



**788-7900**  
(24-hour Voice Mail)



**788-1676**  
FAX

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

## TEMPORARY EMPLOYEES POLICIES AND PROCEDURES

RIVERSIDE PERSONNEL SERVICES (RPS) represents the Inland Empire's top companies, those that value their employees. Because of your good attitude and skills, we would like to represent you too! We ask your commitment to do your best on each and every assignment.

**Remember, Riverside Personnel is your employer--**

Call us *immediately* . . .

- \* **If you are going to be late for an assignment.**
- \* **If you are unable to report to work because of an emergency or illness.**
- \* **If you are injured on the assignment.**
- \* **If you are requested by the client to operate a motor vehicle.**
- \* **If you are asked to handle money.**
- \* **If you are given a key to the office.**
- \* If your assignment duties are very different from those we described.
- \* If you are requested by the client to operate equipment unrelated to the duties described to you.
- \* If you have any assignment-related difficulties.
- \* If the location seems unsafe.
- \* If your assignment is extended, shortened, or considered completed by the client.
- \* If the client wants you back at a later date.

**DO NOT  
call the  
client  
company.  
We will call  
them for  
you.**

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- \* If you are being considered for or are offered a full-time position with our client.
- \* If you are asked to work overtime.
- \* If you are asked to work through your lunch hour.
- \* If you have any questions about completing your time card.
- \* If you have a change of name, address, phone number, or tax deductions.
- \* If you have any friends you would like to refer to RPS.

No matter what the time, *DAY or NIGHT*, our voice mail will record your message if we are not available.

### **Knowing Your Availability and Flexibility is Important**

Call in *each Friday* to let us know when you are available. Please call any time your availability changes. Remember, the only way that we know if you are available is when you call us.

In order for us to consider you for more assignments, let us know ...

- \* If you are willing to lower your wage requirement.
- \* If you are willing to work positions other than those emphasized in your interview.
- \* If you have acquired new skills that could possibly increase your wage rate.
- \* If you take our free tutorials to improve your skills that could qualify you for more openings and/or a higher hourly payrate. We can email them to your home or you can come into our office to brush up on your software.

### **Completing Assignments is Essential**

Once you accept an assignment, you have a responsibility to fulfill your commitment, unless there is an emergency. Should an emergency arise that interferes with that commitment, please call RIVERSIDE PERSONNEL without delay. A one-week notice will enable us to select and train a replacement. Our office hours are from 8:00 a.m. to 5:00 p.m. (5:30 on Wednesdays), and we have voice mail available 24 hours a day, 7 days a week.

## Phone Rules

- \* *Remember, (951) 788-7900 is your work number.*
- \* Should anyone need to reach you in an emergency, RIVERSIDE PERSONNEL SERVICES can locate you easily. *Never* give the client's phone number to anyone!
- \* *DO NOT make or receive personal phone calls while on an assignment.*
- \* *Do not* give out your home phone number to your temporary employer. If the client asks for your phone number or address, tell them that you can be reached through RIVERSIDE PERSONNEL.
- \* If you have a cell phone, please *turn it off* so that you do not receive incoming calls while on assignment.

## Work Rules

- \* *Complete All Assignments.*  
Be responsible and complete any assignment that you accept.
- \* *Be Prompt.*  
No client will complain if you are early. Be sure to allow an extra 15 minutes of travel time, especially on the first day of an assignment. You will need this extra time to locate the company, park, and find the person to whom you are reporting. Be sure you have received and written down thorough directions.
- \* *Motor Vehicles, Handling Money, Keys to Office*  
RPS DOES NOT PERMIT you to operate a motor vehicle while on assignment, handle money, or accept keys to the office for any of our clients. If you are requested to do any of these, call your personnel consultant immediately. Our insurance policies do not allow for any of these activities.
- \* *Dress Appropriately.*  
We pride ourselves on hiring employees who act and dress appropriately at all times. Always dress according to *our* guidelines (listed on next page), no matter how other employees may dress. Several of our clients

have a *business casual* dress code, which should not be confused with a *casual day*, an occasional, more relaxed day of dress.

RPS temporary employees are never permitted (this includes on “casual days”) to wear the following:

Jeans ( <i>only</i> if approved)	Sweat clothes or sweatshirts
Shorts	Open-toed shoes
Stirrup pants or leggings	Sandals
Cargo or low riding pants	Birkenstocks
Tank tops or sleeveless tops	Excessive make-up
T-shirts with pictures or writing	Low-cut blouses or dresses
See-through blouses, tops, or dresses without discreet undergarments	

Hose or socks must be worn at all times.

For safety reasons, we ask you not to wear nose rings, tongue studs, or long, dangling earrings.

\* *Personal Belongings.*

Do not take any personal belongings to an assignment. A purse/briefcase and a lunch would be acceptable.

\* *Honor the Client Company’s Policies.*

Before you are sent on assignments, we will make you aware of company policies regarding dress code, lunch hours, breaks, smoking, and parking.

\* *When you arrive:*

Immediately ask for your supervisor, introduce yourself, and pick up a business card so that you will have handy the company name, address, telephone number, and fax number.

\* *Ask Questions.*

Check with your supervisor at the client company to be sure you are following instructions properly.

\* *Be Productive.*

Do your best. Proofread your work for accuracy. When you complete your work, take the initiative and ask for more work. Never sit idle!

- \* *Be Professional.*  
Do not discuss personal issues at work.
- \* *You Must Take a Lunch Break.*  
If you work over 6 hours you must take a break. Follow the client's policy of 1/2 hour or 1 hour lunches.
- \* *Be Confidential.*  
A client's work should *always* be handled in a discreet manner. Do not discuss the details of your work with anyone other than your supervisor. You will be terminated if you breach the confidentiality of a client.
- \* *Be Honest.*  
**Do not** use the client's computer, fax machine, postage, or telephone for your personal use. If you are going to be faxing your timecard, you must ask for your supervisor's permission to use the fax machine. *Never use the client's Internet connection for personal research or e-mail.*
- \* *Be Positive.*  
You will enjoy some temporary assignments more than others; however, your commitment to doing a good job and completing the assignment is still important. Communicate with us about any frustrations that will assist us in placing you on future assignments.
- \* *Leave a Good Impression.*  
When your assignment is completed, review the work on your desk with your supervisor. Leave your work area neat and organized. Remember to say good-bye to the people you worked with. Leave a Riverside Personnel Services "I enjoyed working here card" with your name on it and let them know you would love to come back.
- \* *Personal Time.*  
All personal commitments that would interfere with a proposed assignment's scheduled hours are to be discussed with an RPS staffing supervisor during the initial assignment call. Occasionally when an assignment is extended, a conflict may arise. Notify RIVERSIDE PERSONNEL immediately and we will contact the client.

## Payroll Policies

Our paydays are weekly on Wednesdays. Paychecks are available between 11:00 and 5:30 p.m. *If you would like to pick up your check earlier in the day, please call to confirm that it is ready.* Try to join us for “Wonderful Wednesdays” when we always greet you with candy and a smile—and often a treat for an obscure holiday. Come in person and see what we’re celebrating this week!

If you have not picked up your check by 5:30—and if we have your *original* time card—your check will be mailed on Wednesday evening. Please review the following information so that we may process your paycheck quickly and correctly.

If someone other than you is picking up your paycheck, that person must present identification along with a signed and dated note. If this will be a regular occurrence, we have a form that authorizes another person to pick up your check every week until you tell us otherwise. Please ask for one.

### **Time Cards (See the attached example below for complete instructions on filling out your time card.)**

1. Included in this packet is one time card. You will also receive a new time card with each check that you receive.
2. If you have two different assignments during one week, please use two different time cards. Never record time for two different weeks, two different clients, or two different assignments on the same card.
3. At the end of the work week or the assignment, whichever comes first, you must *complete, sign, and have the client sign* your time card.  
**(Time cards without your supervisor’s signature cannot be paid.)**
4. It is *your responsibility* to get your time card to us by **Noon on Monday** so that we can begin processing our payroll. You may hand deliver your time card to our office or to our 24-hour drop box located at the top of the stairs off Central Avenue. You may also mail your time card. If you do so, please mail it immediately after work on Friday to make sure we

receive it on Monday. *When mailing, we recommend that you fax us a copy of your time card so that we can begin processing payroll.*

5. *Time cards not received by Noon on Monday may not be processed until the next week's payroll.*
6. We can *process* your paycheck off of a faxed copy of your time card. However, we must have the original time card before we can release your check.
7. If you choose to fax your time card to us, use the client's fax machine *only* if you have your supervisor's permission. A cover sheet is not necessary—it's an unnecessary use of paper and toner.

[See Sample Time Cards on the next page.]

## **Overtime**

1. As of January 1, 2000, California law defines overtime as more than eight hours per day. Employees will be paid time-and-one-half for all overtime hours worked.
2. RIVERSIDE PERSONNEL's *prior approval is required* for overtime. Please contact your RPS staffing supervisor for approval.
3. Remember, overtime must be initialed by your supervisor on your time card *on a daily basis*.

### A CORRECT TIME CARD

**Riverside Personnel Services, Inc.**  
 Temporary Division Fax (909) 788-1676  
 3590 Central Ave., Suite 200, Riverside, CA 92506 (919) 788-7900

Print firmly with ball point. Fill out completely and legibly.

**EMPLOYEE TIME CARD**

**EMPLOYEE READ AND SIGN:** I certify that I have worked the hours shown on this Time Card. I understand that I am to contact RPS after completing this assignment to discuss another assignment, and if I do not do so RPS may assume that I am not then available for work. I understand that if I work at one or more companies during the week (Monday-Sunday) I may not work hours exceeding 40 except with RPS's prior permission. I agree to immediately notify RPS if I am injured during an assignment.

WEEK ENDING: 11/26/00  
 DATE (SUNDAY)  
 COMPANY NAME: PARAMOUNT PCT.  
 ADDRESS: 2234 HOLLYWOOD AVE  
 EMPLOYEE NAME: Tom CRUISE  
 SOCIAL SECURITY NUMBER: 123 45-6789

ASSIGNMENT COMPLETED?  NO  YES, CALL RPS  
 X Tom Cruise 11/25/00  
 RPS Employee Signature Date

**CLIENT READ AND SIGN:** Signature indicates acceptance of Terms and Conditions on front and back of this Time Card, and certifies that the hours shown are correct and that the services were performed satisfactorily. RPS Employee will be paid and your company will be billed for the hours shown. Client understands that RPS will pay its employees for assigned work. Client understands that RPS will pay its employees overtime as required by law. A four-hour minimum charge per day will be incurred once an RPS employee reports for work. Client agrees not to hire or refer RPS employees without prior written consent of RPS.

Sherry Lansing 11/24/00  
 Authorized Signature for Client Date

COPIES: WHITE - RPS YELLOW - EMPLOYEE PINK - CLIENT

WEEK ENDING DATE (SUNDAY)	DAILY TIME RECORD							DAILY TOTAL HOURS		
	DATE	START TIME	FINISH TIME	LESS LUNCH	REG. TIME	OVERTIME	INITIALS	REG. TIME	OVERTIME	INITIALS
MON 11/20	8:00	5:00		0	8		SC	8		
TUE 11/21	7:45	5:30	3/4	0	8	1	SC	8	1	SC
WED 11/22	7:45	5:45	1	0	8	1	SC	8	1	SC
THU 11/23	HOLYDAY									
FRI 11/24	7:00	3:00	1	0	6			6		
SAT										
SUN										
(Round to nearest 1/4 hour) WEEKLY TOTAL TIME:								30	2	SC

**EMPLOYEE: PLEASE READ AND OBSERVE:** Complete, sign, and have client sign Time Card at end of week or assignment, whichever comes first. Leave PINK copy with client, mail or hand deliver WHITE copy to RPS so that it is received by Noon the following Monday, keep YELLOW copy for your records. Place hand-delivered Time Cards in RPS's 24-hour drop box outside the office entrance on the second floor. Paychecks are available Wednesday NO EARLIER THAN 4:00 PM and NO LATER THAN 5:30 PM AND IF NOT PICKED UP DURING THIS TIME WILL BE MAILED Wednesday evening. Postal holidays may delay delivery of Time Cards you send RPS, and paychecks RPS sends you. Monday or Tuesday holidays may cause payroll preparation to be delayed.

- All entries are printed, not in script.
- Hours are figured in 1/4 hour increments, expressed as decimals (15 minutes = .25, 30 minutes = .50, 45 minutes = .75).
- Both employee and client have signed in correct space.
- All relevant information is complete; days when employee did not work are left blank (no lines, squiggles, or crosses, please!)

### AN INCORRECT TIME CARD

**Riverside Personnel Services, Inc.**  
 Temporary Division Fax (909) 788-1676  
 3590 Central Ave., Suite 200, Riverside, CA 92506 (909) 788-7900

Print firmly with ball point. Fill out completely and legibly.

**EMPLOYEE TIME CARD**

**EMPLOYEE READ AND SIGN:** I certify that I have worked the hours shown on this Time Card. I understand that I am to contact RPS after completing this assignment to discuss another assignment, and if I do not do so RPS may assume that I am not then available for work. I understand that if I work at one or more companies during the week (Monday-Sunday) I may not work hours exceeding 40 except with RPS's prior permission. I agree to immediately notify RPS if I am injured during an assignment.

WEEK ENDING: 11/26/00  
 DATE (SUNDAY)  
 COMPANY NAME: 20th Century Fox  
 ADDRESS: 2365 Hollywood Ave  
 EMPLOYEE NAME: Reanne Bar  
 SOCIAL SECURITY NUMBER: 123 45-6789

ASSIGNMENT COMPLETED?  NO  YES, CALL RPS  
 X \_\_\_\_\_  
 RPS Employee Signature Date

**CLIENT READ AND SIGN:** Signature indicates acceptance of Terms and Conditions on front and back of this Time Card, and certifies that the hours shown are correct and that the services were performed satisfactorily. RPS Employee will be paid and your company will be billed for the hours shown. Client understands that RPS will pay its employees for assigned work. Client understands that RPS will pay its employees overtime as required by law. A four-hour minimum charge per day will be incurred once an RPS employee reports for work. Client agrees not to hire or refer RPS employees without prior written consent of RPS.

Steven Spielberg 11/24/00  
 Authorized Signature for Client Date

COPIES: WHITE - RPS YELLOW - EMPLOYEE PINK - CLIENT

WEEK ENDING DATE (SUNDAY)	DAILY TIME RECORD							DAILY TOTAL HOURS		
	DATE	START TIME	FINISH TIME	LESS LUNCH	REG. TIME	OVERTIME	INITIALS	REG. TIME	OVERTIME	INITIALS
MON 11/20	8:05	5:07	38 min	0	8			8		
TUE 11/21	7:46	5:13	48 min	0	8	3/4		8	3/4	
WED 11/22	7:46	5:24	30 min	0	8			8		
THU 11/23	The beginning									
FRI 11/24	7:02	3:05	42 min	0	6			6		
SAT										
SUN										
(Round to nearest 1/4 hour) WEEKLY TOTAL TIME:								30.5	2.75	

**EMPLOYEE: PLEASE READ AND OBSERVE:** Complete, sign, and have client sign Time Card at end of week or assignment, whichever comes first. Leave PINK copy with client, mail or hand deliver WHITE copy to RPS so that it is received by Noon the following Monday, keep YELLOW copy for your records. Place hand-delivered Time Cards in RPS's 24-hour drop box outside the office entrance on the second floor. Paychecks are available Wednesday NO EARLIER THAN 4:00 PM and NO LATER THAN 5:30 PM AND IF NOT PICKED UP DURING THIS TIME WILL BE MAILED Wednesday evening. Postal holidays may delay delivery of Time Cards you send RPS, and paychecks RPS sends you. Monday or Tuesday holidays may cause payroll preparation to be delayed.

- Entries are in script—and very difficult to read!
- Times are exact, instead of rounded to the nearest 1/4 hour. Please don't enter minutes—only use fractions of an hour!
- Correct signatures are missing.

- Squiggles and lines make the time card difficult to read and don't leave room for our own notes.

### **“Team Encore”**

“Team Encore” is a special category of temporary employee's...designed for skilled office workers (administrative & accounting) who want flexibility in familiar surroundings. They will be trained to work repeatedly for the same few clients, where they become comfortable with the environment, the office routine, their co-workers AND retain control of their own schedule.

### **Benefits for “Team Encore”**

Riverside Personnel offers the following benefits for our “Team Encore” employees once a minimum of 160 hours are worked *or* four assignments with good attendance and above-average reviews:

1. RPS name tag
2. Sign-up goodie bag (post-its, pencil, calendar book, calendar, button)
3. Graduation (after 160 hrs) goodie bag (mug, large button)
4. On-going training with our software tutorials
5. Wonderful Wednesday and Quarterly Parties
6. 2 movie tickets every time you complete 250 hours
7. RPS logo shirt at 400 hours
8. AAA membership paid when you reach 560 hours and paid every year you maintain the minimum of 560 hours

### **Benefits for our Temporary Employees**

RIVERSIDE PERSONNEL offers the following benefits for our temporary employees:

1. *Assignments with quality companies at top pay!*

2. *Paychecks every Wednesday*

Join us for “Wonderful Wednesdays,” when we always greet you with a treat and a smile—and often a surprise for an obscure holiday. You are welcome to help yourself from our supply of books, magazines, and greeting cards. In just one visit, you can easily save the equivalent of an hour’s pay!

3. *Paid holidays*

After the completion of 1500 continuous hours worked, you may qualify for holiday pay for the following holidays. (To qualify for holiday pay, you must work the business day before and the business day after the holiday.):

- Memorial Day
- Thanksgiving Day
- Labor Day
- 4th of July
- Christmas Day

4. *One-week Bonus Pay*

After completion of 1 year of continuous employment you would earn Bonus Pay.

5. *Referral bonus.*

If you refer a qualified applicant or tell us about an opening at a company you know, we are delighted to offer you a referral bonus. If we are able to place your applicant or fill the position you told us about, you’ll receive the Premier Movie Package which include two unlimited movie tickets to local theaters. After your fourth referral you will receive the Premier Movie Package as well at a \$25 gift certificate to the California Pizza Kitchen! (Certain minimum hours apply).

6. *Complimentary software training.*

Whether you just need some practice in a particular program, or brushing up your skills, or learning a new application, you are welcome to use our training modules. Please make an appointment with our front office personnel.

7. *Letter of reference.*

If you have followed RPS policies and procedures and received good reviews from your assignments, we are delighted to provide a letter of reference for you.

8. *Seasonal parties and contests.*

At our parties, there’s always lots of food and gifts for everyone!

## Harassment Policy

At RIVERSIDE PERSONNEL we have an attitude and a work environment that respects differences. It is critical that that work environment be free of all forms of intimidation, retaliation, or harassment, whether it is based on gender, sexual preference, race, age, religion, or national origin.

It is also critical that a workplace be free of sexual harassment. Sexual harassment is defined as “unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.” It is contrary to RPS policy and against the law. If you, as an employee, are found to have engaged in sexual harassment, you may be *personally* liable for monetary damages. RIVERSIDE PERSONNEL will not pay any damages assessed against you personally.

If you feel that you have been the victim of any harassment (based on race, religion, gender, sexual preference or national origin including verbal, physical, visual harassment, or requests for sexual favors), please report it immediately to your RPS supervisor. RPS will investigate the complaint thoroughly and in confidence, and will follow up with appropriate corrective action.

## Policy for Termination

Any one of the following actions constitutes just cause for dismissal from RIVERSIDE PERSONNEL.

1. Failure to report as scheduled to a new assignment without notifying RIVERSIDE PERSONNEL.
2. Failure to notify RIVERSIDE PERSONNEL or client in a timely manner that you will not be reporting to work that day.
3. Recurring attendance problems.
4. Three tardies.
5. Insubordination—not following directions.

6. Any breach of a client's confidentiality.
7. Any behavior or language that will reflect negatively on RIVERSIDE PERSONNEL.
8. Unauthorized possession or removal of company property or any involvement in an unlawful situation.
9. Drug or alcohol use at work or on the company premises, or personal time use that affects your ability to perform your job.
10. Falsification of information on application or time card.