

# Employee Handbook



*the*  
**RIGHT**  
**STAFF**

Success starts with  
*the* **RIGHT** people.

[www.therightstaff.com](http://www.therightstaff.com)

## **THE RIGHT STAFF Mission Statement**





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

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

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

Your Recruiting Associate is:

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

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

## **Additional Contact Information**

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

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

Visit: [www.therightstaff.com](http://www.therightstaff.com)



## Expectations When On Assignment

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

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

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

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

## Quality of Work

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

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

We will ask our client to evaluate you in the following areas: attendance, punctuality, adaptability, professionalism, initiative and quality of work performed.

## Ending an Assignment

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

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

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

Upon completion of your assignment, it is your responsibility to remove any personal items from the client's property.

Any personal items remaining on a client's property will be appropriately disposed after two attempts to contact you.

As your employer, THE RIGHT STAFF is your primary connection to our client. DO NOT contact a client unless specifically instructed to do so by someone at THE RIGHT STAFF. Upon completing an assignment with a client, under no circumstances are you to communicate with the client. Doing so, will severely affect potential assignments through THE RIGHT STAFF.

If you accept a position, and fail to start the position, THE RIGHT STAFF reserves the right to not offer you future employment.



If you end an assignment voluntarily without giving appropriate notice, THE RIGHT STAFF has the right to not offer you additional employment.

*If you fail to contact THE RIGHT STAFF at least once a week when you are not working, you will be considered to have voluntarily resigned, which could impact your unemployment benefits.*

### **Minnesota Statute 268.095, Subd.**

Subd. 2. **Quit defined.** (a) A quit from employment occurs when the decision to end the employment was, at the time the employment ended, the employee's. (b) An employee who has been notified that the employee will be discharged in the future, who chooses to end the employment while employment in any capacity is still available, shall be considered to have quit the employment. (c) An employee who seeks to withdraw a previously submitted notice of quitting shall be considered to have quit the employment if the employer does not agree that the notice may be withdrawn. (d) An applicant who, within five calendar days after completion of a suitable temporary job assignment from a staffing service employer, (1) fails without good cause to affirmatively request an additional job assignment, or (2) refuses without good cause an additional suitable job assignment offered, shall be considered to have quit employment.

This paragraph shall apply only if, at the time of beginning of employment with the staffing service employer, the applicant signed and was provided a copy of a separate document written in clear and concise language that informed the applicant of this paragraph and that unemployment benefits may be affected.

For purposes of this paragraph, "good cause" shall be a reason that is significant and would compel an average, reasonable worker, who would otherwise want an additional temporary job assignment with the staffing service employer, (1) to fail to contact the staffing service employer, or (2) to refuse an offered assignment.

For purposes of this paragraph, a "staffing service employer" is an employer whose business involves employing individuals directly for the purpose of furnishing temporary job assignment workers to clients of the staffing service.

### **When to Contact Your Recruiting Associate**

You will be absent for any reason.

You will be late for your assignment.

You must leave early.

A client offers you part time or full time employment.

Your job duties differ from those described to you.

You experience any type of harassment.



You experience any type of discrimination.

Your personal contact information changes.

You are injured on your assignment.

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

## **General Work Rules**

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

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

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

## **Equal Opportunity Employer – EOE**

THE RIGHT STAFF is an equal opportunity employer.

THE RIGHT STAFF provides equal employment in employment practices without regard to race, color, religion, gender, age, disability, national origin, ancestry, sexual orientation, marital status, status in regard to public assistance, status as a Vietnam Era veteran or any other disabled veteran, or legally protected basis.

THE RIGHT STAFF's nondiscrimination policy applies to all areas of employment, including, but not limited to: recruitment, hiring and placements, training and development, compensation and benefits, demotions, layoffs or terminations and promotions and transfers.

## **Receiving Your Pay**

- Payday is the Friday following the week you worked.
- THE RIGHT STAFF's workweek is Monday through Sunday.
- Options for receiving payment are:
  1. Direct Deposit – Access at: [www.therightstaff.com](http://www.therightstaff.com).
  2. Global Cash Card.
  3. Mailed to your home address.  
*THE RIGHT STAFF is not responsible for postal delays. Please allow 10 days for delivery.*
- Complete your timecard and review for accuracy. If you have questions, call THE RIGHT STAFF.
- Timecards can be accessed from our website.
- Have your Supervisor verify and sign your timecard.
- Fax your timecard to **1-866-395-4002**



- Fax your timecard immediately upon completion of your assignment, or at the end of your week. Timecards are due by noon on Monday in order to be processed by Friday of the same week.

**Do not fax your timecard more than once. If you have questions regarding the receipt of your timecard, please contact your Recruiting Associate.**

***An inaccurate or incomplete timecard will delay your paycheck.***

**To access a timecard from our website: [www.therightstaff.com](http://www.therightstaff.com)**

**Click on:**

- **Our employees**
- **Employee timecard**
- **Follow directions**
- Salary during training will reflect Minnesota's ***minimum wage***. Upon completion of training this wage will be adjusted to salary offered for the position.

## **Sexual Harassment Policy**

THE RIGHT STAFF believes that you should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No employee, either male or female, should be subjected verbally or physically to unsolicited and unwelcome sexual overtures or conduct.

Sexual harassment refers to behavior that is not welcome, that is personally offensive or debilitates morale and interferes with work effectiveness.

Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal.

### **Definition**

THE RIGHT STAFF has adopted, and its policy is based on the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC).

The EEOC defines sexual harassment as unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature.

### **Written Policy**

*To obtain a complete written statement of THE RIGHT STAFF sexual harassment policy, please contact THE RIGHT STAFF corporate office. If THE RIGHT STAFF should amend or modify its sexual harassment policy, you can request to receive an individual copy of the amended or modified policy.*

## **Violence in the Workplace Prevention Policy**

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



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

### **All Weapons Banned**

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

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

## **Workplace Safety Policy**

### **General Policy Statement**

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

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

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

### **Agency Policy**

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

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



## Benefits

### Holiday Pay

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

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

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

- Work 440 hours, including both straight and overtime, in 13 consecutive weeks immediately prior to the holiday.
- You have worked at least 24 hours both during the week prior to the holiday and the week of the holiday.

### Health Care for You and Your Family

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

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

Please contact your Recruiting Associate for rates and additional information.

### Scholarship

If you attend a technical school, college, university, or other post-secondary educational facility, ask about your eligibility for our Scholarship Program.



## **Vacation Bonus**

You become eligible for a vacation bonus as follows:

### **Option One**

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

***OR***

### **Option Two**

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

Your vacation bonus is paid at your regular hourly rate at which you were being paid when you reached eligibility.

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

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

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

## **Referral Bonus**

We hope you will share your positive experience at THE RIGHT STAFF with your family and friends. To encourage you to share your positive experience, THE RIGHT STAFF offers our employees a Referral Bonus.





**To request your Vacation Bonus, submit this form to:**

THE RIGHT STAFF  
P.O. BOX 390240  
MINNEAPOLIS, MN 55435

**Or, fax to 1-866-395-4002**

*Name* \_\_\_\_\_

*Address* \_\_\_\_\_

*Phone* \_\_\_\_\_

**Requesting Option One**

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

**Requesting Option Two**

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

*Signature* \_\_\_\_\_

*Date* \_\_\_\_\_



**To request your Referral Bonus, submit this form to:**

THE RIGHT STAFF  
P.O. BOX 390240  
MINNEAPOLIS, MN 55435

**Or, fax to 1-866-395-4002**

*Name* \_\_\_\_\_

*Address* \_\_\_\_\_

*Phone* \_\_\_\_\_

There is no limit to the amount of job referral bonuses you can receive!

**Referral Bonus:** Refer a person to THE RIGHT STAFF, and the person accepting a job assignment works fifty (50) hours, you will receive \$50.00. Refer three people who meet these qualifications, and you will receive \$75.00 dollars for the third referral!

I am referring \_\_\_\_\_ as a person who has worked the required number of hours for THE RIGHT STAFF. I understand I will receive a Referral Bonus in the amount of \$\_\_\_\_\_.

*Signature* \_\_\_\_\_

*Date* \_\_\_\_\_



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