TEMPORARY EMPLOYEE HANDBOOK

Welcome to Certified Employment Group!

You've registered with Northern California's premier employment service. Our total focus is to assist you with your employment needs and to meet our clients' expectations.

Certified Employment Group was founded in 1963. We have the experience to assist you in finding the "perfect" position. All our work is in Northern California, and we are one of the largest employment services in the region.

We're glad you came to Certified and look forward to a productive partnership with you. So that we may better serve you, we ask that you read the following material thoroughly.

We look forward to providing you meaningful and profitable work.

Jeffrey R. Eggert
President

INTRODUCTION

This handbook contains important information regarding Certified's temporary employment opportunities, personnel policies and practices, benefits, and other matters of interest to you.

Information on personnel policies and procedures in areas not specifically covered here will be made available to you and/or explained to you by your local Certified supervisor upon your request.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Certified and you. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will (see Terms of Employment), may be amended or cancelled at any time, at the Certified's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the President of Certified.

TERMS OF EMPLOYMENT

Certified Employment Group requires all applicants to show valid proof of identity and the right to work in the United States, pursuant to the Immigration Reform and Control Act of 1986. We cannot legally employ you without this proof.

Additionally, we verify social security numbers for all applicants - if you don't have a valid social security number we can't complete the application process.

An application completed either in person or on-line is not a guarantee that work will be offered to you. You can increase your work opportunities by being flexible, updating your skills, and staying in touch with us on a regular basis.

Employment with the Certified is voluntarily entered into, and you are free to resign from your position at will, at any time, with or without cause. Similarly, Certified may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

There is no contracted temporary employment period for any particular assignment. Employment lengths, when described, are estimates only, and all temporary work through Certified is hourly, at-will and subject to change with or without cause or notice.

Similarly, placement on a temp-to-hire assignment is not a guarantee that the client will hire you as one of its regular employees.

EQUAL EMPLOYMENT OPPORTUNITY

Certified is committed to equal employment opportunity and employs all qualified persons without regard to race, color, religion, national origin, sex, age, disability, or any other classification protected by the federal, state or local laws. If you feel you have not been treated in accordance with this policy, you should contact our HR Manager at (510) 420-3747 ext. 4098. Certified assures all employees that no individual filing a complaint will be discriminated against as a result of their complaint.

CERTIFIED EMPLOYMENT GROUP IS YOUR EMPLOYER

When you're on assignment through Certified, we are your legal employer. As such, we issue your paycheck, pay all required payroll taxes, and issue your W-2. We comply with all state and federal regulations regarding equal employment opportunity, regular and overtime pay, immigration law, workplace safety, workers' compensation insurance, non-harassment, unemployment, and disability status.

PAYROLL SERVICE EMPLOYEES

You may have been selected by a client company that uses Certified as its payroll carrier. If this is the case, you are classified as a "payroll service employee." Our Payroll Service Program enables our clients to select their workers while maintaining them on Certified's payroll.

If you've been selected in this way, Certified is your legal employer. As such, both you and Certified are bound by the legal responsibilities dictated by the employer/employee relationship.

This handbook pertains to you as well as to our temporary employees. Exceptions to any policy, procedure or benefit plan affecting payroll service employees are specifically noted herein.

ALWAYS CALL CERTIFIED DIRECTLY

Certified is the link between you and our clients. You should never call a client directly unless your Certified supervisor asks you to do so. CONTACT US IMMEDIATELY IF OUR CLIENT OFFERS TO HIRE YOU AS ONE OF THEIR EMPLOYEES.

LATENESS OR ABSENTEE POLICY

If you realize that you will be absent from, or late to your assignment for any reason, you must call your Certified supervisor immediately so that we can inform our client. If you need to call us before or after regular business hours, leave a message on your branch's voicemail. DO NOT CALL THE CLIENT DIRECTLY. Also, please give us as much advance notice as possible for planned absences.

Even when the absence is unavoidable, it's much better that your relationship with Certified and our client remains positive through good communication. Informing us of the particular circumstances of your lateness or absence is very important.

Failure to call in advance to report an absence from an assignment may be interpreted as a voluntary quit. Under these circumstances, you will not be eligible for unemployment benefits based on your separation from Certified, and you may be terminated from your employment with us.

Update Your File
Please contact us if:

- You change your name, address or phone number
- You need to change your W-4 tax form
- You acquire additional skills
- You've found full-time work and wish to inactivate your file
- You have friends interested in working for Certified!

Assignment Details
Call Certified if there are any significant changes in your duties during an assignment, or if you find that your skills don't match the job. Let us know if the client asks you to operate equipment that Certified didn't describe to you when you accepted the assignment.

You must call us if a client asks you to work off-site. You're not permitted to do so without the express permission of Certified Employment Group. We will not be responsible for any injury you may sustain on such an assignment if you're working off-site without our permission.

Availability for Work
Each time you're available for an assignment, it's your responsibility to call us and let us know. Failure to do so will indicate to us that you're no longer available for work. This lack of communication with us may affect your eligibility for unemployment benefits.

Safety on the Job
If you're injured while on assignment, call us immediately so that we can direct you to an approved treatment facility. Failure to follow this procedure may delay any workers' compensation benefits that you may be entitled to. As your employer, we're responsible for reporting and administering your claim. Help us help you stay healthy by following all on-the-job safety rules. Violating safety rules on assignment may result in your termination from employment with Certified.

Polices and Procedures
If you have any questions or are unsure about any Certified or client company procedure or policy, or have payroll questions or problems while on assignment, call to discuss them with us, not the client.

On-The-Job Injury
Together with our employees and clients, we work to prevent on-the-job injuries, but sometimes accidents happen. If you're injured on assignment, notify your client supervisor and then **CALL CERTIFIED IMMEDIATELY**. You must notify us even if your injury is minor and can be treated by first aid. Prompt reporting of a work-related injury is key to timely treatment. Your Certified supervisor will direct you to the appropriate approved medical facility if you require treatment for your injury.

Please be advised that Certified carefully investigates the legitimacy of all workers' compensation claims. Fraudulent claims will be prosecuted to the full extent of the law.

Modified Duty and Return to Work Policy
We're committed to helping you recover and getting you back to work as soon as possible. We monitor your recovery by staying in contact with both you and your doctor if you're unable to return to work right away. If that's the case, we'll work closely with you and your doctor to provide you with modified duty assignments until you are again able to return to full duty. Any employee injured on assignment **MUST** accept any light or modified work that we offer if the duties fall within your doctor's restrictions. Failure to accept a modified duty assignment that is offered to you may result in loss of workers' compensation benefits.

PAYROLL PROCEDURES

Direct Paycheck Deposit/ePaystub
For your convenience and security, we encourage you to sign up for direct deposit and ePaystub. With this service, your paycheck can't be lost in the mail or stolen. Funds are available in your account no later than the Friday following your timecard submittal. No more standing in line at the bank!

Payroll Cycle
Certified Employment Group issues paychecks weekly. It's your responsibility to complete your timecard fully, correctly, and in a timely manner. Be sure that your timecard includes your name, social security number, your signature/approval, the client supervisor's signature/approval, and your current job order number.

We can't issue your paycheck without these items.
You are responsible for submitting your timecard to us in a timely manner. You may complete the online timecard, drop off a hard copy in your branch office or fax it to us. In order to receive your paycheck on a timely basis, submit your timecard to us as soon as your assignment shift

has ended for the week. During weeks with a postal holiday, mailed paychecks may arrive later than usual. APPLY FOR DIRECT DEPOSIT TO AVOID DELAYS.

Falsifying any part of a timecard and submitting it to Certified for payment is a punishable offense and will be prosecuted to the full extent of the law. Fabrication/falsification of a timecard or any other required document, such as your employment application, will result in immediate termination of your candidacy or employment with Certified.

If you have questions regarding any of the above procedures, contact your Certified supervisor. For problems concerning your paycheck, call our **Payroll Hotline Number: 1-510-420-3750.**

Time Off
Temporary employees are not compensated for time off due to absences for any reason, including jury duty. We're happy to verify this policy in writing should you need that proof. Contact your branch office for assistance.

BENEFITS

In addition to competitive pay and great jobs, Certified Employment Group provides several benefit plan options for temporary employee.

Direct Paycheck Deposit
It's easy, convenient and free to you.

Medical Health and Dental Insurance Available
We provide access to affordable medical, dental, life and vision insurance. Ask your branch representative for information.

Bonus Plans
Bonus plans such as temporary employee candidate referrals, completion bonus, and safety bonuses are sometimes available. Ask your branch representative for more information.

Resume Assistance
Each of our branch offices is equipped with resume software. This program is available for your use and it will help you in producing a resume or updating your current one. Contact your branch to schedule an appointment.

Free Tutorials
Various software tutorials are available to assist you with upgrading your skills. Ask your branch representative for details.

401k Plan
We offer participation in a 401k plan to temporaries who meet plan entry qualifications. Check the "Employee Benefits" link under the "Employees" section of our website.

The benefits described herein may vary based on specific agreements between Certified and its clients. Check with your local branch office for more details.

EMPLOYEE STANDARDS/WORK RULES

First impressions are lasting ones and we appreciate your efforts to present a positive attitude and professional appearance to our clients. You'll do best when you feel comfortable in your working environment; neat, businesslike clothing reflects your professionalism and is always appropriate. When we discuss assignments with you, we'll let you know when dress other than traditional business clothing is required and whether you'll need any personal protective equipment.

We require you to observe the following work rules. Failure to do so may result in termination of your employment with Certified.

- Drug or alcohol use on assignment, or working under the influence of any controlled substance while on assignment is strictly prohibited and will result in immediate termination of your employment.

- No employee will knowingly be permitted or required to work while his/her ability to do so is impaired by fatigue or illness, if these conditions pose a safety hazard to the employee or anyone else at the job site.

- You must be on time to your assignments. Lateness or absences without a valid excuse and notice, as determined by Certified or our clients, will not be tolerated.

- Workplace harassment is prohibited, as is any inappropriate behavior while on assignment. Inappropriate behavior includes, but is not limited to, fighting, aggressive or threatening talk or actions, gambling and selling and/or distributing anything while on assignment.

- Never use a client's phone, computer, office equipment, materials, supplies or work time for personal activities. Facial jewelry and revealing clothing are not acceptable on assignment.

- Silence your cell phone while on assignment. If you must receive calls of an urgent nature on your cell phone, you must get the client's permission in advance.

- Observe all client and Certified rules including safety procedures, break times, smoking, etc. Theft, destruction or defacement of client or Certified property is prohibited.

- Do not request a pay advance or raise from the client, or borrow money from the client or other employees while on assignment. Contact Certified directly if you have questions about your pay.

- You will be terminated if you misrepresent or falsify any information during any phase of your employment.

- Failure to comply with safety standards set forth by Certified Employment Group or our clients will result in your immediate termination.

NON-HARASSMENT POLICY

Certified Employment Group is committed to providing a work environment free from unlawful discrimination. Company policy prohibits sexual harassment, and harassment based on pregnancy, medical conditions, race, religious creed, color, national origin or ancestry, physical or mental disability, marital status, age, sexual orientation or any other basis protected by federal, state or local law, ordinance or regulation. **All such harassment is unlawful.** Certified's anti-harassment policy applies to all people involved in the operation of the company and prohibits unlawful harassment by any staff or temporary employee of the company, including supervisors and co-workers.

Prohibited unlawful harassment includes, but is not limited to, the following behavior(s):

a. Inappropriate verbal or written conduct such as suggestive, insulting or derogatory comments, epithets, innuendoes, sounds, jokes, teasing or slurs based on any of the above categories, and sexual propositions, advances or threats;
b. Visual harassment such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
c. Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work;
d. Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
e. Retaliation for having reported or threatened to report harassment.

In particular, sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature that (1) have been made either explicitly or implicitly a term or condition of an individual's employment, (2) is used as a basis for employment decisions such as promotions and benefits affecting such individual, or (3) substantially interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

If you believe you have been unlawfully harassed or discriminated against, or if you have observed actual or perceived harassment or discrimination, notify your Certified supervisor immediately so that we can investigate and resolve the matter as quickly as possible. Alternatively, you may report your complaint to Certified's HR Manager, at (510) 420-3747, ext 4098. Your complaint should include details of the incident or incidents, names of the individuals involved and the names of any witnesses. Certified will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

Any employee determined by the company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination.

A company representative will advise all parties concerned of the findings of the investigation. Certified will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

Certified encourages all employees to report any incidents of harassment **immediately** so that complaints can be resolved quickly and fairly.

If our investigation does not remedy the illegal harassment to the employee's satisfaction, the employee may file a harassment charge with the local office of the Department of Fair Employment and Housing (DFEH) or notify the Fair Employment and Housing Commission (FEHC). The law prohibits any employer from retaliating against any employee for filing a charge with the DFEH, or for cooperating in any manner with the DFEH or FEHC in its investigation of the charge.

CONFIDENTIALITY

During the course of your employment you may gain access to information related to our clients' businesses. Professional conduct requires you to treat all such information as confidential. You may not disclose this information to anyone other than those employees who, according to our client, have a need to know the information.

DRUG/ALCOHOL/BACKGROUND SCREENING

Various clients have policies requiring drug, alcohol, and/or background screening on a pre-assignment basis for temporary employees. If you wish to be assigned to one of these client companies, you must consent to undergo the screening requested by the client.
We reserve the right to drug/alcohol test any temporary employee who exhibits behavioral symptoms of substance abuse such as fighting, slurred speech, staggering or other mobility problems, etc. Company policy states that if you are found to be under the influence of any controlled substance while on assignment, your employment with Certified will be terminated.

If we obtain a background report on you it will contain information regarding criminal conviction, driving record and/or other background information. The information contained in such a report may affect your eligibility for hire or your employment status with Certified Employment Group. Before taking any adverse action based on a background report, we'll provide you with information that will assist you should you wish to challenge the accuracy of the reporting agency's account. (For a more complete explanation of our background screening policy, please refer to the Consumer Report Disclosure and Consent Form that you signed during the application process.)

UNEMPLOYMENT INSURANCE BENEFITS

Unemployment benefits are available to individuals who meet California requirements. To collect benefits, you must be available for and actively seeking work. If your personal interests or obligations restrict your availability for work, if you turn down assignments that you are qualified to perform, or if you can't be contacted for job opportunities, Certified will contest your eligibility for benefits if you file an unemployment claim. Unemployment insurance is meant to be a safety net for those who are temporarily out of work through no fault of their own.

PREGNANCY DISABILITY LEAVE, FAMILY MEDICAL LEAVE (FMLA), CFRA

PREGNANCY DISABILITY LEAVE

An employee disabled by pregnancy is entitled to up to four months disability leave. An employee who is disabled by her pregnancy and entitled to Pregnancy Disability Leave may take the leave all at once, or in increments so long as it is during a period when the woman is physically unable to work because of pregnancy or a condition related to her pregnancy. An employee seeking to take Pregnancy Disability Leave has a duty to notify Certified of her intention to take this leave. If the need for taking leave is foreseeable, the employee is required to give 30 days' notice. If the need for leave arises suddenly, and without enough time to give 30 days' notice, the employee is only obligated to give notice to the employer as soon as practicable.

FAMILY MEDICAL LEAVE

FMLA requires covered employers provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: incapacity due to pregnancy, prenatal medical care or child birth; to care for the employee's child after birth, or placement for adoption, or foster care; to care for employee's spouse, son, daughter or parent, who has a serious health condition; or for a serious health condition that makes the employee unable to perform the employee's job. Employees may be eligible to take up to twelve weeks of leave under FMLA if they have worked for Certified for at least 12 months, and have worked for at least 1,250 hours over the previous 12 months, at a location where at least 50 employees are employed by the employer within 75 miles. FMLA allows family leave for a period of up to 12 weeks for the birth of a child

of the employee, and also allows a pregnant employee to take leave before the actual date of birth of the child for prenatal care if the employee's condition makes her disabled and unable to work. However, FMLA runs concurrently with Pregnancy Disability Leave, so an employee taking Pregnancy Disability Leave also would use up her FMLA leave at the same time.

CALIFORNIA FAMILY RIGHTS ACT (CFRA)

The employee may take an unpaid leave for the birth of a child for purposes of bonding, for placement of a child in the employee's family for adoption or foster care, for the serious health condition of the employee's child, parent, or spouse, and for the employee's own serious health condition. To be eligible for CFRA leave, an employee must be either a full-time or part-time employee working in California, have more than 52 weeks of service with Certified and have worked at least 1,250 hours in the 12-month period before the leave begins, and work at a location in which Certified has at least 50 employees within 75 miles of the employee's work site. 30 days advance notice before CFRA leave is taken must be given if the leave is foreseeable. Please note Certified may deny reinstatement to an employee if his/her position ceased to exist.

MORE INFORMATION

For more information on leaves, contact our HR Manager at (510) 420-3747 ext. 4098.

SAFETY AT WORK

The office has long been considered one of the safest work environments; however, all too many painful injuries result from failure to observe these simple safety practices:

- Keep your work area clean and neat. Don't block aisles, doorways, exits or stairways with boxes or equipment.
- Close all drawers when you're done using them to prevent people from running into them and injuring themselves.
- Open only one file drawer at a time to prevent the cabinet from tipping over and causing serious injury.
- Do not lift anything weighing more than 20 pounds. If you must move office furniture or equipment GET HELP to do it. Whenever you lift, squat down close to the item and use your legs to lift.

If you spend four or more hours per day working on a computer, please follow these guidelines:

- When sitting at your workstation, be sure to adjust your chair so that your knees are bent at a 90-degree angle and your feet are flat on the floor.
- The keyboard should be at a height allowing you to work with your wrists straight, and your forearms parallel to the floor. Your elbows should be bent at a 90-degree angle.
- Adjust the display screen so that it's about 2 feet away from you and slightly below your line of sight.

- TAKE BREAKS from keyboarding at least once every hour or two to stretch your body, especially your hands and wrists.

THANK YOU for applying with Certified Employment Group. Please feel free to call us anytime you have any questions or concerns.

This handbook only highlights various aspects of your employment relationship with us and therefore cannot be construed as a legal document. Certified reserves the right to revise, supplement or revoke any of the provisions of this handbook, and any of its other policies at any time, with or without notice, as it deems appropriate and at its sole and absolute discretion.

Certified Employment Group Branch Locations:

SAN FRANCISCO
111 Pine Street, Suite 1200
San Francisco, CA 94111
(415) 433-3600
(415) 433-7008 fax

SANTA ROSA
1421 Guerneville Road, Suite 114
Santa Rosa, CA 95403
(707) 521-2140
(707) 521-2154 fax

ROSEVILLE
1380 Lead Hill Blvd., Suite 205
Roseville, CA 95661
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2000 Powell Street, Suite 540
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(510) 420-3747
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2105 S. Bascom Ave., Suite 376
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