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

# 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.



(24-hr. voice mail)

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788-1676

**FAX** 

www.riversidepersonnel.com http://twitter.com/ilovemyjobRPS www.facebook.com

- \* 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 pay rate. 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.
- \* If you have a cell phone, please *turn it off* during business hours. You can check your messages on your breaks and lunch hour.
- \* Do not text message 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.

#### **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 (*only* if approved) Sweat clothes or sweatshirts

Shorts Open-toed shoes

Stirrup pants, jeggings or leggings
Cargo or low riding pants
Sandals
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

Tattoos must be covered so they are not visible.

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 5 hours you must take a lunch break. Follow the client's policy of 1/2 hour or 1 hour lunches. If the shift is 6 hours or less, you may work without a lunch break at the mutual consent of the employer and employee.

#### \* 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. *Never use the client's Internet connection for personal research or checking e-mails.* If you are going to be faxing or emailing your timecard, you must ask for your supervisor's permission to use company equipment.

#### \* 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 4:45pm—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. You will receive a new time card with each check that you receive. If you need a time card and are not able to pick one up you can download one from our website at <a href="www.riversidepersonnel.com">www.riversidepersonnel.com</a>. You will find a copy of the time card under the tab "Current Temps", and than "Forms".
- 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 email us a copy by scanning or taking a picture with your Smart Phone and emailing it to: Jobs@riversidepersonnel.com; or you may 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 first so that we can begin processing payroll.
- 5. We can *process* your paycheck off of a faxed or emailed copy of your time card; however, we must have the original time card before we can release your check.
- 6. 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.
- 7. Time cards not received by Noon on Monday may not be processed until the next week's payroll.

[See Sample Time Cards on the next page.]

#### Overtime

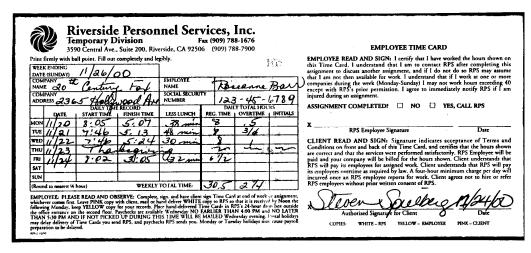
- 1. As of January 1, 2000, California law defines overtime as more than eight hours per day. Employees will be paid time-and-one-half for all overtime hours worked.
- 2. RIVERSIDE PERSONNEL's *prior approval is required* for overtime. Please contact your RPS staffing supervisor for approval.
- 3. Remember,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

#### A CORRECT TIME CARD

Temporary Division	nnel Services, Inc. Fax (909) 788-1676 rerside, CA 92506 (909) 788-7900	EMPLOYEE TIME CARD	
Print firmly with ball point. Fill out completely and le week ENDING 11/26/00 COMPANY 11/26/00 COMPANY PARAMOUNT PLET. COMPANY DAILY TIME RECORD DAILY TIME RECORD 11/20 S : 00 5:00 THE 11/21 7:45 5:30 FEB 1/22 7:45 5:45 THU 11/23 1404 P:00 3:00 5:00 SAT PRINT 11/23 1404 P:00 3:00 SAT	EMPLOYEE FAME TOM CRUISE SOCIAL SECURITY /2.3 45-6739 RIGHT FOR CRUISE SILVEN REC. THE OVERTIME INITIALS J.	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 to RPS may assume that I am not then available for work. I understand that if I work at one or more companied uting the week (Monday-Sanday) I may nor work hour exceeding 40 injured during an assignment.  ASSIGNMENT COMPLETED! NO YES, CALL RPS  X	
EMPLOYEE: PLEASE READ AND OBSERVE: Complete whichever comes first. Leave PINK copy with client, main or following Monday, keep YELLOW copy for your records. PI the office entrance on the second stoot. For the con-	TOTAL TIME 3.0. 2	incurried once an RPS employee reports for work. Client agrees not to hire or refer RPS employees without prior written consent of RPS.  Sharp Language Adjorited Signature for Client  Date  COPIES WHITE - RPS YELLOW - EMPLOYEE PINK - CLIENT	

- All entries are printed, not in script.
- Hours are figured in ¼ 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



- Entries are in script—and very difficult to read!
- Times are exact, instead of rounded to the nearest ¼ 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 our 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

<sup>\*</sup>Payroll Service Employees do not qualify for paid holidays or bonus pay.

movie tickets to local theaters, plus a \$10.00 Concession Stand Ticket. 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 tutorial programs. We can e-mail the tutorials to you or you can make an appointment to come in to our office to work on them.

#### 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!

#### 9. Paid sick leave

Employees who work more than 30 days within a year will accrue paid sick leave at a rate of one hour per every 30 hours worked. This accrual begins on the first day of employment or July 1, 2015, whichever is later. Paid sick leave is available beginning the 90<sup>th</sup> day of employment. An employee is able to accrue up to 48 hours of paid sick time but may not use more than 24 hours of sick pay per year. Unused sick time will not be paid out.

### 10. Medical Benefits

Employees working more than an average of 30 hours per week become eligible for insurance on the 1<sup>st</sup> of the month following the 30<sup>th</sup> day of employment. Each employee will be given several plans to choose from and Riverside Personnel will pay \$100 towards their monthly insurance premium. Any employee who has insurance through another source will have the opportunity to waive coverage through Riverside Personnel.

## **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.
- 11. Cell phone usage **OF ANY KIND** on company time.

Please find the following on the next pages:

- 1. Code of Safe Practices
- 2. Sample Evaluation Form
- 3. Referral Bonus Flier
- 4. Riverside Most Important Numbers
- 5. Childcare and Transportation Form



#### **CODE OF SAFE PRACTICES**

It is our policy that everything possible be done to protect employees, customers and visitors from accidents. Safety is a cooperative undertaking requiring participation by every employee. Failure by any employee to comply with safety rules will be grounds for corrective discipline. Supervisors shall insist that employees observe all applicable Company, State, and Federal safety rules and practices and take action necessary to obtain compliance.

To carry out this policy employees shall:

- 1. Report all unsafe conditions and equipment to your Staffing Supervisor at Riverside Personnel.
- 2. Immediately report all accidents, injuries and illness to your Staffing Supervisor at Riverside Personnel.
- 3. Anyone known to be under the influence of intoxicating liquor or drugs shall not be allowed on the job while in that condition.
- 4. Horseplay, scuffling and other acts which tend to have an adverse influence on the safety or well-being of the employees are prohibited.
- 5. Means of egress shall be kept unblocked, well-lighted and unlocked during working hours.
- 6. In the event of fire, sound alarm and evacuate.
- 7. Upon hearing fire alarm, stop work and proceed to the nearest clear exit. Gather at the designated location.
- 8. Only trained workers may attempt to respond to fire or other emergencies.

- 9. Exit doors must comply with fire safety regulations during business hours.
- 10. Stairways should be kept clear of items that can be tripped over and all areas under stairways and egress routes should not be used to store combustibles.
- 11. Materials and equipment will not be stored against doors or exits, fire ladders or fire extinguisher stations.
- 12. Aisles must be kept clear at all times.
- 13. Work areas should be maintained in a neat, orderly manner. Trash and refuse are to be thrown in proper waste containers.
- 14. All spills shall be wiped up promptly.
- 15. Always use the proper lifting technique. Never attempt to lift or push an object which is too heavy. You must contact your supervisor when help is needed to move a heavy object.
- 16. Never stack materials precariously on top of lockers, file cabinets or other relatively high places or in an unstable manner.
- 17. When carrying material, caution should be exercised in watching for and avoiding obstructions loose material, etc.
- 18. Maintain sufficient access and working space around all electrical equipment to permit ready and safe operations and maintenance.
- 19. All electrical equipment should be plugged into appropriate wall receptacles or into an extension of only one cord of similar size and capacity.
- 20. All cords running into walk areas must be taped down or inserted through rubber protectors to preclude them from becoming tripping hazards.
- 21. Be aware of the potential hazards involving various chemicals stored or used in the workplace.

- 22. Cleaning supplies should be stored away from edible items on kitchen shelves.
- 23. Cleaning solvents and flammable liquids should be stored in appropriate containers.
- 24. When working with a VDT, have all pieces of furniture adjusted, positioned and arranged to minimize strain on all parts of the body.
- 25. Never leave lower desk or cabinet drawers open that present a tripping hazard. Use care when opening and closing drawers to avoid pinching fingers.
- 26. Do not open more than one upper drawer at a time; particularly the top two drawers on tall file cabinets.
- 27. Appliances such as coffee pots and microwaves should be kept in working order and inspected for signs of wear, heat or fraying cords.
- 28. Fans used in work area should be guarded. Guards must not allow fingers to be inserted through mesh.
- 29. Equipment such as scissors, staples, etc., should be used for their intended purposes only and should not be misused as hammers, pry bars, screwdrivers, etc. Misuse can cause damage to the equipment and possible injury to the user.
- 30. Files and supplies should be stored in such a manner as to preclude damage to the supplies or injury to personnel when they are moved. Heaviest items should be stored closest to the floor and lightweight items stored above.
- 31. If unsure of how to operate a machine or perform any assigned task, as your supervisor before proceeding.



## **SAMPLE EVALUATION**

Dear	<b>:</b>					
		ation of our employee, uring		, who		
employees so Personnel Ser	we can continue vices. We use on earn your tempor	to provide the quality constructive information	y temporaries you on to counsel ar	e the performance of our u expect from Riverside and train. Your positive reference from us for the		
Please check th	ne appropriate rati	ng for each of the follo	wing categories:			
Quality of Work	Excellent	Above Average	Average	Below Average		
Attitude	Excellent	Above Average	Average	Below Average		
Punctuality/ Attendance	Excellent	Above Average	Average	Below Average		
Office Knowledge	Excellent	Above Average	Average	Below Average		
Appropriately Dressed?	Excellent	Above Average	Average	Below Average		
Would you request this temporary again?YesNo						
Why or Why N	Not?					
Comments:						
		is by folding it in thirds have provided postage.		ess is on the outside, and		
Thank you for	your feedback and	d insight.				
Sincerely,						
			Evaluator's signature			
Staffing Supervisor						









## Let's go to the movies::

## Earn dinner and a movie on RPS!

We need more good people like you!!!

There are never enough good people like you to fill the positions with our client companies. We are looking for others who have your good attitude and great work ethic.

Each time we place one of your referrals, once they complete 100 hours on temp assignments or one month on a regular full-time position, we will mail to your home a Regal's Ultimate Premiere Movie Pack.\*

After your third successful referral, and every referral we place thereafter, you will receive a Regal's Ultimate Premiere Movie Package AND a \$25 gift certificate to the California Pizza Kitchen!

1st—3rd Referral Regal's Ultimate Premier Movie Pack

4th Referral and above \$25 to California Pizza Kitchen AND Regal's Ultimate Premier Movie Pack

\*Includes everything for a night out at the movies: 2 unrestricted admission tickets and a \$10 gift certificate to the concession stand. Use any time, there is no expiration date!! For best value, use for first run movies!



3590 Central Avenue, Suite 200, Riverside, CA 92506 (951) 788-7900 FAX (951) 788-1676 www.riversidepersonnel.com jobs@riversidepersonnel.com

#### Childcare

Carolyn E. Wylie Center for Children, Youth, & Families – non profit organization providing services for children from birth to 18 and their families in Riverside and San Bernardino Counties. Services include before and after school care and day care.

Phone: 951-683-5193 Fax: 951-683-6019 Web: <u>www.wyliecenter.org</u>

**Riverside YWCA – Preschool** – State licensed childcare program open to any child between the ages of 3 and 5 not yet enrolled in Kindergarten. Limited scholarship assistance available to qualified families.

Phone: 951-687-9922 Fax: 951-688-5270

**Riverside YWCA – Toddler Program** – For youngsters 18 to 30 months of age. The full day program is open to any child in the community within the stated age range. Limited scholarship assistance is available to qualified families.

Phone: 951-687-9922 Fax: 951-688-5270

**Family Services Association** – Childcare services are offered for both low/no cost for all families eligible for state subsidized programs, and affordable private fee tuition. Infants, preschoolers and school age children from 3 months to 13 years are accepted.

Phone: 951-779-9623 Website: www.familyservicerivca.org

**Salvation Army** – Childcare Center is funded by the State. To qualify parents must be employed full-time or have been looking for full-time employment for the last 60 days. Potty-trained children from the age of 2 years 9 months until they enter Kindergarten are accepted.

Phone: 951-784-4495 x108 or x109

Riverside County Family Child Care Association – Free childcare referrals to parents

Phone: 951-715-4866

## **Transportation**

#### Bus:

Riverside Transit Agency 1-800-800-7821 or 951-555-5002 Omnitrans 1-800-966-6428

(Service throughout Western San Bernardino County)
Greyhound 1-800-231-2222

Rail:

Metrolink 1-800-371-5465 Amtrak 1-800-872-7245

Dial-A-Ride:

 Banning Dial-A-Ride
 951-922-3252

 Beaumont Dial-A-Ride
 951-769-8532

 Care-A-Van
 951-687-8080

(Hemet & San Jacinto)

Taxi:

Yellow/Bell Cabs 951-884-6100 Happy Taxi 951-277-8294