

RSST

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Employee Handbook

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1. Welcome

Welcome to Renhill Staffing Services of Texas (RSST). We are pleased that you have chosen RSST as your means of obtaining employment. RSST is a full service Staffing Agency that offers various types of employment options, e.g. 1) Temporary positions , 2) Temp-to-Perm Positions, 3) Direct Placement Positions and 5) Contract Employment Positions. The Management and Staff of RSST is made up of well-trained professionals who specialize in matching one's specific skill set with the job requirements of our Client Customers. For anyone who receives a Contract, Temp-to-Perm or Temporary Position with one of our Clients Customers, RSST is your employer throughout the length of the temporary or contract period.

2. About Renhill Staffing Services of Texas

RSST is a name synonymous with high quality service and in the Staffing Industry, is also one of the largest Independently Owned Agencies in Central and South Texas. Our highly trained staff members have the ability to match job candidates to their best possible career opportunity. RSST's core value of always, "Do the right thing", is a principle focus of our TEAM and is key in developing strong and lasting relationships with all of our employees and our Client Customers. The Management Team of RSST has a considerable amount of Staffing expertise in creating and implementing a variety of innovative Human Resource Programs in the areas of: 1) Operations, 2) Personnel Staffing, 3) Recruiting, and 4) Employee Retention.

3. Employee Expectations

Although you are assigned to a Client Company outside of the RSST Offices, RSST, not the Client Company, employs you. RSST determines where you are, a) best qualified to work, b) pays your wages, c) pays your payroll taxes and d) maintains all of your employment records. Any questions concerning your assignment, i.e., rate of pay, paycheck issues, tenure at the job, etc. should be directed to the RSST RECRUITING TEAM. Likewise any issues with regard to your job performance, pay raises, work-related accidents or attendance should also be directed to an RSST Recruiter. All employees are encouraged to communicate with our trained recruiting staff to assist you with any concerns you may have while on assignment.

4. Communication

Communication between you and your RSST Recruiter is imperative and of utmost importance. Notify your RSST Recruiter when:

- You need to confirm to an RSST Recruiter an assignment or contract end

- date.
- Your assignment or contract job description or job responsibilities change.
 - You are available for additional work. **NOTE:** you must contact your RSST Recruiter and be put on the Availability Log within 24 hours upon completion of an assignment or contract.
 - You have any questions or concerns about your work assignment.
 - You are unable to report to work, **NOTE:** you must call in at least 2 hours prior to start time of your shift. Failure to do so 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 RSST within 24 hours, failure to do so will impede a proper evaluation of your claim.
 - The Client Company, to which you are assigned, makes mention of a permanent position for you.
 - Any information concerning the process, procedures or protective equipment requirements of the Client Company differs from what was discussed with you by your RSST Recruiter.
 - You are no longer available for work assignments.
 - You have a change in status, number of dependants, home address or contact information.

5. Professionalism

Complement your job skills by always exemplifying pride in workmanship and a willingness to be flexible if/when required. Exceed your supervisor’s expectations by volunteering to do more than is normally requested of you. As a general rule always:

- Arrive at the job 15 minutes prior to the scheduled start of your shift, never arrive late.
- Be dependable and complete each assignment.
- Follow up with your RSST Recruiter on the first day of the job to recap him/her as to the events of the day.
- Present yourself in a professional manner and always remember that you are an employee of RSST.

6. Confidentiality

As an employee of RSST you may be entrusted with Client Customer Proprietary Information. Always maintain the utmost ethical standards when handling correspondence, invoices, confidential materials, manufacturing practices information and company equipment. Additionally, never discuss your rate of pay with anyone other than your RSST Recruiter.

7. Dress Codes:

The dress code for each assignment may differ and it will be reviewed with you when the assignment is presented to you by your RSST Recruiter. 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 have been assigned to.

8. Offers of Assignment

When RSST offers you a position, your RSST Recruiter will provide you with all the pertinent information you will need to report to the job on time for your first day of work. Your RSST Recruiter will provide you with the following information:

- The physical address of the Client Company to which you have been assigned, the contact's name and his/her contact telephone number. If necessary, your recruiter can provide you with map directions to the location.
- The proper instructions for recording the time you have worked (either manually on an RSST time card or on the Client Customer's time clock).
- The proper dress code.
- The skills required for the position.
- The hourly rate of pay and particular shift times.
- The type of assignment and its' anticipated length.

Once you have accepted an assignment from RSST, 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 and skill set. Do not accept an assignment that you are unable to fulfill in its' entirety. Abandoning an assignment without giving sufficient notice (24 hours) is considered a 'walk-off' and potentially grounds for dismissal. Upon arrival on the first day of an assignment report to your immediate shift supervisor and familiarize yourself with the job site surroundings as well as with your fellow employees. Address any/all questions to your immediate shift supervisor and always remember to check in-and/or-out with him/her.

9. Payroll Checks, Policies and Procedures

As a Standard Operating Procedure, RSST will generate an employee payroll check, within the normal payroll cycle, once it has received verification from a Client that an individual did work X number of hours for their Company. Nevertheless, if RSST does not receive verification of hours worked for an employee, RSST reserves the right, for 24-72 hours, to not issue a payroll check

while it conducts its' thorough investigation of the hours worked with the Client.

The employee to whom a payroll check is issued is encouraged to have a Direct Deposit or a Money Network Card (Visa) with a banking institution. For an employee that does not wish to have either a Direct Deposit or a Bank card, he or she may pick up his/her payroll check on Friday morning between the hours of 8:30 AM and 4:30PM at the RSST Office. NOTE: A 30-day wait period is required on any lost check but if an employee insists on a stop payment and a re-issuance of his payroll check prior to the 30-day wait period, any/all bank charges will be the financial responsibility of the employee and will be deducted from the payroll check.

10. Assignment Completion

Once an employee's assignment is completed, he/she must notify the RSST Recruiter within 24 hours to make oneself available(placed on the Availability Log) for another assignment. Failure to do so may jeopardize your eligibility to be placed on another assignment.

11. Equal Employment Opportunity

RSST does not discriminate on the basis of Race, Color, National Origin, Sex, Sexual Orientation, Age, Religion, Disability or Veteran status. RSST strives to provide all employees with a work environment free discrimination. Racial, sexual, religious, or all other forms of discrimination such as physical, verbal or cyber harassment will not be tolerated. Such conduct will constitute grounds for immediate dismissal. While an employee of RSST, should you experience or witness any form of discriminatory conduct or harassment, you should immediately notify your RSST Recruiter and your immediate Client Customer Supervisor. All reports of discrimination or harassment are taken seriously and will be promptly investigated such that appropriate and/or disciplinary action may be taken.

12. Harassment

RSST is committed to providing a workplace that is free of any unlawful harassment including sexual harassment. Sexual harassment can occur in many forms, including, but not limited to, unwelcome physical contact, verbal abuse, leering, 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 a basis for

- determining an employment decision.
- 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 occur while on assignment.

RSST will investigate any/all reported incidents thoroughly and promptly, with utmost concern for confidentiality. RSST 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, RSST will take prompt disciplinary action against the perpetrator. The discipline may consist of a verbal or written warning or other action, up to and the ending of an assignment. Immediately report any incident of harassment to your RSST recruiter, so that a thorough investigation can begin, and corrective action taken.

13. Worker's Compensation

RSST provides Worker's Compensation Insurance for all its' employees. Any employee injured on the job must report his/her injury to the Customer Client Supervisor immediately and subsequently to his/her RSST Recruiter in order to get injury information and action required for the treatment of injury. Any injury resulting from a workplace accident will require that the proper claim form be completed and submitted within 24 hours of the injury. Failure to do so may impede the proper evaluation of your claim. With regard to fraudulent claims, RSST maintains a Zero Tolerance Policy and will legally dispute any such type claim, with every resource available, to the fullest extent of the law. A fraudulent Worker's Compensation Insurance Claim is a felony and if found guilty could result in jail time.

14. Substance Abuse Policy

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

RSST employees and applicants seeking employment are advised that the use, abuse of unauthorized drugs and/or reporting to work under the influence is strictly prohibited. Bringing onto RSST or Client Company premises unauthorized drugs is strictly prohibited. The unlawful possession, manufacture, distribution, dispensation, transfer, storage, concealment, transportation, promotion or sale of illegal and/or unauthorized drugs is strictly prohibited. Possession of a controlled substance or alcohol is strictly prohibited from all RSST and/or Client Company

premises, while on assignment. To this end, RSST has established policies that deal directly with employee Alcohol and Drug Abuse. These Rules and Regulations constitute conditions of employment.

➤ **Pre-employment drug tests**

Pre-employment drug testing may be required of any qualified applicant or job candidate as a condition of or consideration for employment with RSST. Additionally, pre-employment drug tests may be performed on applicants for a temporary job position when the Client Company has specified it as a pre-employment requirement. A refusal to submit to testing or a confirmed positive test will disqualify any applicant for employment with RSST and/or with a Client Company.

➤ **Employee drug and alcohol test for reasonable cause**

All employees of RSST 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 RSST has reasonable cause to believe an employee may be impaired on the job by drugs or alcohol, specific testing may be administered. Refusal to submit to a drug/alcohol test will result in disciplinary action. Additionally, a confirmed positive test result (without a medical reason, i.e. a signed prescription from a licensed physician), will also result in disciplinary action up to loss of job. Any/all medical prescriptions will be required to be presented at the time of testing. Drug testing of employees may also be required by RSST in connection with the return-to-work service following the company-required treatment.

➤ **Random Drug Testing**

All employees of RSST may be subjected to chemical drug testing through random selection. The employees randomly chosen for this testing shall be advised of their selection no earlier than the morning of the test date. Refusal to submit to testing or a positive test result, without a legitimate medical reason, (written prescription from a licensed physician) may result in a loss of job assignment. RSST Management will determine the manner by which employees are randomly selected and will maintain documentation as to the methodology and criteria used in the testing.

➤ **Grounds for Immediate Discharge**

Any employee who violates the following rules of the RSST Drug Policy will be immediately discharged when:

- While on Company or Client Company premises, the employee uses, manufactures, distributes, dispenses, sells or possesses any illegal or

- unlawful drugs.
- While on Company or Client Company premises an employee consumes alcohol during work hours or tests positive on an alcohol test.
- While on Company or Client Company an employee refuses to submit to a substance abuse test.
- While on Company or Client Company premises an employee alters or tampers with a urine sample or the urine sample of another employee.

15. Grounds for Termination

An employee may be terminated when:

- He/she receives a poor performance evaluation from a Client Company.
- He/she is a no-call or no-show to his/her assignment or to a scheduled interview.
- He/she walks off an assignment without sufficient notice (24hrs) to his/her Client Company Supervisor.
- He/she engages in a discussion of Salary and/or Compensation.
- He/she takes a Company Client's, a Client employee's, or RSST employee's property without authorization.
- He/she fails to report his/her availability (Availability Log) within 24 hours of each assignment completion (RSST considers this action as voluntary termination).
- He/she is negligent in reporting in with his/her RSST Recruiter to make themselves available (Availability Log) for their next assignment. Failure to do so is considered voluntary termination and may affect any future assignments.
- He/she fails to follow any/all RSST Rules and Regulations as outlined in this Employee Handbook.

16. Safety

We are committed to providing all of our Client Customers with the best total solution to their staffing requirements. 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 Customer Clients we 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 profit opportunity to the Client Customer.

Safety is not something separate from the job, but how we always perform on our job. We are committed to employee safety and we consider safety our highest priority. As such, we expect and require that RSST employees be committed to working safely. Employees are responsible for Client Customer satisfaction.

According to the National Safety Council, over 90% of accidents can be traced back to the unsafe actions of an employee.

16.1 General Safety Information

- Horseplay is strictly prohibited and may be grounds for dismissal.
- Good housekeeping prevents accidents such as slips and falls.
- 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 employees, Customer 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 creates an unsafe work environment; and will not be tolerated. These types of actions will result in dismissal.
- Stay alert and remember that safety is your responsibility.

16.2 Personal Protective Equipment

Professional athletes never step on the field without protective equipment. Be a professional and always wear the appropriate protective equipment suited for the job. Equipment such as:

- Gloves: protect skin from chemical exposure where necessary
- Eye protection: safety glasses protect against ordinary dust and fight hazards; goggles protect from chemical splash or heavy dust;
- Face shields protect against flying objects or hot materials that may cause painful 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 against slips/falls and/or moving objects
- Hard hats: to protect your head from bumps, from falling or swinging objects

The Client Company, depending upon the hazards involved, may require other Personal Protective Equipment.

16.3 Lifting/Moving Material

Practice safe procedures when moving and lifting materials. The golden rule in moving materials is **DO NOT** lift the load/object if there may exist a better or safer way to consider moving the load/object. 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. Ask for help if the load is heavy, awkward, imbalanced, or in an odd or unsafe location. If the load is safely manageable by you alone, use good body lifting techniques as listed below:

- Tuck in your pelvis to help your back remain balanced, tighten your stomach muscles.
- Bend your knees when lifting an object and keep your back as straight as possible. Lift with your leg muscles, not your back.
- Hold the load as close to your body as possible in a hugging manner and gradually lift with your legs into an upright standing position.
- Avoid twisting at your waist for that can cause serious injury: Make sure that your feet, knees, and torso are all pointed in the same direction.
- Bend at your knees to sit down, use that same technique to set your load down. Keep 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.

16.4 Emergencies

Familiarize yourself with the location of the first aid kits and know who is responsible and qualified to perform first aid. Never treat an open or bleeding wound or allow others to treat such a wound without first understanding the risks associated with blood-borne pathogens and the necessity to wear rubber gloves.

If an injury requires emergency medical attention, seek medical attention immediately. RSST will arrange for you to see the authorized Health Care Facility. If the injury is a non-emergency, inform your immediate Shift Supervisor and also notify your RSST Recruiter. Workplace injuries are covered by Worker's Compensation insurance and must be reported immediately. Failure to report a work related injury immediately will be noted in your personnel file and could hinder the investigation process.

16.5 Reporting

Employees must report unsafe work conditions immediately. First inform your Customer Client Supervisor and subsequently inform your RSST

Recruiter. Do not let unsafe work conditions go unnoticed and/or undetected. Employees must report any/all workplace accidents to his/her Client Customer Shift Supervisor as well as your RSST Recruiter. Notification of the accident to your RSST Recruiter should be done during normal business office hours. If you call after normal business hours leave a detailed message that includes you full name and an RSST Recruiter will contact you as soon as possible.

Renhill Contacts:

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