

# WELCOME TO EXPRESS.

Welcome to success.



www.expresspros.com



Express <sup>™</sup> EMPLOYMENT PROFESSIONALS		Press hard and print clearly					
Name	Jane Doe	Week Ending Date (Sunday)	2/10				
Last Four (4) Digits of Social Security Number	6789	Job Number	4221				
Client Company Name	ABC Company	<input checked="" type="checkbox"/> Assignment Completed	<input type="checkbox"/> Returning Next Week				
DAY/DATE	TIME IN	Lunch Out	Lunch In	TIME OUT	Regular Time	Overtime	Double Time
MON	8:00	12:00	1:00	5:00	8		
TUE	8:00	12:30	1:30	5:00	8		
WED							
THU	8:00	12:00	1:00	5:00	8		
FRI							
SAT							
SUN							
ENTER WEEKLY TOTALS (Round to nearest quarter hour)					Regular Time	Overtime	Double Time
					24		

**ASSOCIATE NOTICE:** Please fill in this time card completely. Leave the appropriate copy with your supervisor who signs to verify hours. The Express copies of the time card must be received in our office by 8:00 a.m. Monday. Failure to turn in your time card by the deadline may delay your check by one week. Failure to notify Express of the completion of any assignment will be considered job abandonment, and unemployment benefits may be denied in some states.

I certify, through my signature below, that I have worked the hours listed on this timecard and that the hours reflected are true and accurate. I further acknowledge that I have not been denied any required meals and rest breaks during this pay period. If I did not receive any required meals and rest breaks during this pay period, I agree that I will immediately notify my Express Staffing Consultant, both verbally and in writing, in addition, while on assignment. I have not had any work related injuries or illnesses nor have I been subject to any workplace discrimination or harassment.

Associate Signature: Jane Doe Date: 2/7

Yes! As an Express Associate, I want to help the Children's Miracle Network.  
 \$ This paycheck  \$ Every paycheck  \$ Other  \$

**CLIENT NOTICE AND VERIFICATION:** The undersigned, as agent for the client company, certifies that the Express temporary associate named herein worked acceptably during the period noted on this card. The undersigned also acknowledges and accepts the terms and conditions listed on the reverse side of this time card whereby this temporary associate has been supplied by Express. Please read the terms and conditions and retain the client copy.

Authorized Signature: Dawn Ryan Date: 2/7  
 Title: HR Manager  
 Department or special billing instructions: EXCELLENT  SATISFACTORY  UNSATISFACTORY

QUALITY OF WORK:  EXCELLENT  SATISFACTORY  UNSATISFACTORY

## ***Welcome to Express Employment Professionals***

Welcome to a team of associates who serve our community with pride. We realize our success depends on people like you. Maintaining our standards and excellent service is at the top of our list. We want you to feel confident about choosing Express, the leader in staffing services. Your interview provided us with information about your skills and availability we can use to assign you to positions that provide the best opportunity for success. Use this handbook to help you make the most of those opportunities.

### ***About Express***

Express is a staffing service with franchise offices worldwide. We employ people to work short-term and long-term assignments for a variety of companies.

### ***Equal Employment Opportunity***

We provide equal employment opportunities to all applicants and employees without regard to race, color, religion, sex, national origin, age, disability, or veteran status.

### ***Protecting Your Privacy***

Express respects the privacy of individuals in all aspects of our business operations. We have a longstanding commitment to protecting the personal information of applicants when providing services to our clients. Your personal information is only collected, used, and disclosed by Express in accordance with state and federal privacy law.

### ***Express Assignments***

Express will only assign you to jobs that match your skills and availability. Requests for a specific shift, commuting distance, pay, or other requests, may restrict our ability to assign you.

When on assignment as an Express associate, you are an employee of Express and entitled to Express employee benefits. You are not entitled to benefits offered by our clients.

- You or Express may terminate our employment relationship without cause. Your employment with Express is “at will.”
- Express client companies do not have the authority to terminate your employment. The completion of an assignment or release by a client, even for performance issues, is not a termination of employment.
- Treat all client information confidentially. You may be required to sign and abide by a client’s confidentiality agreement.
- Express may release information you provide or Express obtains in investigating your application to a client where you are assigned.
- Express carries Workers’ Compensation insurance for all associates on assignment. Claims should be made to Express, not the client.
- While on assignment you will be expected to follow all client policies, including, attendance, safety, Internet, and cell phone usage policies.

## Commonly Asked Questions

### **Do I pay any fees to Express?**

No. Associates are never charged fees for any assignment.

### **How often can I work?**

This depends on your skills, availability, and quality of your work. We make every attempt to keep our associates as busy as they wish. However, Express does not guarantee any certain number of hours.

### **How long are assignments?**

Assignments vary from hours to weeks or even months. When the assignment is made, the length will usually be known. If you are not available for the full length of the job, please do not accept the assignment.

### **Must I accept every assignment?**

No. You may decline any assignment without jeopardizing your employment or future assignments. However, if you refuse an assignment while on unemployment, your unemployment benefits may be affected.

### **Who should I call if I'm going to be late or absent?**

Call your Express Staffing Consultant before your shift starts.

### **What if I can't complete an assignment?**

If you are unable to complete an assignment for any reason, you must give a minimum of 48 hours notice so Express can obtain a replacement. Failure to show up for work without calling in will be considered job abandonment and unemployment benefits may be affected.

### **What do I do when the job assignment ends?**

When a job assignment ends, call Express immediately. Failure to call within 48 hours of the end of an assignment (or \_\_\_\_\_, as *mandated by state law*) is considered job abandonment. Unemployment benefits may be denied in some states. To ensure your active status when not on assignment, call in your availability weekly (or \_\_\_\_\_, as *mandated by state law*).

### **What if the client company wants to hire me?**

Both you and the client should contact your Express Staffing Consultant. We will handle all the necessary details. Express clients have agreed to only hire Express associates with Express' prior written consent.

### **How do I get paid?**

You will be paid on the assigned payday (usually Friday) provided you have turned in your properly completed and signed timecard to Express no later than 8:00 a.m. Monday for the previous week.

### **What if the client wants me to run an errand in my car?**

Express associates must not operate any motor vehicle on the job, including company cars or forklifts, without the prior written approval of their Express Staffing Consultant.

## Associate Programs and Benefits

Check with your local Express office about the availability of the following programs (*not all programs are available in all locations*):

- Holiday and Vacation Pay
- Medical Benefits
- Express Card—Dental, Drug, and Vision Discounts
- 401(k)
- Direct Deposit
- Referral Bonuses
- Safety Incentives
- Training
- Scholarship Opportunities

Detailed information about Express benefits is available at the back of this Express Welcome Handbook.

## Children's Miracle Network

Express Employment Professionals is an international sponsor of Children's Miracle Network (CMN). Since 1991, Express has donated over \$2 million to CMN.

CMN is an international, nonprofit organization providing medical care to children with serious medical or health-related needs. Through sponsors like Express, CMN generates funds and awareness programs for children served by more than 170 affiliated children's hospitals and medical institutions throughout the U.S. and Canada. Each year, CMN helps more than 14 million children with all types of afflictions such as cancer, trauma, heart disease, muscular dystrophy, birth defects and cerebral palsy. Ask your Express Staffing Consultant how you can help.



**Children's  
Miracle Network  
Hospitals**

If you would like to contribute to CMN, simply mark the appropriate box on your timecard and specify the amount. You can help make a difference.

**Express has over 550 locations worldwide to serve you. If you plan to relocate, ask your Express Staffing Consultant for information about the Express Office nearest your new location, or go to our web site at:**

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

## **Automated Call System**

To help find you a great assignment and get job information to you faster, one of the ways we may contact you is via our automated call system. This way you'll be able to get information about a job faster and hear of more opportunities available to you as an Express Associate!

## **Getting Off to the Right Start**

When you arrive at a new assignment, the client's staff will appreciate your ability to get right to work. These suggestions will help pave the way.

**Dress appropriately** — Your Express Staffing Consultant will discuss appropriate dress for each assignment.

**Be punctual** — On the first day of an assignment, arrive early. Find your work site supervisor and work location and settle in before your assignment starts. Notify your Express Staffing Consultant immediately if you are going to be late or if anything prevents you from reporting to an assignment. Excessive unexcused tardiness and absences may be cause for disciplinary action, up to and including dismissal.

**Always take a timecard** — Take a timecard to every assignment. To receive your paycheck, make sure your work site supervisor signs your timecard at the end of each week or at the end of the assignment. You must deliver your properly completed and signed timecard(s) to your Express office no later than 8:00 a.m. Monday for the previous week.

**Follow all client rules** — Follow client rules regarding breaks, hours, smoking, dress codes, attendance, safety, Internet usage, personal calls, etc.

**Communicate with your Express Staffing Consultant** — Report any changes in the type of work you are doing or any workplace issues or concerns, including workplace injuries, to your Express Staffing Consultant immediately!

**Complete the assignment** — Call your Express office at the completion of every assignment. Failure to notify your Staffing Consultant can be considered job abandonment, and unemployment benefits may be denied in some states.

**Market yourself** — If the client supervisor compliments your work, ask that you be requested by name when the next need arises. Express always tries to fill such requests.

*If the client has questions about any Express policies, please refer them to your local Express office.*

## **Discrimination, Harassment, and Retaliation**

Express does not tolerate any behavior that could be perceived as discrimination or harassment against our associates by anyone. There will be no retaliation for reporting discrimination or harassment, or for cooperating with the investigation of a complaint. Associates are expected to avoid behavior that could be interpreted as harassment and report inappropriate behavior to their Express Staffing Consultant.

## ***Sexual Harassment***

Unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature are sexual harassment if:

- Submission to such conduct is explicitly or implicitly made a term of employment, or used as the basis for employment decisions.
- Conduct interferes with an individual's work or creates a hostile or offensive working environment.

If sexual harassment occurs, ask the harasser to stop. If your direct approach is unsuccessful, immediately contact your Express Staffing Consultant. Express investigates all reported incidents of harassment or retaliation. Investigations are conducted in confidence to the extent possible. Express may take disciplinary action, including termination, against any associate who engages in any harassment. If you are found guilty of sexual harassment, you will be personally liable for monetary damages. Express will NOT pay damages.

## ***Grounds for Dismissal***

Please know your employment with Express is at-will, which means that either you or Express may end the employment relationship at any time, with or without cause. However, some of the situations that can result in discharge include the following:

- If you do not report to work and do not call, you will not be eligible for future assignments.
- Excessive unexcused tardiness or absences.
- Possessing, using, or removing property belonging to co-workers, Express, or a client without authorization.
- Reporting to work impaired, under the influence, or in possession of alcohol or drugs.
- Exhibiting lewd, immoral behavior, possessing weapons or explosives, or provoking, instigating, taking part in a fight, or threatening others.
- Insubordination, unprofessional conduct, dishonesty or poor performance of job duties.
- Inappropriate use of client computer facilities or networks.
- Inappropriate cell phone usage during work hours.

## ***When Should I Call Express?***

You should call your Express Staffing Consultant:

- If you have any questions, we're always glad to hear from you!
- When you are available for work. We call those associates first who have expressed interest.
- If there is any change in your job description or duties.
- When you're going to be late, absent, or need directions.
- When an assignment is extended.
- If you are injured on the job.
- If the client wants to hire you.
- When you complete an assignment.
- If your telephone number, address, or name changes.
- If you believe you have been subjected to any type of discrimination, harassment, or retaliation.

## Associate Safety Guidelines

Safe behavior is part of every job. Each Express associate must follow Express and client safety policies and rules for each job assignment. Failure to follow safety rules may result in disciplinary action, up to and including termination. These basic safety rules must be observed:

1. Follow instructions and don't take chances. If you don't understand the job, ask your work site supervisor!
2. Report unsafe conditions immediately to your work site supervisor and your Express Staffing Consultant.
3. Use all safety equipment required for the task, and wear the appropriate clothing for the job.
4. Use, adjust, and repair equipment only when authorized.
5. Use the proper tools for the job, and use them correctly.
6. Only operate machines or equipment you are qualified, trained, and authorized to use.
7. If lifting is part of your assignment, bend at the knees. Get help with heavy loads or use mechanical devices provided.
8. Maintain good housekeeping throughout the work area. Horseplay on the job is not permitted.
9. Only do the job you were assigned. If asked to work a different job or department, politely ask to verify this with Express.
10. If your assignment is to operate a vehicle or forklift, always wear the seat belt provided.
11. Avoid job activities that involve:
  - Live electrical wires
  - Explosives or hazardous chemicals
  - Confined spaces
  - Trenching or excavations below 4 feet
  - Roofing/Scaffolding
  - Working over 10 feet off the ground
12. Practice the ABC's of safety: **A** - Attitude **B** - Behavior **C** - Control

**Report any on-the-job injury you sustain to your work site supervisor and Express Staffing Consultant immediately.**

## Associate Safety Program

Express and our client companies work hard to protect you. However, the only person who can keep you safe on the job is you.

### First Aid

First-aid kits, equipped with basic bandages and medicines, should be located at the work site.

- Bandage your own cuts and abrasions if possible, to avoid exposing others to blood or body fluids.
- Know who in the office is a first aid responder.
- In serious situations, an associate who discovers the situation should notify the work site supervisor immediately.

### Emergency Procedures

Your assigned work site should have a written Emergency Action Plan. Make sure you read and understand the Plan as it relates to your work area. It should include information about escape routes to outside exits.

## **Safety – Office Environment**

### **Office Ergonomics**

The office environment should be designed to accommodate the individual operator in a safe and productive manner. The following recommendations will help control office ergonomic hazards.

#### **Adjusting the Chair**

- Keep feet flat on the floor or use footrest.
- Keep thighs horizontal and knees level with hips.
- Ensure that lower back is supported.
- Keep forearm horizontal, wrist neutral, and upper arm close to body.

#### **Adjusting the Keyboard**

- Keep wrists in neutral relaxed position.
- Maintain keyboard at comfortable height and location.
- Ensure that wrists and forearms are supported.

#### **Adjusting the Monitor**

- Keep the top of the screen at eye level, 18 to 24 inches away.
- Set up monitor at right angles to windows.
- Adjust contrast and brightness.
- Keep monitor and glare filter clean.
- Place document holder close to monitor.

#### **Adjusting the Lighting**

- Reduce overhead lighting.
- Use and adjust task lighting.
- Reduce glare from windows by adjusting blinds/drapes.

#### **Arranging the Work Area**

- Place primary equipment and documents within easy reach.
- Make sufficient space for documents and other materials.

#### **Operator Wellness**

- Perform periodic stretching and relaxation exercises.

## **Safety – Driving**

Safety must come before all other concerns. If your job responsibilities include regular or occasional driving, refrain from using any type of cell phone or other cellular device while driving including making or receiving calls, texting, or emailing. Regardless of circumstances, including slow or stopped traffic, you must pull off to the side of the road and safely stop the vehicle before placing or accepting a call or sending or reading messages, unless a hands free device is used.



## **Office Housekeeping**

Offices are to be kept neat at all times. To help prevent accidents adhere to the following guidelines:

- Prevent accumulation of paper, boxes, or other flammable materials on your desk or floor area.
- Immediately report any slip, trip, or fall hazards.
- Safely store and use scissors, pins, or other sharp items.
- Keep storage areas clean and orderly.
- Place used cleaning waste or rags in a closed metal container.

## **Security**

To protect the company and employees, certain security restrictions may be in place at the client company to which you are assigned. Follow their rules and regulations. The client company's plan may include the following topics.

- Access restrictions
- Identification (badges/cards)
- Computer access
- Reception areas/visitor procedures
- Parking issues
- Patrols/guards
- Anti-theft practices

Your work site supervisor will instruct you on their policies.

## **Office Equipment**

Offices provide the use of and exposure to small appliances, equipment, and furniture. The following recommendations should be observed unless the client company advises you differently.

- Items such as hot plates, toasters, coffee mug warmers, and any other type of small appliances are not allowed in offices, cubicles, or department sink/coffee areas.
- Only coffee makers, fans, and space heaters provided by the company are allowed. These should only be turned on and in use during office hours when employees are in need of them.
- Never open more than one cabinet drawer at a time, and close drawer immediately after use.
- Do not use sharp spindle files.
- Do not place machine cords in walking areas.
- Turn off all electrical machines or heat producing elements when not in use.
- Be sure furniture and fixtures are free of splinters or sharp edges.

## **Safety – Industrial Environment**

### **Hazard Communication**

You have a “Right to Know” about chemical hazards in the workplace. Your work site supervisor should provide information about chemicals in the work area. Take the following precautions:

- Read labels and Material Safety Data Sheets.
- Know where to find chemical information.
- Follow supervisor instructions and warnings.
- Use the correct protective clothing and equipment.
- Know emergency procedures.

### **Personal Protective Equipment**

Personal protective equipment (PPE) is designed to protect you from health and safety hazards. PPE will not protect you from all hazards, but could mean the difference between a minor injury and a severe one. Your Express Staffing Consultant and work site supervisor will advise you on the PPE necessary to do the job safely.

### **Forklifts**

Only trained personnel should be allowed to operate industrial trucks. Lift truck operating rules and safety procedures are provided by the client company. You should know the following:

- Do not drive up to anyone standing in front of a fixed object.
- Do not allow anyone to stand or pass under the elevated portion of any truck, whether loaded or empty.
- Do not permit unauthorized personnel to ride on powered trucks.
- Do not place your arms or legs between the uprights of the mast or outside the running lines of the truck.
- When unattended, the load-engaging means shall be fully lowered, controls neutralized, power shut off and brakes set. Set brakes and wheel blocks to prevent the movement of the truck.
- Maintain a safe distance from the edge of ramps or platforms on any elevated dock, or platform on a freight car. Do not use trucks to open or close freight doors.
- Use only approved industrial trucks in hazardous locations.
- Maintain a safe distance, approximately three truck lengths from the truck ahead, and keep the truck under control at all times.

All traffic regulations shall be observed, including authorized speed limits. Follow the client company’s rules and regulations. Ask for instructions from your work site supervisor if needed.

### **Lockout/Tagout**

Lockout/Tagout is a method of keeping equipment from being set in motion and endangering workers. Each client company will have their own program. Your work site supervisor will instruct you on their policy. Do not remove any Lockout/Tagout devices without specific directions.

## ***Machine Guarding***

You may be assigned to a job working with moving parts of machinery. If so, you need to understand the client company's machine guarding policy. Use the following to protect yourself:

- Make sure guards or shields are in place before using machinery. Don't wear rings, watches or bracelets to work.
- Be alert for the unexpected. Think ahead and realize what you're telling your wrists, hands and fingers to do.
- Use the right personal protective equipment (PPE) for the job — including gloves, hand pads, barrier creams, etc.
- Follow procedures for operating and maintaining equipment. Never bypass safety features or take a "short cut."
- Notify your work site supervisor if guards are missing/broken or the machine is not working properly.

## ***Hand/Portable Power Tools and Equipment***

The proper way to use all hand and portable tools should be strongly emphasized. Your work site supervisor should provide proper operating instructions. Today's hand-operated power tools are lighter, more powerful and easier to use than ever before. Because of this, special care must be taken to avoid careless accidents and injuries.

- Use the right tool for the job and always wear protective equipment.
- Know the proper way to use each tool.
- Know why tools work the way they do.
- Know why tools are designed only for certain jobs.
- Use (and keep) tools in good condition.
- Keep tools in a safe place.
- Check all moving parts to make sure they work smoothly and easily but are free of any play or wiggle.
- Never use a tool with a dulled cutting blade, bit, or a loose part.
- Do not try to repair a tool yourself.
- Ask for proper operating instructions if not provided.

## ***Manual Material Handling***

Safe lifting can protect your back from injury. Some general precautions include:

- Inspect materials for slivers, jagged edges, burrs, and rough or slippery surfaces.
- Get a firm grip on the object and keep fingers away from pinch points, especially when putting materials down.
- When handling lumber, pipe, or other long objects, keep hands away from the ends to prevent hands from being pinched.
- Wipe off greasy, wet, slippery, or dirty objects before handling them.
- Keep hands free of oil and grease.
- Never overexert yourself when lifting. If the load is thought to be more than one person can handle, ask for help.
- Follow safe lifting procedures. Keep the load close to the body. Lift gradually, without jerking or twisting the body.

## Handbook Receipt

I acknowledge that I have received the Express Welcome Handbook and agree to abide by the requirements of Express Employment Professionals as described in the Handbook, realizing that failure to follow Express policies may result in disciplinary action or termination.

Employment is at-will and may be terminated by the employer or the employee at any time with or without cause or notice. The at-will nature of employment cannot be changed, except in a formal written agreement signed by the employee and an authorized officer of Express. I agree that my employment with Express Employment Professionals may be terminated at any time without liability to me for wages or salary except such as may have been earned at the date of such termination. I understand that my compensation from Express shall be limited to the duration of any temporary assignment hereunder.

While employed by Express Employment Professionals, I agree that if at any time I sustain a work-related injury, I will inform Express and will submit myself to an examination by a physician or physicians of the company's selection (at company expense) as often as may be requested.

I understand that if I am not able to complete a job assignment for any reason, I must provide a minimum of 48 hours notice so that Express can obtain a replacement. I also understand that I must call Express within 48 hours of the end of an assignment (*or \_\_\_\_\_ as mandated by state law*) to ensure my active status as an Express Associate, and continue to call weekly (*or \_\_\_\_\_ as mandated by state law*) to remain eligible for assignments. I further understand that failure to report the end of an assignment or show up for work at an assignment without calling will be considered job abandonment and may affect my unemployment benefits.

I understand how important safety is to Express. I agree to follow the safety information and training I received with this handbook, and follow the safety rules and policies at every assignment.

I understand job assignments may be sporadic, unpredictable, and irregular. As a result, significant gaps may occur between assignments. I also understand I will not earn wages except when I perform actual work on an assignment. I may, when the opportunity arises, voluntarily interview on an unpaid basis with one or more Express clients for prospective assignments.

I agree to support and abide by the Express Equal Opportunity/Harassment Policy in that I will treat all individuals with respect in both speech and actions and immediately notify Express of any discriminatory or harassing work site behaviors.

I agree that Express may release information I provide, or Express obtains in investigating my application, to a client where I am assigned. I further agree to treat all client information confidentially and that I may be required to sign and abide by a client's confidentiality agreement.

I acknowledge that my words may create an impression of Express or Express clients in the minds of readers. Therefore, I agree to exercise caution, tact, and proper etiquette when using social media, avoiding rude, abusive, attacking, derogatory or otherwise offensive comments. I further acknowledge that misuse of social media may constitute grounds for dismissal.

*Neither this handbook nor the inserts to it create any contract of employment or any right of further employment. All programs listed may be changed without notice.*

Associate's Signature \_\_\_\_\_ Date \_\_\_\_\_

Associate's Name \_\_\_\_\_

Staffing Consultant \_\_\_\_\_ Date \_\_\_\_\_

