



1ST TEAM Staffing Services, Inc.

*Building Partnerships*



# Associate Handbook

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### Introduction

Welcome to 1ST TEAM Staffing Services. You are now part of the "TEAM." We are committed to providing our clients with top notch professionals, so we only hire the best. As an associate of 1ST TEAM Staffing, you will gain access to some of the top companies in the Mid-Atlantic Region. Throughout this handbook you will find some important details about 1ST TEAM Staffing, we ask that you please familiarize yourself with the policies and procedures detailed in this book and keep it as a reminder of what we expect of all our employees. Thanks and good luck.



### Contact Info

Here is how you can contact 1ST TEAM Staffing:

#### Corporate Office

#### Sales Center

806 Frederick Road  
Catonsville, MD 21228  
410.719.0404  
Fax: 410.719.0165

#### Aberdeen Sales & Recruitment Center

101 West Bel Air Avenue  
Aberdeen, MD 21001  
410.272.6106  
Fax: 410.272.1040

#### White Marsh Sales & Recruitment Center

5022 Campbell Blvd., Suite A  
Baltimore, MD 21236  
410.933.5690  
Fax: 410.933.5694

#### Baltimore Sales & Recruitment Center

5517 Selma Avenue  
Baltimore, MD 21227  
410.242.2810  
Fax: 410.242.4379

#### Website:

[www.1stteamstaffing.com](http://www.1stteamstaffing.com)

#### Email:

[info@1stteamstaffing.com](mailto:info@1stteamstaffing.com)

Answering Machines: Due to the high volume of calls we receive on a daily basis you may get a voice mail when calling 1ST TEAM, which will direct you to leave a message. This will also occur if you are calling outside of business hours. We check our voice mail regularly so please leave a message.

## *Rules and Regulations*

As a team member of 1ST TEAM Staffing Services, the following procedures are expected of you:

- ➔ We expect the exceptional...always be on time for work, always work hard, and always represent 1ST TEAM Staffing in a professional manner. If you are going to be late or sick for an assignment, call your coordinator prior to your start time. If you are running late or calling out please call the office as soon as possible.
  
- ➔ We expect the basics...politeness, honesty, good grooming, appreciation, good attitude, punctuality, reliability, and good work habits. Realize that every temp assignment is a working interview for a full time position. Go to each assignment with a positive attitude.
  
- ➔ Completing and returning your time cards to our office is your responsibility unless told otherwise by your coordinator. In order to receive a check your timecard must be filled out completely, signed by your job-site supervisor, and turned in to the appropriate 1ST TEAM office for processing by noon on Monday. Any omissions or errors on your timecard could cause delays in receiving your check.
  
- ➔ If questions about job duties, responsibilities, or safety arise at the job site, call your coordinator immediately. Also, if you have any questions or problems call the office.
  
- ➔ Always work safely and wear the proper safety gear where and when applicable. Avoid horseplay, practical jokes, or other activities that create a hazard. Don't let your work put another worker in danger. Report any unsafe work practice and any injury or accident to your supervisor.
  
- ➔ Refer to the Safety Section of this handbook for the proper safety procedures for each assignment.
  
- ➔ 1ST TEAM maintains a no tolerance policy for drug and alcohol use. You are expected and required to report to work in appropriate mental and physical condition. It is our intent to provide a drug-free, healthy, safe and secure work environment.

## Benefits

To reward loyalty and to encourage our associates to put forth the best effort, we offer the following:

**Holiday Pay** – We offer 6 paid holidays per year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day



Eligibility requirements for Holiday Pay:

- 800 consecutive hours within the calendar year
- Must work the complete day before and complete day after the holiday
- Must have a clean safety record with no safety violations
- Must follow all 1ST TEAM Policies and Procedures
- Must maintain perfect attendance 6 weeks prior to holiday

**Vacation Pay** – We offer 5 paid vacation days per year.

Eligibility requirements for Vacation Pay:

- 1800 consecutive hours within the calendar year
- Must have a clean safety record with no safety violations
- Must follow all 1ST TEAM Policies and Procedures
- Must have less than 8 occurrences in the current calendar year

**Direct Deposit & Direct Pay**– Available to eligible employees. See your coordinator for the proper forms needed.

**Referral Bonus'** – We offer a \$20 bonus to any employee that refers an applicant that is placed on an assignment, completes 80 hours of satisfactory work and maintains a clean safety record. Employee must use name of 1ST TEAM Associate at time of interview. A \$50 bonus is offered to employees that refer a new client company to 1ST TEAM upon the new company using 100 hours of employee use. Please see your coordinator for the proper forms needed.

**Employee Recognition Programs/ Performance Bonuses for Outstanding Work** - Many of our clients offer bonuses based on outstanding performance, high production levels or for perfect attendance. See a staffing consultant to find out if your job site offers such bonuses or programs.

**Health Benefits** - You are eligible for individual insurance coverage at group rates after working 1500 consecutive hours. Call 1ST TEAM to enroll for coverage.

**401K** - We offer an employee sponsored 401K Savings Plan to eligible employees. Call 1ST TEAM for details.

## Work

### **Reporting to Work**

You are expected to report to work on the day your assignment is scheduled to start. It is a good idea to call 1ST TEAM the day before to confirm assignment information. Remember, plan to arrive early the first day to ensure you find where and to whom you're reporting prior to start time.

When you accept a job, you are making a commitment, and it is important for you to act responsibly. Below are a few things to keep in mind.

### **Call Out Procedures**

No call, no shows are not tolerated by 1ST TEAM. If for any reason you are unable to report to work, you are expected to call the office prior to the start of your shift. If during non-business hours please leave a detailed message in our "Call-Out" voice message box on the 1ST TEAM answering machine. We check our voice mail regularly so please leave a message.

### **Have a positive attitude and be enthusiastic!**

Have a positive attitude towards the job you accept. Associates who arrive to work with "wrong" expectations often disrupt others and in turn disrupt the job site. Employers are looking for workers who are enthusiastic and willing. Flexibility, enthusiasm, and teamwork are very important in the workplace. Without these, you risk losing your job.

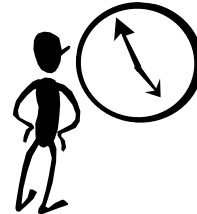
You are always expected to do your job and act appropriately.

### **Time**

Employees are paid every Friday for work performed during the previous week. The pay period begins Monday and ends on Sunday. Timecards are due before noon on Monday for the previous week worked.

**Example:** A pay period ends Sunday, January 2, 2005 with a timecard due Monday, January 3, 2005 before noon. The subsequent paycheck would then be released on Friday, January 7, 2005.

All timecards must be authorized by a supervisor prior to being submitted for processing. Timecards can be delivered to 1ST TEAM or sent by fax.



### **Dress Attire**

Appropriate clothing must be worn at all times.

Appropriate shirts include shirts that cover the chest and torso. (Inappropriate shirts include: cut-off shirts, tank tops or low-cut shirts.)

Wear pants that are clean, neat, and complete, no holes. Shorts, when allowed by client site, must be modest in length.

Wear shoes that allow you to move around easily throughout your work environment, certain companies will require a safety shoe.

1ST TEAM will go over any other company dress requirements necessary on a per company basis.

### **Overtime**

Being on time is essential, and showing up earlier than expected is even an advantage, as it makes a good impression on your employer. As a new employee, do not reject requests to work extra hours. Companies will pay you overtime, one-and-a-half times the normal wage rate, for any additional hours worked over 40 within one work week.



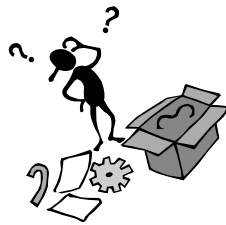
### **Work as long as you promised**

If you tell an employer you will work until a certain time, keep your promise. Employers rely on their staff to work until the end of shift time. Do not promise to work a shift just to get a job. That can inconvenience your employer and 1ST TEAM.

### **My Job is no Longer Available**

In some instances you may arrive and find that the job you had agreed to is not available. Sometimes the company for which you had agreed to work will have another position available for you. Other times, they will have no jobs at all. In this instance, the first thing that you need to do is contact 1ST TEAM and you will be assigned to another job.

### **Problems at work**



If you are a new employee you may encounter problems on the job that other co-workers have already experienced. Speak to them about these problems – perhaps they can help you resolve them quickly and harmlessly. If not speak with a supervisor or contact 1ST TEAM.

If you are having problems with a supervisor or co-worker, try to resolve it in a strictly professional manner. In any job, you may meet people you do not like, or cannot work well with. If speaking to the person directly does not successfully take care of the problem and it is impairing your work, speak with a supervisor about it or contact 1ST TEAM. 1ST TEAM has zero tolerance to work place violence. Work place violence will result in immediate termination from 1ST TEAM Staffing.

### **Layoffs and Firings**

You could be laid off for any number of reasons, which may not reflect on your own performance of that job (i.e. because business is slow). You are usually given some kind of notice before this occurs. Employers do not like to get rid of an employee, especially valuable ones.

If you are fired, it is usually because the company is unhappy with you. You will rarely be fired for lack of job skills. Most often, people are fired for being inconsistent, uncooperative, frequently absent, late, or for disciplinary reasons. If you do something wrong, you will usually be told so before the situation becomes serious.

## Health and Safety Policy

Safety isn't something separate from the job; it's how we do our job. Accidents are disruptive to the workplace and lower the value of the services we provide. Unsafe practices may result in injuries to not only you, but may also result in injuries to others and damage to equipment. We require all of our clients to do their part by keeping the workplace free from hazards. To guarantee safe work conditions we perform regular safety inspections at our client sites, but we also rely on you to keep the sites safe. Since we are unable to be at every site all the time we need our associates to let us know of unsafe work conditions. If you are asked to do a job that you feel is unsafe, outside the original job description, or requires skills that you don't possess, contact 1ST TEAM immediately.

While working at a client site you are expected to be safe at all times. If you are observed by a 1ST TEAM representative doing any activity that is deemed unsafe you will receive a "Safety Violation" write-up. A "Safety Violation" will result in the loss of your holiday and vacation pay for the rest of that calendar year. Any associate that receives three write-ups will be terminated from 1ST TEAM.

We are committed to your safety, and we expect and require you to be committed to working safely.

## Emergency Procedures

### **DO NOT PANIC!**

Contact 1ST TEAM Staffing immediately by calling 410.242.2810.

If you are in a potentially life-threatening situation, call 911.

# 911

### **First Aid**

ALWAYS know the location of 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. It is vitally important that you wear rubber gloves to avoid contact with blood or any other bodily fluids if administering first aid to others.

### Fire

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



- Proper housekeeping prevents fires.
- Know the location and proper use of all fire extinguishers and other first aid fire equipment.
- Know the location of fire alarms.
- Know the location of fire exits and fire escape routes.
- Understand the emergency fire plan.



## Incident Reporting

If you are injured at one of our client sites you need to do the following:

1. Report it to your Supervisor at the jobsite.
2. Contact 1ST TEAM to report the injury.
3. Report to a 1ST TEAM office within 24 hours of the injury to fill out an incident report.

Failure to report an incident may result in the forfeiture of your Workers' Compensation Benefits. As a 1ST TEAM Associate you will be covered at all times through 1ST TEAM's Workers' Compensation Insurance Plan.

- All incidents should be reported whether they are non-injury related or injury re-



## Protection

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

### **Eye and Face**

- Workers must wear safety glasses or face shields for welding, cutting, nailing, or when working with concrete and/or harmful chemicals.
- Replace poorly fitting or damaged safety glasses.

### **Foot**

- Safety-toed shoes are recommended to prevent crushed toes when working with heavy rolling equipment or falling objects.

### **Hand**

- Workers should always wear gloves to prevent injury.
- Gloves should fit snugly.

### **Hearing protectors**

- Ear plugs or earmuffs should be worn to protect hearing damage from loud noise.

All companies have a dress code specific to job duties. Please make sure to go over these dress codes with your coordinator prior to reporting to a job site.

### Tools and Equipment

1. ONLY use equipment that you have been trained or certified to use.
2. ALWAYS check all equipment/tools prior to use to make sure they are in proper working order. If not please notify a supervisor immediately before using.
3. NEVER attempt to fix or alter any equipment.
4. PAY ATTENTION when operating any mobile equipment. (Forklifts, Pallet Jacks, Automobiles) Please operate at a safe speed, be aware of your surroundings, and pay attention to others.



### Lifting and Moving

ALWAYS practice safe procedures when moving/lifting materials.

1. The first rule in moving material is DO NOT lift if there is a better or safer way.
2. THINK! Would a hand truck, pallet jack, hoist, or forklift be better for this job? You are not a human forklift! Do not try to impress others with your strength. Over-exerting your back does not impress anyone.
3. PLAN! If you must lift, plan your moves BEFORE you pick up the object. Make sure you have a clear path and clear, flat surface on which to deposit your load. Make sure your load is balanced.
4. GET HELP! If the object is heavy, awkward, imbalanced, or in an odd or unsafe location get assistance.
5. USE GOOD TECHNIQUE! If the load is safely manageable by you alone ALWAYS use good body mechanics.

#### **Proper Lifting Technique**

1. TUCK IN YOUR PELVIS – To help your back stay 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!
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. Make sure that your feet, knees, and torso are always pointed in the same direction.
5. BEND YOUR KNEES TO SET DOWN – Use the same techniques used when lifting to set your load down.



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

## Policies

**#5040 – Equal Employment Opportunity** – We are committed to providing equal opportunity to all employees and applicants for employment, without regard to race, religion, color, national origin, sex, age, sexual orientation, marital status, physical or mental disability, veteran status or membership in an labor union or other lawful organization.

**#5050 – Discrimination** – 1ST TEAM Staffing has a policy of zero tolerance regarding any form of unlawful discrimination. We are committed to providing a workplace free from unlawful discrimination. It is illegal and against 1ST TEAM Staffing policy for any employee to discriminate against another employee, tenant, or applicant for a position. Such conduct will result in disciplinary action up to and including dismissal. This policy includes discrimination because of race, religion, color, national origin, sex, age, sexual orientation, marital status, physical or mental disability, etc. It also includes sexual harassment (see Policy #5060).

**#5060 – Sexual Harassment** – 1ST TEAM Staffing is committed to providing a workplace free from sexual harassment. It is illegal for any employee, male or female, to sexually harass another employee. Such conduct will result in disciplinary action up to and including dismissal.

We adopt the Equal Employment Opportunity Commission's definition of sexual harassment:

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of any individual's employment,
- Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Note that conduct that has the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment may be "sexual harassment", whether or not the person engaging in the conduct intends to create that effect.

By way of example, the following conduct can be sexual harassment:

- Threatening or insinuating that a employee's submission to or rejection of sexual advances will in any way influence any personnel decision regarding that employee's employment, evaluation, wages, advancement, or assignment duties.
- Flirtation, joking, or teasing.
- Advances or propositions.
- Continual or repeated verbal abuse of a sexual nature.
- Graphic words used to describe an individual.
- Lewd, risqué or obscene language.
- Ribald or gender-targeted jokes or cartoons.
- The display in the work place of sexually suggestive objects or pictures.
- Intentional, wrongful touching.

If you feel harassed but are unwilling or unable to address the situation directly, or if such attempts prove fruitless, then 1ST TEAM Staffing requires you to report such conduct to your on-site supervisor, coordinator, or other member of 1ST TEAM's staff.

**#5290 – Drugs and Alcohol** – You are expected and required to report to work in appropriate mental and physical condition for work. It is our intent to provide a drug-free, healthy, safe and secure work environment. If you possess, sell, distribute or use illegal drugs on 1ST TEAM Staffing's premises or while conducting 1ST TEAM Staffing business off premises, or report for work under the influence of such drugs or alcohol, you will be subject to immediate dismissal.

\_\_\_\_\_ Date



### Acknowledgement Form

By signing this I acknowledge that I've received the  
1ST TEAM Staffing Associates Handbook.

I understand that is my obligation as an employee in  
good standing to read and abide by all  
policies and procedures listed in this book.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
1ST TEAM Representative

