



Welcomes you!

Celebrating Staffing Excellence Since 1976

Jaci Carroll Staffing Services welcomes you to a rewarding experience working in the staffing services industry. We have proudly been providing staffing services and career opportunities in Connecticut since 1976!

Now that you have applied and met with our high standards, you can be sure that you are tops in your trade. Our customers expect a lot from the staffing services we supply them and we are confident that you will meet and exceed their expectations.

Since Jaci Carroll Staffing Services is Connecticut based and locally managed, we take time to get to know our customers and employees. We take great pride in successfully matching the right person to the right opportunity. Our goal is to create matches that WORK!

This pamphlet contains valuable information for you. Keep it with you while you are working. If you have questions on any of the information or need copies of forms or extra timecards, or are curious about current job openings available, you can contact us or go to our website 24/7 at www.jacicarroll.com!

A TYPICAL DAY

There are several facts that you'll want to be sure of before you set out on each new assignment.

Have all of the information at your fingertips. This should include the company name and address, how to get there, the name of the person that you will report to, and a description of the work. Be sure to bring your timecard, too. This is important.

We will tell you how long your assignment should last, but if it happens to run longer, try to stay and finish. If this isn't possible, call us immediately.

Transportation should be definite and reliable to prevent last minute assignment cancellations. This is tremendously disappointing to our clients. You should allow yourself enough time for preparation and travel to be sure that you're on time for work, but if you can't avoid being late, you should inform us so we can phone the customer.

Once you're on assignment, your goal is to fill the client's "personnel" needs. Your biggest challenge will be successfully adjusting to new situations- an interesting and rewarding facet of working **with Jaci Carroll Staffing Services**. If you are going to be late, have to leave early or call out of work for any reason, contact **Jaci Carroll Staffing Services**. We will contact our customer to give them the information. Remember, you work for us... **WE ARE YOUR EMPLOYER.**

AS THEY SEE YOU

As a Jaci Carroll Staffing Services employee, your behavior and appearance will reflect both you, as an individual, and us, as a staffing service. This is why your personal image is so important to you and Jaci Carroll Staffing Services.

Personal behavior... Punctuality, cheerfulness and courtesy are all parts of good on-the-job relations. While you don't want to overdo it, genuine good feelings should come into your work routine naturally.

Be sure to accept the equipment and surroundings that you'll be dealing with in a graceful manner... even if they don't live up to your highest expectations.

It is important to keep to yourself any confidential information you may come across while working on your assignment. Remember to respect the rights of our "customer," even if you are only working for this person temporarily.

GOING ON ASSIGNMENT

DRESS FOR SUCCESS IN OFFICE SETTINGS

Professional and job appropriate attire is required for staffing assignments at Jaci Carroll Staffing Services. Your staffing coordinator will review with you what is expected for each job opportunity you are assigned to since different companies have different requirements and expectations. Business attire, business casual or casual... mean different things to different companies. We will inform you of the dress code before you start your assignment. We ask that you respect our client's rules and regulations for the work place and present yourself accordingly.

DRESS FOR SAFETY IN INDUSTRIAL SETTINGS

When working in a factory or warehouse around moving machines, safety is important. Shoes should be closed toe, leather or leather like material. No sneakers or running shoes, open toed, mule type shoes, clogs, or suede like materials are acceptable. If our client requires any personal safety equipment to wear such as hard hats, safety glasses, hair nets, protective gloves, ear plugs or smocks, you must comply with their safety work rules. If there are any special rules or regulations our customer has, we will notify you prior to beginning your assignment. These rules are for you safety and the safety of your co-workers.

ON THE JOB

PERSONAL PHONE CALLS: Personal calls or texting on your cell phone are never allowed during the work day. In the case of an emergency, please notify your supervisor for prior approval.

CELL PHONES, IPODS, IPADS, ALL OTHER ELECTRONIC DEVICES: All are disruptive to a productive work environment. These devices must be turned off and put away during work hours.

COMPUTERS, INTERNET AND EMAIL: Using our customer's computer for any form of personal use is strictly forbidden. No personal disks, CD's, DVD's or flash drives may be brought into work. No e-mail, web browsing, instant messaging, or personal social networking sites may be accessed by workplace computers.

SAFETY REMINDERS

Safety First. It is our policy never to send an employee to an unsafe environment. Before assigning you to work, we ask questions of our customers regarding their work site. It is important for us to have this information before we fill a job. In addition, we visit our customers personally. Our staffing coordinators must be certain that our customer locations are acceptable and that safety standards are in place.

A few basic common sense rules of safety on the job are:

- Observe the customer's safety procedures, particularly those regarding operating any machinery.
- If you experience any ergonomic discomfort at the work place, notify your staffing coordinator immediately.
- Ask for instructions before attempting to operate equipment with which you are unfamiliar.
- Watch for obstacles that may cause an accident.
- Locate aisles, stairways and exits you can use during an emergency.
- Review our safety rules and restrictions.
- When in doubt call us. **WE ARE YOUR EMPLOYER.**

If you have a work related injury, you must contact us immediately for information regarding first aid or medical treatment at our approved occupational health care partners. A first injury report must be filled out at our office immediately.

FILLING OUT YOUR TIMECARD

In order to be paid for your work, you must fill out a timecard each week. The information must be complete, accurate and legible. At the end of the week, the timecard **MUST** be signed by our customer authorizing us to pay you for the hours worked.

Please total your hours in the box marked Straight Time. Any **approved** overtime can be totaled in the box for Overtime. In the State of Connecticut the law states that overtime of time and a half is paid after 40 hours in a work week.

Also, don't forget to check the box on the bottom right of your timecard if your assignment is completed!

In order to process payroll, ***your timecard MUST be in our office no later than 5:00 pm the following Monday.***

Proper postage and return address are necessary if you mail the timecard. You can also drop off the timecard at one of our offices, Monday through Friday 8 am to 5 pm. In addition, our corporate office at 751 Straits Turnpike, Middlebury, CT has a secure drop box clearly marked on the outside of the building so that you can drop your timecard here 24/7 in time for the Monday deadline. In the event you receive approval to fax your card the number is **203.756.9772**. If you receive approval to scan and e-mail your timecard, please send it to: payroll@jacicarroll.com

Some of our customers have group time sheets, web time or time clocks. You will be notified prior to beginning your assignment of how to keep track of your time at that company. Remember to call us immediately if you change your name, address, telephone or cell phone number in addition to your email address or any other contact information.

GETTING YOUR PAYCHECK

You will get your paycheck every week through **Direct Deposit**. Simply ask to fill out our authorization form for direct deposit of your paycheck to a FDIC Insured Bank or Credit Union. You will need to provide us with a blank voided check so we have the correct routing and account number. Your check will be deposited into your account on Friday morning. If you wish to cancel your direct deposit you **MUST** notify us by **Monday** morning. If you cancel or change your direct deposit and decide at a later date to take advantage of this service again, you must re-apply by filling out the authorization form and providing a new copy of a blank voided check that has your bank routing and account numbers. If you do not have a bank account we are in partnership with **WISELY PAY**. Your pay check can be electronically deposited to this pay card, saving you time and money. **Wisely Pay** is the leading pay card product for the staffing industry available today. For more information or to sign up, contact Jaci Carroll Staffing Services today.

PAY STUBS ONLINE

Every Friday morning, you will be able to access your pay stub information from a Personal computer:

- **Log on** to our website www.jacicarroll.com
- Click on **Applicant Services**
- Click on **Employee log-in**
- **At Sign On screen, type in your user ID.**
- **User ID** = Social Security number (number is encoded during transmission for internet security)
- **Type in default password**
- **Default password** = first four letters of your last name followed by the last four digits of your Social Security number (Example: Frank Smith 123-45-6789 = SMIT6789)

ONCE YOU HAVE SUCCESSFULLY LOGGED ON, YOU CAN FOLLOW THE LINKS AND INSTRUCTIONS TO CHANGE YOUR PASSWORD.

If you have any questions, please contact your Jaci Carroll Staffing Services Supervisor.

EQUAL OPPORTUNITY EMPLOYER

Jaci Carroll Staffing Services' policy is to ensure equal employment opportunity for all without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status or any other non job-related characteristic. This discrimination policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social recreational programs. It is the responsibility of every associate to conscientiously follow this policy. Each associate is responsible for bringing to the attention of the company any employment decision which he or she feels conflicts with this policy. Please contact **Jaci Carroll Staffing Services. WE ARE YOUR EMPLOYER.**

WORK PLACE VIOLENCE

Jaci Carroll Staffing Services does not tolerate acts of workplace violence committed by or against employees. **Jaci Carroll Staffing Services** strictly prohibits associates from making threats or engaging in violent acts. This is a zero-tolerance policy, meaning **Jaci Carroll Staffing Services** disciplines or terminates every employee found or believed in good faith to have violated this policy.

Prohibited conduct includes but is not limited to injuring or attempting to injure another person physically; engaging in behavior that creates a reasonable fear of injury in another person; engaging in behavior that subjects another individual to emotional distress; possessing, brandishing, or using a weapon while on company property or engaged in company business; damaging property intentionally; threatening to injure an individual or damage property; and committing injurious acts motivated by or related to domestic violence or sexual harassment.

Violations of this policy, including your failure to report or fully cooperate in the organization's investigation, will result in disciplinary action, up to and including termination. **Jaci Carroll Staffing Services** will seek the prosecution of all those who engage in violence on its premises or against its employees while they are engaged in company business.

HAZARD COMMUNICATIONS STANDARDS - RIGHT TO KNOW NOTIFICATION

Your safety on the job is of utmost importance to us. The government shares our concern and has enacted federal and state standards. These standards require employers to provide their employees with information and training regarding the nature of hazardous substances in their work areas.

Jaci Carroll Staffing Services will not knowingly assign you to work directly with hazardous substances. If you may be exposed to hazardous substances under normal operating conditions or foreseeable emergencies, you have the right to know it. Based on information furnished by our customer, your **Jaci Carroll Staffing Services** Coordinator will inform you of the possible presence of hazardous substances at the customer's premises. When a **Jaci Carroll Staffing Services** employee is on an assignment in an area where such substances are present, the employee must receive the required information and safety training. Hazardous substance must be clearly labeled to show:

- The name of the substance
- The manufacturer's name, address, and emergency telephone number
- Storing and handling instructions
- Physical and health hazards of the substance
- The necessity of protective clothing

You have the right to review Material Safety Data Sheets (MSDS) for hazardous substances. The MSDS provide detailed information concerning the substance, the hazards and the risks involved, and protective and emergency procedures to follow.

If your work duties and responsibilities or workplace are significantly different from your assignment, please call us. **WE ARE YOUR EMPLOYER.**

PROTECTION OF PERSONAL INFORMATION

Jaci Carroll Staffing Services policy is to protect and safeguard the confidential nature of personal, non- public information that it may obtain concerning its employees, customers, clients and other individuals. This information includes, for example, social security numbers, driver's license numbers, state identification cards, passport numbers, credit or debit numbers, alien registration numbers, (including any documentation required by the government, listed on the I-9 form).

Jaci Carroll Staffing Services will only disclose Personal Information on a strict business need-to-know basis and to the extent required or permitted by law. **Jaci Carroll Staffing Services** will maintain physical, electronic, and procedural safeguards to minimize the risk of, and prevent unauthorized access or disclosure of Personal Information. **Jaci Carroll Staffing Services** will destroy, erase, shred, or make unreadable its business records that contain Personal Information prior to disposing such information.

Jaci Carroll Staffing Services may dispose of Personal Information by contracting with a person or firm engaged in the business of disposing of records that contain confidential/personal information. Employees are prohibited from accessing, using, disclosing, or revealing Personal Information for unauthorized purposes. Employees only may acquire and use Personal Information for legitimate business purposes and MUST safeguard the privacy of the information and take measures to ensure that Personal Information is protected from disclosure and misuse.

Consistent with these policies, **Jaci Carroll Staffing Services** may impose disciplinary measures for actions not in compliance with this policy. All complaints or allegations of violations of this policy will be investigated and **Jaci Carroll Staffing Services** will take appropriate action.

PROHIBITION OF HARASSMENT

It is **Jaci Carroll Staffing Services** policy that all employment relationships shall be conducted in an environment that is not hostile or offensive. Harassment based on an individual's age, race, creed, color, religion, national origin, sex, sexual orientation, disability, or marital status, or any other basis prohibited by applicable local, state, or federal law will not be tolerated at **Jaci Carroll Staffing Services**.

Harassment includes, but is not limited to:

- **Verbal harassment:** making a joke or comment that refers to a certain ethnic group, race, sex, nationality, age, disability, sexual preference, religion or belief, epithets, derogatory comments, vulgar or profane words and expressions, or slurs;
- **Physical harassment:** assault and blocking, impairing or otherwise physically interfering with an individual's normal work or movement;
- **Visual forms of harassment:** derogatory posters, cartoons, or drawings;

- **Sexual Harassment:** Jaci Carroll Staffing specifically prohibits sexual harassment of its employees in the workplace. The Equal Employment Opportunity Commission Guidelines define sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of substantially interfering with an individual's performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment includes a wide range of subtle and not so subtle behavior. Depending on the circumstances, such behavior may include unwelcome sexual advances or request for sexual favors; verbal, visual or physical conduct of a sexual nature such as name calling, obscene jokes, sexually suggestive comments or insulting sounds; graphic or verbal comments of a sexual nature about a person's anatomy; or displaying sexually suggestive objects, posters, drawings or pictures at work.

If you believe that you have been subject to harassment by a supervisor, management official, fellow employee, customer, client, vendor or any other person in connection with your job assignment through **Jaci Carroll Staffing Services**, you should immediately bring the matter to the attention of your Staffing Coordinator at **Jaci Carroll Staffing Services**.

All complaints of harassment will be investigated promptly and, where necessary, corrective action will be taken. Complaints of harassment should be as detailed as possible, including the names of all individuals involved and any witnesses. Any investigation of such complaints will be treated as confidentially as possible. No employee will be punished or suffer any adverse employment action as a result of bringing any good faith harassment complaint to our attention.

Essential StaffCARE

Jaci Carroll Staffing Services is pleased to announce that we have signed an agreement with Essential StaffCARE (ESC) to provide a health benefit plan that is designed specifically for employees of the staffing industry.

ESC is the fastest growing health insurance and benefits package for temporary employees with over 400,000 temporary employees enrolling each year. ESC is underwritten by BCS. BCS is majority owned by Blue Cross Blue Shield Plans and is administered by Planned Administrators (PAL), which is a wholly owned subsidiary of Blue Cross Blue Shield of SC. Behind every health plan at ESC is a team of customer service representatives and claim processors. During normal business hours, you are always able to reach a customer service representative.

Essential StaffCARE's Minimum Essential Coverage (MEC) Wellness/Preventative plan is a qualified ACA-compliant, ERISA-qualified, employer-sponsored plan. The Affordable Care Act (ACA) requires that qualifying medical benefit plans cover 63 specific Preventative and Wellness services (15 Preventative Services for Adults, 22 Preventative Services for Women and 26 Preventative Services for children). These services range from screening for specified medical conditions, counseling, vaccinations (for children) and certain supplements including birth control (for women). A Minimum Essential Coverage plan has 100% for the preventive and wellness services as required by the ACA. In addition to our industry leading administration and support, Essential StaffCARE MEC Offering also includes the First Health Network.

ALL NEW HIRES OF JACI CARROLL STAFFING SERVICES WILL HAVE A 30 DAY OPEN ENROLLMENT PERIOD FROM THEIR START DATE and annually thereafter during November open enrollment.

The MEC Plan will be payable via direct payment and information will be sent to you once you have enrolled. Enrollment information is included in your new hire materials and must be read and completed by electing Yes or No to the benefits. Complete details of the plan and the cost of premiums are available in your enrollment forms.

Please read these forms carefully and ask questions so you fully understand the offerings, rules, and premium obligations.

This handbook is not an employment contract

JACI CARROLL STAFFING SERVICES

Temporary, Permanent

www.jacicarroll.com