



Employee Handbook

Renhill Staffing Services of Texas

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Introduction

Welcome to Renhill Staffing Services of Texas. We are pleased you have chosen RENHILL as your means to find employment. Renhill Staffing Services of Texas is a full service staffing company offering Temporary, Temp to Hire, Direct Hire, and Contract Employment. The management and staff of RENHILL consists of highly skilled trained professionals who specialize in matching your particular skills with the needs of our clients. For those of you obtaining a Contract, Temp to Hire or Temporary position with Renhill Staffing Services of Texas, we will be your employer during the temporary or contract period. Temporary and Contract employees enjoy a wide range of benefits including flexibility, freedom to choose which days, weeks or months you want to work, top pay for your skills, bonuses, vacation pay and the opportunity to work where you choose.

About Renhill Staffing Services of Texas

Renhill Staffing Services of Texas goal is to have a loyal lasting relationship with each associate by providing excellent customer service. Through our creed of "INTEGRITY, SERVICE, QUALITY," we strive to improve our cooperative focus on team effort that will develop strong ties to our employees. We maintain a caring attitude.

Renhill Staffing Services of Texas is a name synonymous with quality service and is an established leader in the staffing industry. Renhill Staffing Services of Texas is one of the largest independently owned personnel companies in the San Antonio area. Our trained and experienced staff members have the ability to match our associates to the best possible situation.

The management team of Renhill Staffing Services of Texas has tenured experience and has been successful in developing and implementing a variety of innovative and creative programs in the area of start up operations, personnel staffing, recruiting, and retention. RENHILL has considerable expertise in personnel management and providing solutions to complex personnel problems.

Associate Expectations

Although you are assigned to a client company off-site from RENHILL, Renhill Staffing Services of Texas, not the client company to which you are assigned, employs you RENHILL determines where you are qualified to work, pays your wages, pays your payroll taxes and maintains your employment records. Any questions concerning your assignment, rate of pay, paycheck issues, tenure, etc. should be directed to the Renhill Staffing Services of Texas team. Any issues with regard to your performance, raises, work related accidents or attendance should also be directed to the Renhill Staffing Services of Texas team, utilized our trained staff to assist you with any concerns you may have while on assignment.

Communication

Communication between you and your RENHILL Recruiter is imperative, Call RENHILL when...

- Your assignment/contract description changes on the job
- Your assignment or contract is over to confirm your assignment end date
- You are available for additional work and additionally you must sign the Availability Logbook within 48 hours upon completion of assignment or contract
- You have any questions or concerns
- You are unable to report to work, You must call in at least 2 hours prior to start time, This is considered a 'No Call No Show' and can be grounds for dismissal
- You have an emergency, such as an injury on the job, if you are injured on the job, you must notify Renhill Staffing Services of Texas within 24 hours; failure to do so may impede a proper evaluation of your claim
- The company to which you are assignment mentions a permanent position for you
- You have information about the company concerning their equipment, procedures, lunch facilities, parking, etc. that differs from the information given to you at the time of the assignment
- You are no longer available for work assignments
- You have a change in status, address, phone number, and dependents

Professionalism

Compliment your skills. Show pride in your work and a willingness to be flexible. Exceed expectations by volunteering to do more than asked.

- Arrived at the job 15 minutes prior to start time, never arrive late
- Be dependable and complete each assignment
- Follow up with your Recruiter on the first day of the job and when the job is finished
- Present yourself in a professional manner and always remember you are representing Renhill Staffing Services of Texas

Confidentiality

Maintain the highest ethical standards when handling correspondence, invoices, confidential materials, manufacturing practices and equipment of the companies you are assigned. NEVER DISCUSS YOUR HOURLY PAY WITH ANYONE OTHER THAN YOUR RECRUITER.

Performance

Renhill Staffing Services of Texas will request a performance evaluation for each associate from each client company. You will be graded on job performance, appearance, attendance, and professionalism. The evaluation from each of your assignments becomes part of your employment records. We pride ourselves in sending the best-qualified associate for each position.

Dress Code

The dress code for each assignment will be reviewed with you when the assignment is presented. Whether you are assigned to a clerical position or a light industrial position, your appearance should always be neat and appropriate for the type of position you are assigned. As a general rule, the following dress code will apply to most clerical and light industrial assignments:

Clerical

- Dress, skirt and blouse, shirt and slacks or business suit, men should wear a tie
- Women should always wear stockings/hose
- Camisoles worn as blouses, low-cut blouses or tanks are not permitted
- Keep jewelry to minimum
- Shoes should always be closed toe; no flip/flop sandal variety or tennis shoes

Light Industrial

- Jeans or work pants and t-shirts that have no writing or slogans (collared shirts are preferable) and no shorts
- Steel-toed shoes are required for most positions; some assignments may permit tennis shoes; never open toed shoes or sandals
- Many assignments require extensive Personal Protective Equipment (PPE) including safety glasses, gloves, hairnets, hard hats, uniforms, ear plugs or non skid shoes
- Required PPE will be provided for you depending upon your particular assignment. The cost of the equipment will be deducted from your first paycheck.

Offers of Assignment

When Renhill Staffing Services of Texas offers you a position, we will provide you with all the pertinent information you need to make a smooth transition for your first day on the job.

Your Service Associate will provide:

- The address of the client company to which you are assigned, the phone number and directions to the location
- Work hours, lunch period and break time if applicable
- Proper instructions for keeping your time; RENHILL timecard or customer time clock
- Dress code; point of contact/supervisor
- Skills required for the position
- Hourly pay rate
- Length of the assignment

Once you accept an assignment from RENHILL, you have committed to complete the assignment and to adhere to the requirements of that position. Our expectation is that the assignment you accept is one that meets your needs. DO NOT accept an assignment that you are not able to fulfill in its entirety. Quitting your assignment without giving sufficient notice (24-48 hours, depending on the length of assignment) is a 'walk-off' and could be considered grounds for dismissal. Upon arrival at your new assignment, please arrive prior to your start time (preferably 15 minutes) and report to your supervisor. Get acquainted with your surroundings and fellow employees. Address any questions you may have with your contact person. Always remember to check in and out with your supervisor daily.

Payroll Checks and Policies and Procedures

The person to whom the check is issued with either pick up all checks in our office or the check will be mailed Friday evenings. A 30-day waiting period will be instituted on any lost check before a stop payment is issued. If a stop payment is issued prior to the 30-day waiting period, the bank charges will be deducted automatically from the payroll check.

Availability Logbook

Once your assignment is completed, you must go to the appropriate Renhill Staffing Services of Texas office and sign the availability logbook within 48 hours upon completion of your assignment. Failure to do so may jeopardize your ability to receive unemployment earnings.

Equal Employment Opportunity

Renhill Staffing Services of Texas does not unlawfully discriminate on the basis of race, color, national origin, sex, age, religion, disability or veteran's status.

Renhill Staffing Services of Texas strives to provide all employees with a work environment free of racial, sexual, religious, or other forms of discrimination or harassment, whether physical or verbal. Such conduct will not be tolerated and constitutes grounds for immediate dismissal.

Should you experience or witness any form discriminatory conduct or harassment, you should notify either your Renhill Staffing Services of Texas Recruiter. All reports of discrimination or harassment will be promptly investigated and appropriate corrective disciplinary action will be taken.

Harassment

Renhill Staffing Services of Texas is committed to providing a workplace that is free of any unlawful harassment including sexual harassment. Sexual harassment is strictly prohibited. Sexual harassment can occur in many forms, including but not limited to; unwelcome physical contact, verbal abuse, leering and more subtle advances or pressure inviting sexual activity. Such conduct is unlawful where:

- Submission to the advances is made a term or condition for obtaining employment opportunities or avoiding adverse employment action
- Submission to or rejection of the advances is used as the basis for making employment decisions
- Such sexual conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment
- Acts of violence or threats of violence from any party while on assignment

Renhill Staffing Services of Texas will investigate all reported incidents thoroughly and promptly, with as much confidentiality as possible. Renhill Staffing Services of Texas will not tolerate retaliation of any kind against employees who report incidents of illegal harassment or threats.

During the investigation, if unlawful harassment is established, Renhill Staffing Services of Texas will take prompt disciplinary action against the perpetrator. The discipline may consist of verbal or written warning or other action, up to or including termination, depending on the incident.

If any employee should harass you, report the incident to your Renhill Staffing Services of Texas Recruiter. After a thorough investigation, RENHILL will take necessary corrective action.

Worker's Compensation

Renhill Staffing Services of Texas provides Worker's Compensation insurance for all of our temporaries. You must report all work-related injuries to a RENHILL Recruiter and client supervisor immediately. If your injury requires more than local first aid, it will be necessary to complete the proper claim forms within 24 hours. Failure to do so may impede a proper evaluation of your claim. With regard to fraudulent claims, Renhill Staffing Services of Texas has ZERO TOLERANCE AND WILL INVESTIGATE AND FIGHT ANY FRAUDULENT CLAIM WITH EVERY RESOURCE AVAILABLE. Unfortunately we have had incidents where employees have exaggerated or falsified injuries. Fraudulent insurance claims are a felony and could include jail time. Renhill Staffing Services of Texas will prosecute fraudulent claims to the fullest extent of the law.

Substance Abuse Policy

Renhill Staffing Services of Texas maintains the commitment to all its employees to promote a high standard of safety in all areas of employment. It is the company's intent to protect the health, well-being and safety of its employees, contractors, customers, visitors, and the public. Consistent with the spirit and the intent of this commitment, Renhill Staffing Services of Texas expects employees to report for work in proper condition to perform their duties.

Present company employees and all new applicants seeking employment are advised that the use, abuse, presence in the body or reporting to work under the influence, bringing onto company or client company premises, unlawful manufacture, distribution, dispensation, possession, transfer, storage, concealment, transportation, promotion or sale of illegal or unauthorized drugs, controlled substance or alcohol is strictly prohibited from all company and client company premises or while on company business and/or during work hours. To this end, Renhill Staffing Services of Texas has established policies dealing with employee alcohol and drug abuse. The obligations set forth in these rules and regulations constitute conditions of employment.

A. Pre-employment drug tests

Pre-employment drug testing may be required of any qualified applicant or candidate as a condition of or consideration for employment with Renhill Staffing Services of Texas. Additionally, pre-employment drug tests may be performed on applicants for temporary position when the Client Company has specified it in an employment requirement. A refusal to submit to testing or confirmed positive test will disqualify an applicant for employment with Renhill Staffing Services of Texas or with the client company.

B. Employee drug and alcohol test reasonable cause

All employees of Renhill Staffing Services of Texas are subject to testing for the presence in the body of confirmed detectable amounts of illegal or controlled substances as defined in this policy. Whenever Renhill Staffing Services of Texas has reasonable cause to believe an employee may be impaired on the job by drugs or alcohol, specific testing may be employed. Employees tested for cause will be suspended with pay until the results of the testing are determined. Refusal to submit to drug/alcohol test or a confirmed positive test result without legitimate medical reason (prescription from a licensed physician) will result in disciplinary action up to and including termination. (A copy of all medical prescriptions may be required to be presented at the time of testing) Drug testing of employees may also be required by Renhill Staffing Services of Texas in connection with return to service or follow up after company-required treatment for violation of this policy.

C. Drug testing through random selection

All employees of Renhill Staffing Services of Texas may be subject to chemical drug testing through random selection. The employees chosen by this method shall be advised of their selection no earlier than that morning of the test date. Refusal to submit to testing or a positive test result without a legitimate medical reason (prescription from a licensed physician; a copy of the prescription might be required), Management will determine the manner by which employees are selected at random and shall maintain documentation as to the methodology used.

Immediate Discharge

An employee who violates the following rules of the drug policy will be discharged immediately:

- A. While on company or client premises, the employee uses, manufactures, distributes, dispenses, sells or possesses any illegal or unlawful drugs
- B. Consumption of alcohol during work hours or a positive alcohol test
- C. Refusal to submit to a substance abuse test as outlined in this policy
- D. Altering or tampering with the urine sample or the sample of another employee

Grounds for Termination

- More than one poor performance evaluation from a client company
- No show no call to your assignment, interview, or walking off a job will be considered quitting an assignment without sufficient notice (24-48 hrs depending on length of assignment)
- Discussion of salary
- Taking a client's, client employee's, or Renhill Staffing Services of Texas employee's property without authorization
- Failure to register in the Availability Logbook within 48 hours of each assignment completion (this is considered voluntary termination)
- I agree to sign the availability logbook within 48 hours upon completion of my assignment; as well as calling Renhill Staffing Services of Texas every business day to make myself available for my next assignment; failure to do so is considered voluntary termination and may affect my unemployment benefits.
- Failure to follow Renhill Staffing Services of Texas rules and regulations as outlined in this handbook

Closing

We know you will find working with Renhill Staffing Services of Texas interesting, challenging, and rewarding. Renhill Staffing Services of Texas maintains an open-door policy with our temporaries.

Safety

We are committed to providing our associates with the best total solution to their staffing needs. This requires the best from all employees. Our safety theme, SAFETY, QUALITY, SERVICE, describes the essence of what we are all about. To provide the best total solution to our clients we must seek the highest levels of productivity. Productivity is not just working fast. Productivity is getting the job done correctly the first time at a cost that provides the best value to the customer.

Safety is not something separate from the job. Safety is how we do our job. Working unsafe is bad business. We are committed to your safety, it is our highest priority. As such, we expect and require that you too be committed to working safely. You are responsible for client satisfaction. You are responsible for safety. According to the National Safety Council, over 90% of accidents are caused by the unsafe actions of the injured employee. Safety must be your highest priority.

This section of the Renhill Staffing Services of Texas handbook is dedicated to providing a reminder of what we expect of all employees. We simply cannot tolerate unsafe work habits or practices. If you have any questions or concerns about the safety of your job assignment call your supervisor immediately. We welcome your input and appreciate your commitment to safety, quality and service

Training Procedures

Tools

- Always learn proper procedures before starting any new project, even if you think you know what to do without instruction make sure to clarify before you begin to reduce the chance of dangerous, cost, or time consuming mistakes.

Hazardous Materials

- DO NOT handle chemicals or other hazardous materials unless you have been fully informed of the chemical's hazardous characteristics. Know and understand the importance of proper handling procedures and ALWAYS review the MATERIAL SAFETY DATA SHEETS (MSDS) before using any chemical. You have the right to know:
 - Procedures for safe use
 - Proper Storage
 - Personal Protective Equipment (PPE)
 - First aid procedures in case of accidental contact with eyes or skin

Lockout Safety

What is energy lockout?

A lockout is a device that provides a positive mean for rendering a switch, valve, raised load, and coiled spring or energy source inoperative. Lockout is a necessary step for ensuring worker safety prior to performing maintenance or service. The lockout device may be a padlock, blanking plate, restraining bar, chain and padlock, or any device that prevents a machine from being energized or releasing stored energy.

Energy can be dangerous and can be present in different forms:

- Electricity
- Compressed air
- Gas
- Hydraulic pressure
- Steam

Watch out for stored energy. Some machines store energy in raised loads, coiled springs, charged capacitors after the energy sources have been turned off.

What is tag out?

A lockout tag shows who locked out the mechanism, the time, date and department. Other information such as phone or radio page number can also be shown. Once a tag is applied, it is not to be removed except by the authorized person that applied the tag initially.

Personal Protective Equipment

Professional athletes never step on the field without protective equipment. Be a professional; ALWAYS wear the protective equipment provided.

Gloves: protect skin from chemical exposure when necessary

Eye protection: safety glasses protect from ordinary dust and other light hazards; goggles protect from chemical splash or heavy dust; face shields protect from flying or hot material; welders' goggles/shades from painful welding burns

Hearing protection: ear plugs or earmuffs to protect hearing from damage by loud noise

Respirators: to protect from over exposure to high levels of dust, fumes, or chemical vapors

Safety shoes: to protect your feet from falling or rolling/moving objects

Hard hats: to protect your head from bumps or from falling or swinging objects

The Client Company, depending upon the hazards involved, may require other protective equipment.

Reporting

ALWAYS report unsafe or faulty equipment and conditions immediately. Go directly to your onsite supervisor and inform your Recruiter. DO NOT let unsafe conditions go unnoticed and undetected.

ALWAYS remember the importance of informing your Recruiter of any change in your job assignment.

ALWAYS report accidents and near-misses immediately to your on site supervisor and your Recruiter.

Report unsafe conditions or procedures to your Recruiter during normal business hours. After normal business hours, leave a message on the voice mail and your Recruiter will contact you as soon as possible.

Lifting/Moving Material

ALWAYS practice safe procedures when moving and lifting materials.

The first rule in moving materials is DO NOT lift if there is a better or safer way.

THINK. Would a hand truck, pallet jack, hoist or forklift be better for this job?

PLAN; if you must lift, plan your moves before you pick up the object. Make sure you have a clear path and a clear, flat surface on which to deposit your load. Make sure your load is balanced.

GET HELP. If the object is heavy, awkward, imbalanced, or in an odd or unsafe location get assistance.

USE GOOD TECHNIQUE. If the load is safely and manageable by you alone, use good body mechanics as listed below:

1. TUCK IN YOUR PELVIS; to help your back remain in balance, tighten your stomach muscles and tuck in your pelvis.
2. BEND YOUR KNEES TO LIFT; keeping your back as straight as possible bend at the knees. Lift with your leg muscles, not your back. DO NOT bend over from your waist to lift with your back.
3. HUG THE LOAD; hold the load as close to your body as possible in a hugging manner. Gradually lift with your legs into an upright standing position.
4. AVOID TWISTING; by twisting your waist you can overload your spine. This can lead to serious injury. Make sure that your feet, knees, and torso are pointed in the same direction.
5. BEND YOUR KNEES TO SIT DOWN; use the same techniques used when lifting to set your load down. Keeping your back as straight as possible, bend at the knees and lower the object to a flat, level, stable surface. DO NOT bend over at the waist when settling down the load.

IN A HURRY? It takes the same amount of time to lift safely as it does to lift unsafely. In fact, if you are injured while lifting you will have wasted more than time, you might just waste your future. Be careful.

Emergencies

First aid-ALWAYS know the location of the first aid kits. Know who is responsible and qualified to perform first aid if necessary.

- NEVER treat an open or bleeding wound or allow others to treat your wounds without first understanding the risks associated with blood-borne pathogens and the necessity to wear rubber gloves and avoid contact with blood or any other bodily fluids if administering first aid to others.
- ALWAYS REPORT on the job injuries to BOTH your on the job supervisor and your Recruiter immediately. If the injury requires emergency medical attention, seek medical help immediately. RENHILL Staffing will arrange for you to see the health care facility if it is work related. If the injury is a non-emergency, inform your supervisor and RENHILL Recruiter immediately. On the job accidents are covered by Worker's Compensation insurance and must be reported immediately. Failure to report a work related injury may jeopardize your benefits.

Fire

ALWAYS remember the importance of observing all rules concerning fire prevention including:

1. Proper use and handling of all flammable materials and chemicals
2. Proper housekeeping prevents fires
3. Know the location of approved smoking areas, if there are any
4. Know the location and proper use of all fire extinguishers and other first aid fire equipment
5. Know the location of fire alarms
6. Know the location of fire exits and fire escape routes
7. Understand the emergency fire plan

General

- Horseplay is prohibited and may be grounds for dismissal
- Good Housekeeping prevents accidents and helps avoid slips and falls; do your part
- Use of alcohol or drugs on the job is strictly prohibited and is grounds for dismissal
- Willful or repeated unsafe actions endangering the safety of the employee, other employees, client employees, the public, or the property of others may be grounds for dismissal; we take our commitment to safety seriously and expect all employees to do the same
- Violence, fighting, threats against others create an unsafe work environment; these actions will not be tolerated and will be grounds for dismissal; all employees are required to report such actions; complaints will be investigated promptly
- Be alert, **you are responsible for your safety**
- You will be shown a safety video during your orientation; if you have any questions or want to view the video again, contact your Recruiter.

REMEMBER: SAFETY IS YOUR RESPONSIBILITY

Acknowledgement Agreement

- I understand that Renhill Staffing Services of Texas is my employer when I am assigned to Renhill assignments.
- I understand that Renhill Staffing Services of Texas will check my work and personal references; I give Renhill permission to release my resume, work history, and work references to potential employers.
- I agree to maintain and protect the confidentiality of all records and information I am exposed to while on assignment at the client companies to which I am assigned.
- I understand that I am not an employee of the client company to which I am assigned and have no rights or benefits from Renhill's client companies while on temporary assignment.
- I understand that I am not allowed to drive a motor vehicle belonging to the Client Company for any reason.
- I agree to sign the availability logbook within 48 hours upon completion of my assignment; as well as calling Renhill Staffing Services of Texas every business day to make myself available for my next assignment; failure to do so is considered voluntary termination and may affect my unemployment benefits.
- I agree to conform to the rules and regulations established in this handbook, I understand that Renhill may terminate my appointment or any temporary assignment without cause or notification.
- I have reviewed and agreed to the terms of the Renhill substance abuse policy; I authorize Renhill to conduct drug and alcohol testing according to their policy.
- I understand that Renhill will conduct a criminal background check; I give Renhill permission to release this information to potential employers if it is requested.
- I hereby acknowledge that I have received a copy of the Renhill Staffing Services of Texas handbook, I have read and understand the contents of this handbook and agree to abide by its policies and regulations.

ASSOCIATE'S SIGNATURE _____

PRINTED NAME _____

DATE _____