau of Workers Compensation administers all claims and determines eligibility and coverage.)

Any Shannon Staffing employee involved in an accident or suffers an injury that requires medical attention will be taken to a healthcare facility for evaluation and treatment, part of which will involve substance-abuse testing.

### **In a Crisis Situation**

If your injury is severe and you are unable to immediately contact your Staffing Coordinator, we have made arrangements with our clients to send you to the nearest treatment center and to then contact Shannon Staffing.

If an on-the-job injury occurs after Shannon Staffing's office hours or on a weekend, report to a healthcare center for treatment. You must notify Shannon Staffing of the incident by the beginning of the next business day.

## **Workplace Safety & Training**

Shannon Staffing adheres to safety and training patterned after OSHA requirements. OSHA may be

contacted at (800) 321-OSHA or [www.osha.gov](http://www.osha.gov). **We want you to think about safety, choose to be safe, and take responsibility to protect yourself and your co-workers, every day.** You have the same rights as ALL workers ... the right to:

- A safe workplace free of dangers
- Receive training in clear language that you understand
- Receive and use safety equipment
- Speak up or ask about safety
- Report work-related injuries without being punished.

*The symbols shown as examples in the following sections are representative images. Each client and work site may have its own standards for signage and instructions, and each employee should diligently learn the requirements of each location.*

## **Workplace Practices**

### **Ergonomics**

Develop safe routines and efficient habits. Work with your site supervisor to receive formal approval for allowable adjustments to your workstation and procedures, wherever possible, that reduce strain, wasted effort, and excessive use of personal energy.

### **Lifting Techniques**

Proper lifting is essential in order to prevent injuries. You should know the maximum weight limits required to perform your job. Practice proper and safe lifting techniques. Do not take unnecessary chances when lifting. Ask for assistance as needed.

### **Housekeeping & Materials Storage**

Keep your work area clean in order to prevent accidents. Work stations, storage areas, passageways, doorways and stairways must be kept free and clear of obstacles that could cause slips and trips, injuries, or fire hazards. Materials must be stored the proper way and in the proper locations, as advised by your site supervisor.

### **Lockout/Tagout**



Lockout/Tagout devices are used to prevent the usage or activation of equipment, when such



equipment or machinery is being serviced or maintained. Proper use of and compliance with lockout/tagout devices protects all employees from accidental exposure to energized equipment or circuits. Lockout/Tagout affects everyone who comes in contact with energy-powered machinery and equipment. Only select workers are authorized to engage with or remove lockout/tagout devices. It is critical for the safety of all to respect lockout/tagout devices and to never remove them yourself.

## The Work Environment

### Slipping & Tripping Hazards



You can avoid situations that cause slips and trips if you are vigilant and on the lookout for them. Spills need to be cleaned up right away, and any loose flooring, carpeting and the like need to be reported promptly so that they can be repaired.

### Chemical Handling & Hazard Communication



You have a right to know what chemicals and/or hazardous materials are in your workplace, how to protect yourself, and how to respond to emergency situations. A key hazard communication source is the material safety data sheet, or MSDS. Every hazardous chemical in the workplace needs to have an MSDS and it needs to be readily accessible to all employees. An MSDS describes a chemical's physical properties and how to safely handle it.

### Electrical Safety



You should keep your distance from electrical hazards unless you are specifically trained and qualified. You should stay away from exposed electrical components and barricaded areas when electricians are working. Electricity is the prime cause of workplace fires and explosions, especially if there is old wiring, worn insulation, or broken fittings. You can help keep the workplace safe by immediately reporting your discovery of these hazards to your site supervisor.

### Fire Safety



Fires can occur if three ingredients are present – oxygen, heat, and fuel. The key to fire prevention is to keep these three ingredients separate. If a fire does occur, you should remain calm but act quickly, because fires can spread rapidly. You should exit immediately, cover your face if necessary, stay low to avoid smoke, and sound the alarm on your way out. Once outside you should move away from the building as quickly as possible and congregate at the client's designated meeting area. Do not leave the area unless you are in immediate danger; a supervisor will need to take a head count of people to ensure that all are accounted for.

### Confined Spaces



Confined spaces can harbor toxic or flammable contaminants, or they might not have enough oxygen, making them extremely dangerous. Unless employees are trained-and-authorized entrants, they should never enter a confined space.

Employees must not attempt to rescue someone in a confined space unless they are trained to do so.

*More than half of confined-space fatalities are would-be rescuers.*

### Hazard Signs

In areas where hazardous materials, chemicals, equipment or processes are present, certain types of hazard warning signs need to be posted. It is critical for you to know what the signs mean and, more importantly, adhere to and follow them.

### Temperature Extremes



It may not immediately come to mind as a work environment danger, but temperature extremes can be hazardous. Take extra precautions when working in either hot/humid conditions or in cold/frigid environments. *The frequency of worker accidents in cold environments is higher because impulses are inhibited and cold hands can be clumsy.*

### Personal Protective Equipment (PPE)



Personal Protective Equipment (PPE) protects you from hazards caused by work processes, the environment, radiation, chemicals, or mechanical

irritants. PPE must be kept clean, in good condition, and properly worn/used in order to be effective. Part of your shared responsibility for personal safety is ensuring that you have the proper PPE and use it consistently and effectively.

## In Case of Emergency

### Emergency Action Plans



No matter how much planning an employer does, emergencies can happen. That is why companies have Emergency Action Plans. It is the responsibility of all employees to learn and follow the Emergency Action Plan that is in place for the location at which you are working.

### First Aid

If a co-worker needs first aid, you should call for help. You should not administer first aid unless you are properly trained to do so. Employees should know where first aid supplies are located and make a point to let their site supervisor know when supplies are low. OSHA requires employers to keep records of employee injuries. If a worker is injured on the job, even if it is just a minor injury, it must be reported to a site supervisor AND Shannon Staffing immediately.

### Blood Borne Pathogens

Blood borne pathogens are a workplace hazard undetectable to the naked eye. These are micro-organisms sometimes found in blood that can lead to disease, or even death. You should follow universal precautions. Treat all blood and bodily fluids as if they were infectious; you need to be extra cautious in avoiding, touching or handling such fluids.

### HAZWOPER

HAZWOPER requires employers to have plans for responding to hazardous-substance releases. Some work sites have emergency response teams – people who know how to properly handle spills and releases. Employees who may be the first to discover a spill of an unknown substance should not attempt to clean it up themselves. They should

notify a site supervisor immediately and follow the client's specified procedure.

### Workplace Violence

All workplaces are at risk from violence of one type or another. If employees are aware of a troubled co-worker, they should let their site supervisor know about their observations.

## The Safe Use of Equipment

### Forklifts or Material Handling



You should never operate forklifts or other material handling equipment without proper training and authorization. Forklift operators have to practice good safety habits, but so do other employees whenever they're around forklifts.

### Welding Equipment



Workers who pass by or work near a welding area should not look directly at the bright arc, or even at the bright reflections of the arc. Workers that will be welding will receive specialized training and guidelines on the specific PPE required and other safety requirements (such as fire protection/prevention).

### Machine Guards



Machine guards, screens and shields help protect against injuries. All exposed moving parts must be guarded. Even if workers think the devices are in the way, guards must not be removed. If guards become damaged or inoperative, workers should gain approval to shut the machine down and have the guard inspected and repaired, as necessary, by a qualified company employee.

## Authorization and Consent

Clients require employees assigned to them to successfully pass a drug and/or alcohol screening test. As a condition for consideration for assignment with Shannon Staffing clients, you authorize and give full permission to allow Shannon Staffing, its client, or a company-selected medical physician to

collect and send a specimen of your saliva, urine, blood and/or hair to a laboratory for a screening test to check for the presence of illegal drugs, alcohol or prescription medication taken without a prescription.

You agree to forever hold all parties harmless; this means that you will not sue or hold them responsible for any alleged harm related to you obtaining a job or continuing employment for not submitting to urine and/or blood and/or hair screen tests; or for any report of the test results. This includes possible clerical or laboratory error.

**This policy and authorization has been explained to you using language that you understand, and you have been told that if you have any questions, they will be answered. You have consented to the testing and agree to hold harmless all parties, including Shannon Staffing, its client, employees and medical personnel. As a condition for consideration for job assignment from Shannon Staffing, you hereby authorize and consent to drug and alcohol testing.**

## Benefits

If you should work for Shannon Staffing for an extended period of time, you may qualify for many employee benefits. Eligibility is determined by your number of hours worked. The faster you accumulate hours, the sooner you can qualify for benefits.

### Health & Other Insurance Benefits

Shannon Staffing offers access to flexible and affordable benefits including medical, dental, prescription drug reimbursement, vision, term life and short-term disability insurance. All employees are eligible to purchase these insurance plans *from Day One of their employment with us*, with coverage beginning shortly thereafter (i.e., after your first insurance payroll deduction is processed and any provider-mandated waiting periods have passed). Open enrollment for such plans occurs at an employee's initial employment and annually in accordance with a benefits-enrollment period set by the service providers.

Your Staffing Coordinator will describe the plans that are available to you and provide you with the Summary of Benefits for the various choices. Please review each carefully to determine your interest in participation. Note that declining to enroll at initial employment may mean that, in many cases, you will have to wait for the next open-enrollment period (or experience a "qualifying life event" that creates a special-enrollment period) to purchase coverage.

A summary of these plans, their coverages and limits (Summary Plan Descriptions) will be provided to you by mail from the insurance provider after sign-up. Direct all insurance questions, inquiries and concerns to Essential Staff Care at (866) 798-0803 or [www.esc-enrollment.com](http://www.esc-enrollment.com).

*Any variance between the summaries provided by Shannon Staffing and the specific contract language or policy of the insurance carrier or service provider will be superseded and controlled by the specific language of the actual policy or contract and not by these summaries.*

### New-Hire Bonus

As part of the introduction to our award-winning clan, new-hires will receive a one-time bonus once they complete 250 total hours of work. Shannon Staffing automatically reviews each active employee for eligibility; there is no need for an employee to request this bonus. The definition of a "new-hire" excludes those individuals whose latest assignment with Shannon Staffing occurred less than twelve (12) months ago as compared to this most recent re-hire date. To receive this bonus, the new-hire individual must still be employed with Shannon Staffing at the time of payout.

### Employee-Referral Bonus

Upon request, Shannon Staffing will pay you a new-hire referral bonus when you refer a person who works at least 250 hours as a Shannon Staffing employee. You may refer multiple new-hire individuals in order to receive multiple bonuses. Each new-hire must identify you as the referring source *at the time of his or her initial application for employment*; only one (1) individual may be named as the referring source for a new-hire. Note that applicants who worked as a Shannon Staffing employee within the past twelve (12) months are considered returning employees, and not new-

hires. To receive this bonus, both the new-hire and the referring employee must still be employed with Shannon Staffing at the time of payout.

#### **Holiday-Pay Bonus**

Through holiday pay, Shannon Staffing helps an employee who would, solely because of a client's holiday schedule, go unpaid on what otherwise would be a normally-scheduled workday for that employee. Shannon Staffing automatically reviews each active employee for holiday-pay eligibility; there is no need for an employee to request holiday pay. The five (5) holiday-pay days include *Memorial Day, Independence Day, Labor Day, Thanksgiving Day* and *Christmas Day*. To be eligible, active employees must have worked at least 1008 straight-time hours in the 26 complete-weeks prior to the holiday, without a break in service. Eligible employees receive a holiday-pay bonus equivalent of up to 8 hours of straight-time pay. Straight-time hours specifically exclude Overtime Hours and Holiday-Pay Hours. Employees must actually work both the scheduled-day before AND the scheduled-day after the holiday (in accordance with the client's regular, established work schedule) and at the same client company. To receive this bonus, the individual must still be employed with Shannon Staffing at the time of payout.

*If you are not normally scheduled to work that day, you would not be eligible for that day's holiday pay; for example, an employee whose normal work schedule does not include Mondays would not be eligible for the Memorial Day holiday pay.*

#### **Vacation-Pay Bonus**

Upon request, Shannon Staffing employees who work at least 1800 straight-time hours within a 50-week period, without a break in service, may seek a vacation-pay bonus. Straight-time hours specifically exclude Overtime Hours and Holiday-Pay Hours. To receive this bonus, the individual must still be employed with Shannon Staffing at the time of payout. Eligibility for this bonus starts again from the issuance date of the latest vacation-pay bonus.

#### **401(k) Retirement Savings Plan**

Shannon Staffing sponsors a retirement savings vehicle known as a 401(k) plan, where eligible employees can voluntarily direct a portion of their earnings towards retirement savings, for tax

advantaged investing through payroll deductions. Shannon Staffing covers the administrative fees for the 401(k) plan. These payroll deductions are held in trust by a nationally recognized financial institution, and remain the sole property of the participating employee. Investment decisions are made by the employee.

Shannon Staffing may also fund *discretionary* contributions to participants' accounts in order to bolster savings. Discretionary contributions (i.e., those funded by Shannon Staffing) are subject to a vesting schedule. Early departure from Shannon Staffing before vesting is finalized may mean that some or all of the discretionary contributions (i.e., made and funded by Shannon Staffing, not by the employee) are returned to the sponsor.

To be eligible, employees must have (1) reached the age of 21 years old, (2) be a US citizen, (3) have a year of service, and (4) completed 1000 total hours worked in a 52-week period. Shannon Staffing determines such eligibility twice per year, as of each January 1 and July 1, and will notify eligible recipients when such status is attained. Once eligibility is attained, an eligible employee can start, pause or cancel participation at any time in accordance with payroll deductions.

A summary of the 401(k) plan (Summary Plan Description) will be provided to you electronically or in print form upon attaining eligibility.

#### **Family and Medical Leave (FMLA)**

Shannon Staffing recognizes that there are cases when a leave of absence from active employment may be necessary for family or medical reasons. Employees eligible for family and medical leave are those who have been employed for at least twelve (12) months and have worked at least 1,250 hours during the twelve (12)-month period immediately prior to the request.

*Leave May Be Taken For any of the Following Six Reasons:*

1. The birth of a son or daughter of an employee, in order to care for the child
2. In order to care for a son or daughter placed with the employee for adoption or foster care
3. The care of a son or daughter, spouse, or parent who has a serious health condition



4. A serious health condition of the employee causing them to be absent from work for 3 or more days
5. To tend to family matters arising from the anticipated deployment of a reservist or member of the National Guard
6. To care for a returning military family member who has been wounded in action. (In this instance, the total time of the leave may be extended to twenty-six (26) weeks.)

**Length of Leave:** Eligible employees may be entitled to unpaid leave each 12-month period without loss of seniority or benefits. The amount of leave available to an employee at any given time will be calculated by looking backward at how much leave has been taken in the 12-month period preceding the requested leave. If the requested leave is for items 1-5 above, the amount of leave granted will be limited to a maximum of twelve (12) weeks in any 12-month period. If the requested leave is to care for a wounded returning member of the armed services, up to twenty-six (26) weeks of leave may be requested. For any other reason, the amount of leave cannot exceed twelve (12) weeks. Under no circumstances may an employee exceed twenty-six (26) weeks of Family and Medical Leave in a twelve (12)-month period.

Employees are expected to return to work when the reason for the leave has terminated. Employees who fail to return to work after the end of authorized leave may be terminated. Any leave taken under this policy will be counted against the employee's leave entitlement under the Family and Medical Leave Act of 1993 (FMLA).

Married employee couples may be restricted to a combined total of 12 weeks leave within any 12-month period for childbirth, adoption or placement of a foster child or to care for a parent with a serious health condition. Married caregivers for wounded military personnel are limited to receive a combined leave of 26 weeks.

During the employee's leave, Shannon Staffing may call to inquire as to the intentions of the employee to return to work.

**Intermittent or Reduced Leave:** Leave taken because of the employee's or family member's serious health condition may be taken on an intermittent or reduced schedule basis when medically necessary. If an employee seeks leave on an intermittent or reduced basis, the employee must first advise Shannon Staffing of the reasons the reduced leave is necessary and the treatment schedule (if applicable), in addition to providing any other notices required for leave under the Family and Medical Leave Act. As with other leave, intermittent or reduced scheduled leave must be supported by medical certification. Shannon Staffing may require an employee taking intermittent or reduced schedule leave to transfer temporarily to an alternative available position for which the employee is qualified (or modify an employee's existing job) as long as the temporary position has equivalent pay and benefits and better accommodates the employee's recurring period of leave.

**Notice of Leave:** An employee seeking leave must provide, to the extent practicable, thirty (30) days notice that he or she intends to take family/medical leave. If an employee does not provide at least thirty (30) days notice, an explanation must be provided as to why less notice was given. The company may either permit the employee to begin leave as requested or require the employee to wait until thirty (30) days after notice was provided to begin leave.

**Certification of Need for Leave:** Each employee requesting family/medical leave on account of a medical condition of the employee, spouse, child or partner must provide certification from a healthcare provider or from an institution as set forth by the Department of Labor. Employees seeking leave to prepare for an upcoming deployment must also present proof of the need for leave such as deployment orders or other documentation from the Department of Defense. Employees who do not provide this



information in a timely manner may be denied leave. Shannon Staffing reserves the right to periodically request recertification of the health condition and the need for leave.

#### **Disability Leave / Workers Compensation**

**Leave:** If leave is requested for the employee's serious health condition, pregnancy or any work-related illness or injury, the leave granted will be charged against the twelve (12)-week Family and Medical Leave period. Therefore, any leave for any medical reason deemed serious enough to cause the employee to seek medical treatment will be considered under and charged against FMLA.

**Reinstatement:** At the beginning of the family/medical leave, the employee must inform the company of his/her expected return date. To the extent possible, employees will be returned to the same position occupied before the leave began. If, however, that position is not available, employees returning from leave will be offered an equivalent position in the company, as available. An equivalent position is one that is equal in terms of pay, benefits and terms and conditions of employment. Employees who do not return to work at the end of their authorized leaves will be terminated.

**Key Employees:** Certain "key employees", as defined under section 825.217 of the Family and Medical Leave Act, may not be eligible to be restored to their job or an equivalent job. The company will notify such employees of their status as a "key employee" and the conditions under which job restoration may not be available.

#### **Unemployment Insurance**

The Ohio Department of Job and Family Services (ODJFS) administers the unemployment insurance program for the state of Ohio. You are entitled to unemployment insurance benefits while you are unemployed if you meet the legal requirements. Benefits are financed by employers' payroll taxes – not by any deductions from your wages.

#### **Additional Benefits**

Additional benefits provided by Shannon Staffing include matching OASDI (Social Security and

Medicare) payments and Workers Compensation insurance.

#### **Whistleblower's Protection**

We encourage our employees to report activity that might be harmful to the company, the community, our clients or other employees. If you see something that you believe to be suspicious or if you believe another employee, including management personnel, is engaged in activity that you feel is not ethical or legal, please bring it to the attention of Shannon Staffing's senior management.

All reports will be investigated thoroughly. The employee making the report will not be subject to retaliation of any kind. Information will be disclosed only to those with a legitimate reason for having the information.

#### **Open Door Policy**

We encourage all employees to bring any problems or complaints to our attention immediately. The procedure for doing this is as follows:

1. Discuss the problem with your Staffing Coordinator
2. If you still feel the need to speak to other members of management after you have spoken to your Staffing Coordinator, we encourage you to speak directly with the President of Shannon Staffing.

Your success on the job is a prime concern to Shannon Staffing. We hope you will help us carry out all company policies and procedures. If you have a problem or question, we trust you will give us the opportunity to resolve it in the best interests of all concerned.

#### **Equal Employment Opportunity Policy**

Equal Employment Opportunity has been and continues to be both the policy and practice at Shannon Staffing.

Shannon Staffing provides equal employment opportunity to all employees and applicants without regard to age, ancestry, color, creed, disability, marital status, military status, national origin, race, religion, gender, sexual orientation, preference or identity; veteran status, genetic predisposition, pregnancy or any other protected status in accordance with applicable federal, state and local laws.

ADA: It is the policy of Shannon Staffing to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). We 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.

We will make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and that any accommodation made does not require significant difficulty or expense.

*Pregnancy:* During pregnancy, some women experience no, or very few, limitations. Others may have complications that develop as a result of the pregnancy or exacerbation of impairments such as diabetes, lifting limitations or high blood pressure. Shannon Staffing appreciates that, as a result, women who are working during pregnancy may require job accommodations during and after their pregnancies.

Shannon Staffing is committed to the well-being and safety of both the employee and her unborn child during pregnancy and complying with employment laws applicable to expectant mothers, including the Pregnancy Discrimination Act and Americans with Disabilities Act. It is Shannon Staffing's policy to make accommodations for pregnancy, childbirth and medical and common conditions related to pregnancy and childbirth when possible and to provide a period of leave after the birth of the employee's child. A pregnant employee may continue to work until she is certified as unable to work by her physician.

This policy governs all areas of employment at Shannon Staffing, including recruiting, hiring,

training, assignments, promotions, compensation, benefits, discipline and terminations.

In addition, Shannon Staffing does not discriminate against any employee or applicant in work assignments and does not invite or honor discriminatory job orders or requests by clients.

Any applicant or employee who feels that he/she is the victim of harassment or discrimination must report it immediately to the member of management with whom he/she feels most comfortable. All allegations will be investigated promptly without concern for reprisal.

Shannon Staffing will not in any way retaliate against an individual who makes a good-faith report of discrimination, unfair treatment or harassment, nor will Shannon Staffing permit any other employee to do so. Retaliation is a serious violation of this policy and of the law, and should be reported immediately. Any person found to have retaliated against another for reporting discrimination, unfair treatment or harassment will be subject to appropriate disciplinary action, up to and including immediate termination of employment.

Any employee who violates the policy may be subject to discipline up to and including the possibility of termination.

## New-Employee Reporting

Within twenty (20) days of employment, Shannon Staffing reports the name, social security number, address and hire date of all new employees to the federal and state New-Hire Directory.

## Immigration Compliance

Shannon Staffing utilizes the E-Verify system and is committed to employing only those who are legally eligible to work in the United States. Shannon Staffing does not unlawfully discriminate on the basis of citizenship, ethnicity or national origin. We are obligated by law to require every new employee to properly complete, sign and date the Immigration and Naturalization Service I-9 form provided in your application packet. You will be asked to provide at least 2 forms of approved

identification at the time of application. Former employees who are rehired may also need to complete a new I-9 form in the event it is no longer on file.

## Employee Classifications

At the time you are hired, you are classified as either "exempt" or "non-exempt." By law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty hours (40) per workweek. These employees are referred to as "non-exempt" or "hourly" in this handbook. This means that they are not exempt from (and therefore should receive) overtime pay.

Exempt employees are supervisors, executives, professional staff, technical staff, outside sales representatives, officers, directors, owners and others whose duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any 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.

**Safe Harbor:** An exempt employee who believes he or she has been incorrectly classified should submit a question to your Staffing Coordinator, who will investigate the question. Should Shannon Staffing discover an error has occurred, the employee's classification will be changed and an investigation will be launched to determine any back pay or compensation due the employee. Future compensation and benefits will be calculated for the employee in his/her new classification.

## No Harassment / No Discrimination

### Statement of Policy

Shannon Staffing strives to create an atmosphere that is free from harassment and discrimination. To support that goal, Shannon Staffing assures Equal Employment Opportunity in all of its employment practices, including those pertaining to:

- Benefits
- Compensation
- Demotions
- Hiring
- Layoff/Recall
- Placement
- Practices
- Promotions
- Recruitment
- Training
- Transfers
- Termination.

Shannon Staffing's employment practices will be administered without regard to any of the following:

### Protected Characteristics

Race; color; creed; religion; ancestry; national origin; age; disability or perceived disability; gender; sexual orientation, preference or identity; genetic conditions or predispositions; marital status; veteran status; pregnancy; or any other characteristic protected by applicable federal, state or local fair employment laws or regulations.

### Harassment and Discrimination Defined

Harassment and discrimination can take many forms. Either may be words, signs, jokes, pranks, intimidation, physical contact or violence.

Harassment and discrimination might be based on any of the protected characteristics listed above and are not necessarily sexual in nature.

It is the responsibility of every Shannon Staffing officer and employee to give this policy full support by leadership and personal example. In addition, it is the duty of every Shannon Staffing office and employee to create a job environment which is conducive to this policy.

Overall responsibility for the direction and enforcement of this No Harassment / No Discrimination policy has been assigned to the President.

### Sexual Harassment Defined

Sexual-harassing conduct includes any unwelcome or offensive behavior that prevents an individual from effectively performing the duties of his/her position or creates an intimidating, hostile or offensive working environment, or when such

conduct is made a condition of employment or compensation, either implicitly or explicitly.

#### **In the Event You Are Accused of Inappropriate Behavior**

Keep in mind that what one person deems as inappropriate, another may not. Should you be accused of any form of harassment, discrimination or sexual harassment, apologize immediately and assure the individual making the complaint that your actions were not meant to be disrespectful. Do not become offended. Remember – what one sees as humor may be offensive to others!

#### **The Complaint Procedure**

While Shannon Staffing encourages individuals who believe that they are a target of discrimination or who believe they are being harassed because of their race, color, creed, religion, ancestry, national origin, age, disability or perceived disability, sex, sexual orientation, preference or identity, genetic conditions or predispositions, marital status, veteran status, pregnancy or any other basis prohibited by applicable federal, state or local fair employment laws, to **firmly and promptly notify the offender that his/her behavior is unacceptable and unwelcome**. Shannon Staffing also recognizes that power and status disparities between individuals may make such a confrontation impossible. In the event that such informal, direct communication between individuals is either ineffective or impossible or even when such communication between the individuals has occurred, the following steps should be taken to report a discrimination or harassment complaint.

Any employee who believes that he or she has been treated unfairly or harassed because of his or her race, color, creed, religion, ancestry, national origin, age, disability or perceived disability, gender, sexual orientation, preference or identity, genetic conditions or predispositions, marital status, veteran status, pregnancy or any other basis prohibited by applicable federal, state or local fair employment laws, should **immediately report the incident** to his/her site supervisor or any other member of management with whom the employee feels comfortable AND to Shannon Staffing. If the employee believes that he/she has been treated unfairly in any of these areas by his/her supervisor, the employee should bring the matter to the

immediate attention of the General Manager or President of Shannon Staffing. The report may be made initially either orally or in writing, but reports made orally must be reduced to writing before an investigation can be initiated and a resolution achieved. If the alleged target does not feel comfortable reducing the complaint to writing, the individual to whom the complaint is made will complete a report and ask the target to review, sign and date it.

#### **Timeframe for Reporting Complaints**

**Shannon Staffing encourages prompt reporting of complaints so that rapid response and appropriate action can be taken.** Due to the sensitivity of this type of problem, no specific timeframe will be established for reporting complaints of discrimination or harassment. Delayed reporting of complaints will not, in and of itself, preclude Shannon Staffing from taking appropriate action.

#### **Investigation of the Complaint**

As soon as the documentation process is complete, the President or the informed individual will involve Human Resources to initiate an investigation. If necessary, the President or other Shannon Staffing representative receiving the complaint may designate another supervisor or management employee or officer to assist Human Resources in the investigation. The investigation will include an interview with the employee who made the initial report, the target of the harassment or discrimination and the accused individual(s). Any other person who may have information regarding the incident may also be interviewed.

After investigation, any employee found to have violated Shannon Staffing's Equal Employment Opportunity Policy or No Harassment / No Discrimination Policy will be subject to appropriate disciplinary action, up to and including immediate termination of employment. If an investigation results in finding that a complainant has *falsely* accused another of discrimination, unfair treatment or harassment, the complainant will be subject to appropriate disciplinary action, up to and including immediate termination of employment.

#### **Retaliation**

Shannon Staffing will not in any way retaliate against an individual who makes a *good-faith* report of discrimination, unfair treatment or harassment

nor will Shannon Staffing permit any other employee to do so. Retaliation is a serious violation of this policy and of the law, and should be reported immediately. Any person found to have retaliated against another for reporting discrimination, unfair treatment or harassment will be subject to appropriate disciplinary action, up to and including immediate termination of employment.

#### **Keeping Records and Confidentiality**

In order to accurately record the offensive conduct, employees or other persons who report incidents of discrimination or harassment are encouraged to keep written notes. Every effort shall be made to keep all matter related to the investigation and various reports confidential, and information regarding the complaint and the investigation will be distributed on a need-to-know basis. In the event of a lawsuit, however, Shannon Staffing advises that those records maintained by Shannon Staffing and any records maintained by the complainant will be made available to the court.

### **Substance Abuse Policy**

#### **Our Policy Intent**

Shannon Staffing recognizes the dangers of the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances in the workplace. Employees who work while under the influence of drugs or alcohol present a safety hazard to themselves and their coworkers. The presence of drugs and alcohol in the workplace also limits productivity and efforts to maintain high product quality. Because it is our obligation to maintain a safe, healthy working environment, such activity is strictly prohibited.

#### **Our Policy**

All Shannon Staffing employees must report to work in a condition that will enable them to perform their jobs in a safe and efficient manner.

As a condition of employment, all employees are prohibited from manufacturing, distributing, selling, offering to sell or receive, possessing, or using alcohol, intoxicants, controlled substances or illegal drugs while on Shannon Staffing property or at assigned workplace premises, including in vehicles

in the parking lot. In order to protect the safety and property of all employees, Shannon Staffing and our clients reserve the right to inspect employees' lockers, tool boxes, purses, briefcases, packages and desks, as well as vehicles and any personal property brought onto the client's or Shannon Staffing's premises.

Failure to cooperate with such inspections is a violation of company policy. Violation of any aspect of Shannon Staffing's Substance Abuse Policy may result in disciplinary action up to and including immediate termination.

Medication prescribed by a physician is an exception when the physician prescribing medication has released the individual for work. Abuse of prescribed drugs or any over-the-counter medication is a violation of this policy.

Employees shall immediately notify their site supervisor if they are taking any medication which may impact their ability to safely or effectively perform assigned tasks.

#### **Policy Awareness**

All new hires and returning employees are required to read and acknowledge their understanding of this policy by signing Shannon Staffing forms, which include, among others, the new-hire Orientation and Employee Handbook Acknowledgement, Release of Information, Substance Abuse Policy, Conduct and Work Rules, and Safety Rules and Procedures. Individuals with a language or reading barrier may have forms read to them upon request.

#### **Implementation**

Shannon Staffing's Risk Manager is responsible for implementing the substance abuse policy, including selecting quality-controlled laboratories, standards and procedures for testing, chain of custody, certification of test results, confidentiality, and reporting test results. The Risk Manager may appoint a DER(s) "Designated Employer Representative" at Shannon Staffing offices for the purpose of implementing and administering this policy. Shannon Staffing maintains employees' medical and personal information in confidence and releases this information only to authorized personnel, and then only with respect to the employees' certifiable condition to begin or continue work. Exceptions to this policy occur if the



employee signs a release for the transfer of such information to designated persons or agencies.

### **Our Testing Program**

Shannon Staffing applicants and employees may be drug and alcohol tested for the following reasons:

1. Random testing in an effort to maintain a safe, drug-free work environment
2. New-hire drug screen conducted at the time of formal application for employment and within a defined period of time after employment
3. Reasonable cause due to evidence that an employee is or was using alcohol or a controlled substance drawn from specific, objective facts and reasonable inferences drawn from these facts in light of experience and training
4. Workplace-related injury or accident reported to an employee's site supervisor or to Shannon Staffing
5. Legislated testing required by state or federal law for specific work assignments
6. Client-mandated testing as a condition of employment or assignment (both before and during) requiring all workers in a certain role or performing certain duties be tested on a regular basis.

Applicants or Shannon Staffing employees must sign a written consent form and provide photo identification. The specimen will be collected under properly controlled conditions using strict chain of custody procedures to ensure a valid sample for testing.

Failure to be present for testing at a time and place specified by Shannon Staffing or failure to provide a sufficient sample at the time of testing: a) waives consideration of the applicant for employment, and b) is grounds for termination of an employee of Shannon Staffing.

### **Test Results**

Test results indicating "positive" for any controlled substances or illegal drug, except those validated by physician's valid prescription, shall result in rejection of the employment application or termination of employment, as applicable. Refusal to submit to a drug and/or alcohol screen is grounds

for immediate termination. "Dilute" test results will be cause for additional and/or alternative testing at the sole discretion of Shannon Staffing. "Adulterated" test results are grounds for immediate termination.

### **Our Re-Hire Guidelines**

If an applicant or Shannon Staffing employee tests positive, or fails to or refuses to test as scheduled, the individual may, at the sole discretion of Shannon Staffing management, apply for reconsideration for employment subject to fulfilling all of the following conditions:

1. Six (6) months have elapsed since the positive test or failure / refusal to test
2. The applicant provides, at his / her expense, a negative drug and alcohol test at the time of re-hire. The source of the results must be considered an authorized or otherwise reliable independent testing provider, as determined in the sole discretion of Shannon Staffing
3. The applicant agrees to random testing, at his/her expense, for twelve (12) months following the date of re-hire.

### **Our Confidentiality Statement**

The results of all drug and alcohol screening tests will be treated confidentially and used for no purpose other than for Shannon Staffing to make employment-related decisions. Results of pre-employment and employment-related drug and alcohol screens ordered and paid for by clients of Shannon Staffing will be released to those clients only with the prior written consent of the applicant.

## **Weapons and Violence in the Workplace**

Shannon Staffing is committed to providing a safe working environment for all employees, customers, vendors and visitors. To reduce the risk of workplace violence issues, we have adopted the following policy.

### **Weapon-Free Workplace**

Shannon Staffing maintains a "zero-tolerance" weapon-free workplace policy. No employee is authorized to possess a firearm or weapon on any

client property or while engaged in client/company business, except as permitted by and in strict accordance with applicable state law. A violation of this policy will result in immediate termination. Any violation or perceived violation of any applicable law, including the Firearm Concealed Carry Act may be reported to law enforcement.

### **Violence / Prohibited Conduct**

The following list of behaviors, while not inclusive, provides examples of conduct that is strictly prohibited at the workplace:

- Causing physical injury to another person
- Making threatening remarks or aggressive and hostile behavior that creates a reasonable fear of injury to another person or subjects another person to emotional distress
- Intentionally damaging employer/client property or property of another employee, vendor or customer
- Physically carrying a weapon into the company, onto client premises, or while on company business
- Committing aggressive acts motivated by, or related to, discrimination, sexual harassment, domestic violence or gang activity.

People may be more likely to exhibit violent behavior at work when they:

- Are fired or laid off or fear they may be
- Receive a warning about their performance or behavior
- Believe they've been treated unfairly, disrespectfully, or with hostility
- Fail to receive a promotion or raise they expected or counted on
- Have a hostile relationship with another employee.

### **Reporting Procedures**

Any potentially dangerous situations must be reported immediately to site management and to Shannon Staffing. Reports can be made anonymously and all reported incidents will be thoroughly investigated. Reports or incidents

warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. Parties involved in the situation will be notified and the results of the investigations will be discussed with them. The company will actively intervene at any indication of a possibly hostile or violent situation.

### **Risk Reduction Measures**

1. **Hiring** – Shannon Staffing takes reasonable measures to obtain information regarding the past history of potential candidates including checking references and accessing information through informational websites and social media.
2. **Safety** – Shannon Staffing conducts periodic inspections of the premises to evaluate and determine any vulnerability and to correct risks. In addition, the company or its clients may install surveillance cameras in areas it deems are vulnerable to employees or property. Therefore, employees should have no expectation of privacy in the workplace.
3. **Individual Situations** - While we do not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform site management and Shannon Staffing if any employee exhibits behavior which could signal a potentially dangerous situation. Such behaviors include:
  - Displaying overt signs of extreme stress, resentment, hostility or anger
  - Blaming problems on others; holding grudges; believing others are out to get him/her
  - Making threatening or intimidating remarks or other irrational or inappropriate behavior
  - Sudden or significant deterioration of performance
  - Displaying signs of, or discussing incidents of domestic violence or abuse

- Displaying gang symbols, graffiti or gang colors.

### **Dangerous/Emergency Situations**

Your personal safety is of utmost importance, and care should be taken to safeguard it. Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm. If site management and Shannon Staffing can safely be notified of the need for assistance without endangering the safety of the employee or others, such notice should be given.

### **Enforcement**

Threats, threatening conduct or any other acts of aggression or violence in the workplace will not be tolerated. An employee determined to have committed such acts will be subject to immediate and severe disciplinary action including and up to immediate termination of employment. Depending on the severity of the actions, the company may also choose to involve the police and press charges. Non-employees engaged in violent acts on the employer's premises will be reported to the proper authorities and prosecuted.

**Employees who violate our Weapons and Violence in the Workplace policy, who cause hazardous or dangerous situations, or who fail to report them may be subject to disciplinary action, up to and including immediate termination of employment.**

### **Additional Company Policies**

All of the policies outlined in our Employee Handbook have been developed for the mutual benefit of our employees, clients and Shannon Staffing. These additional policies are intended to define acceptable conduct and to ensure fair play. Failure to comply with these policies may result in disciplinary action up to and including immediate termination of employment.

#### **Phone and Transportation**

Due to the nature of your job assignment, it is necessary for you to maintain a consistent means of communication with Shannon Staffing as well as reliable transportation to and from the job site. If you do not have a phone number, you must notify

your Staffing Coordinator as soon as possible and determine how you can be contacted.

#### **Confidential Information**

You may be exposed to confidential information while on our premises or on the client's job site. You are fully expected not to disclose, publish or utilize any confidential information of Shannon Staffing or of Shannon Staffing's clients. If you believe someone has requested that you disclose confidential information, please bring it to the attention of your Staffing Coordinator at Shannon Staffing as soon as possible.

#### **Damage to Property**

Deliberate or careless damage to the property of Shannon Staffing, our client, or of other employees is a violation of company policy and will not be tolerated. Misuse or use without authorization of equipment, vehicles or other property belonging to Shannon Staffing, our client or other employees is prohibited.

#### **Failure to Follow Work Instructions**

We expect every employee to follow the instructions of supervisors and management officials. Failure to do so violates company policy.

#### **Courtesy**

Everyone is expected to be courteous, polite and friendly to our clients and to their fellow employees. No one should be disrespectful to a client, use profanity or engage in any activity which injures our image or reputation. Shannon Staffing maintains a zero-tolerance stance against any type of workplace violence. Fighting, using threatening words or conduct, or possession of a weapon of any kind is a violation of company policy. Shannon Staffing will involve local law enforcement agencies to maintain a safe working environment.

#### **Fraud, Dishonesty and False Statements**

Fraudulent behavior such as falsification of your I-9 form, application, invoice, paperwork, timecard or any other document is a violation of company policy, as is dishonest behavior and providing false statements.

#### **Solicitation and Distribution**

Solicitation by an employee of another employee during the working time of either employee for any reason is strictly prohibited. Distribution of advertising materials, handbills or other literature is a violation of company policy.

#### **Sleeping and Inattention**

We expect every employee to be fully alert while on

the job to ensure the safety of all employees and to properly serve our clients. Sleeping, working on personal business, personal telephone calls, use of cell phones, or other types of inattention on the job, is a violation of company policy.

#### **Theft**

Theft, in any form, is a violation of company policy. To protect you, your coworkers and our clients, we reserve the right to inspect all lockers, desks, tool boxes, purses, briefcases, packages, vehicles and any other personal property which is brought onto the client's premises or Shannon Staffing's premises. Incidents of theft will be prosecuted.

#### **Other Unlawful Activity**

Employees engaging in unlawful activity, either while on the job or during events sponsored by the client or company, are in violation of company policy. You should obtain written permission from your Staffing Coordinator before removing any property from the client's or Shannon Staffing's premises. Shannon Staffing is not responsible for lost, stolen or damaged personal property while you are on assignment.

#### **Email and Internet Usage**

Every employee of Shannon Staffing is responsible for ensuring that Shannon Staffing's and our client's electronic information system, telephone and voice mail system, internet access or any other electronic communication device and its computer equipment and software (hereinafter referred to as "electronic system") is used properly and in accordance with this policy. Any questions about this policy should be directed to Shannon Staffing's Operations Manager.

**System is Proprietary** – The electronic system is part of the company's or our client's business equipment and technology platform. It is intended to be used for business purposes only. Employees shall not conduct personal business by means of the electronic system, including sending/receiving personal messages.

However, with our client's consent, reasonable, incidental and occasional use of the electronic system might be permitted. Such use is subject to this policy, including the company's and/or client's right to monitor such communications.

#### **Employee Obligation to Maintain Confidentiality** –

Employees receiving company- or client-related communications over the electronic system shall disclose information to authorized parties only.

**Employee Accounts Are Not Private** – Employees do not have a personal privacy right in any communication or other documents they create, receive, send or store using Shannon Staffing's or a client's electronic system.

**Business Use Only** – No employee is permitted to enter personal communications or information in the electronic system without the client's permission. Copies of electronic messages shall be sent only for business purposes.

**Passwords Do Not Ensure Privacy** – It is impossible to assure the confidentiality of communications or other documents transmitted or stored in Shannon Staffing's or a client's electronic system, even if they are password protected. No employee shall change an assigned password without prior authorization.

#### **Employer Right to Access and Monitor Documents**

– To assure compliance with this and other company and client policies, Shannon Staffing and our clients expressly reserve the right to monitor, access, retrieve, read and/or delete any communication or other document that is created, received or sent via the electronic system or stored in the electronic system. The company and our clients may inspect and disclose the contents of electronic messages in the course of such monitoring or any follow-up investigation as necessary.

**Software** – No employee shall install, download, upload or copy any software or programs on or from the company's or our client's electronic system without the express written consent from Shannon Staffing's Operations Manager.

**Reporting Abuses** – Any employee who becomes aware of misuse of the electronic system should promptly report the matter to Shannon Staffing's Operations Manager.

**Video Phone Use** – Video and camera phone use is not allowed at our client facilities.

**Reporting Child Pornography** – Employers have a duty to report any child pornography found on their systems to the Center for Missing and Exploited Children or local authorities.

### **Social Media Policy**

Social media can take many different forms, including internet forums, blogs & microblogs, online profiles, wikis, podcasts, pictures and video,

email, instant messaging, music-sharing, and voice over IP, to name just a few.

As a Shannon Staffing employee, you are responsible for the content you post; be aware that information remains in cyberspace forever. If you are posting to personal networking sites and are speaking about job-related content or about Shannon Staffing, you must identify yourself as an employee of the company and use a disclaimer to make it clear that your views are not reflective of the views of the company. *“The opinions expressed on this site are my own and do not necessarily represent the views of my employer.”*

It is not our intention to restrict your ability to have an online presence or to mandate what you can and cannot say. We believe social networking is a valuable tool and continue to advocate the responsible involvement of all employees. While we encourage this online collaboration, we would like to provide you with a company set of guidelines for appropriate online conduct and to avoid the misuse of this communication medium.

#### **Policy Guidelines:**

Remember that our Confidentiality Policy mandates that you do not post any financial, confidential, sensitive or proprietary information about Shannon Staffing or any of our clients and employees.

- *Beware of comments that could reflect poorly on you, fellow employees and the company.*
- *Use privacy settings when appropriate.* Remember, the Internet is immediate and nothing posted is ever truly private nor does it get deleted or expire.
- *If you see unfavorable opinions, negative comments or criticism about yourself or the company, do not try to have the post removed or send a written reply that will escalate the situation.* Forward this information to your Staffing Coordinator.
- *Be respectful of others.* Think of what you say online in the same way as statements you might make to the media, or emails you might send to people you don't know. Stick to the facts, try to give accurate information, and correct mistakes right away.

- *Avoid obscenities, insults or slurs that can damage both your reputation as well as the reputation of others.*
- *When posting to social media sites, be knowledgeable, interesting and honest.*
- *Do not infringe on copyrights or trademarks.* Don't use images without permission and remember to cite where you saw information if it's not your own thoughts.
- *Be aware that you are not anonymous when you make online comments.* Information on your networking profiles is published in a very public place. Even if you post anonymously or under a pseudonym, your identity can still be revealed or discovered.
- *The use of Shannon Staffing's logo or identifying yourself as an employee of Shannon Staffing when using social media to make comments that could be considered as defamation, discrimination, harassment or workplace bullying is strictly prohibited.* You are not authorized to speak on behalf of Shannon Staffing.
- *If contacted by the media in relation to your employment with Shannon Staffing or facts about the company, refer them to the President.* You are not authorized to speak on behalf of Shannon Staffing.

**Shannon Staffing may monitor content on the internet or on social media.** Users who violate the Social Media Policy may be subject to discipline, up to and including immediate termination of employment. If you have any questions about this policy or a specific posting found on the Internet, please contact your Staffing Coordinator.

#### **Termination of Your Employment**

Shannon Staffing will consider you to have voluntarily terminated your employment if you do any of the following:

- Resign from Shannon Staffing
- Fail to return from an approved leave of absence on the date specified by Shannon Staffing
- Fail to report to work or call in for two (2) or more consecutive work days.



**You may be terminated for poor performance, misconduct, excessive absences, tardiness, discrimination, harassment, or other violations of Shannon Staffing policies. Your employment is at-will, and you and Shannon Staffing each have the right to terminate your employment for any or no reason, at any time.**