



TEMPORARY EMPLOYEES POLICIES AND PROCEDURES

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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. YOU WILL ALSO NEED TO NOTIFY YOUR SITE.**
- **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 the client asks you 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.**



(951) 788-7900

(24-hr. voice mail)

(951) 788-1676

FAX

www.riversidepersonnel.com

[instagram.com/riversidepersonnelservice](https://www.instagram.com/riversidepersonnelservice)

[facebook.com/RiversidePersonnelService](https://www.facebook.com/RiversidePersonnelService)

RIVERSIDE PERSONNEL SERVICES, INC., 3590 Central Avenue, Suite 200, Riverside, CA 92506

(951) 788-7900, 24-hour Voice Mail

(951) 788-1676, FAX

- **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 timecard.**
- **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 may qualify you for more openings. We can email them to you so you can work on them in the comfort of your home.

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., 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)
Shorts
Stirrup pants, jeggings or leggings
Cargo or low riding pants
Tank tops or sleeveless tops
T-shirts with pictures or writing
See-through blouses, tops, or
dresses without discreet undergarments

Sweat clothes or sweatshirts
Open-toed shoes
Sandals
Birkenstocks
Excessive make-up
Low-cut blouses

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 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, 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 before the 5th hour. Follow the client's policy of ½-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. To waive your lunch break(s), please call Riverside Personnel ask for a Meal Break Waiver.

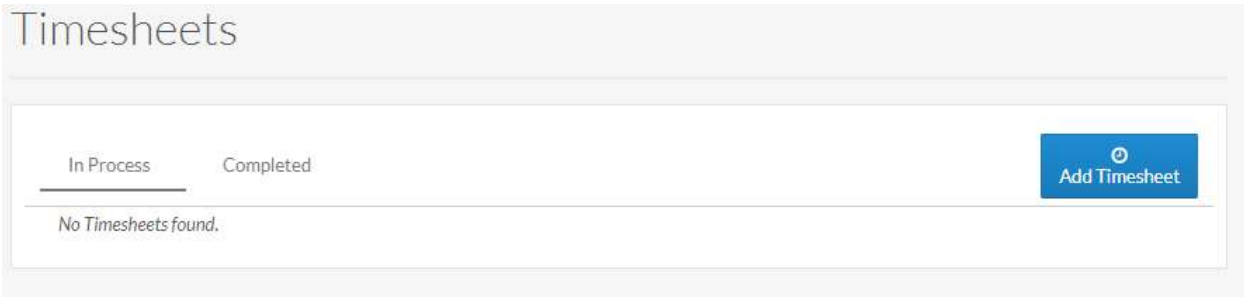
- *Be Confidential*
A client's work should *always* be handled in a discreet manner. Do not discuss the details of your work with anyone other than your supervisor. You will be terminated if you breach the confidentiality of a client.
- *Be Honest*
Do not use the client's computer, fax machine, postage, or telephone for your personal use. ***Never use the client's Internet connection for personal research or checking personal e-mails.*** If you are going to use the client's internet to submit 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. We offer both direct deposit and paper checks (which are mailed no later than Tuesday each week).

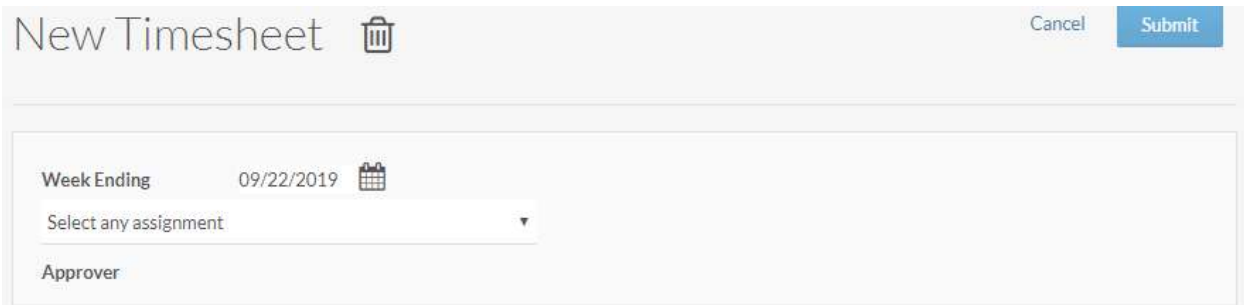
Timecard Submission

1. You will receive an email with an authorization code and link that you will use to set up your timekeeping portal. You can enter time by logging in and clicking the clock icon on the left side of the screen. On the “Timesheets” screen, click the “Add Timesheet” box on the right.



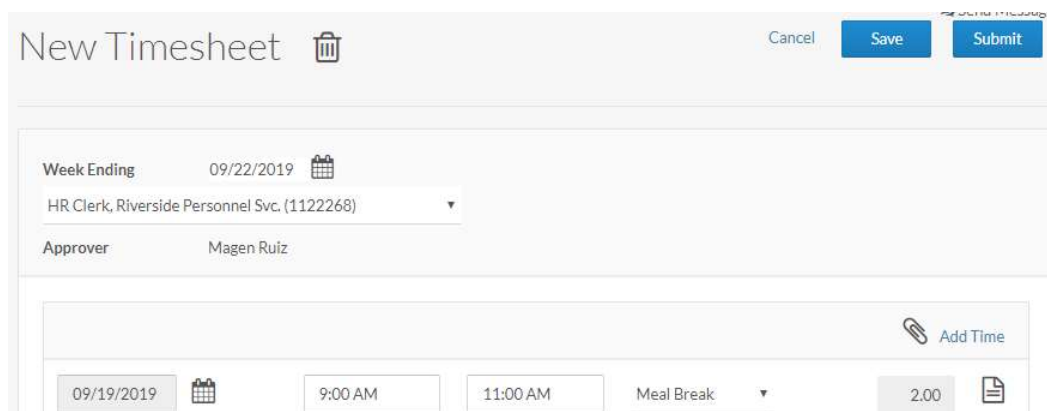
The screenshot shows the 'Timesheets' header. Below it, there are two tabs: 'In Process' (which is selected) and 'Completed'. On the right side, there is a blue button with a clock icon and the text 'Add Timesheet'. Below the tabs, it says 'No Timesheets found.'

Once on the “New Timesheet” select the correct week ending date by clicking the calendar icon. Then select the appropriate assignment. At that time you will be able to enter your time.



The screenshot shows the 'New Timesheet' form. At the top, there are 'Cancel' and 'Submit' buttons. The form contains a 'Week Ending' field with the date '09/22/2019' and a calendar icon. Below it is a dropdown menu labeled 'Select any assignment'. At the bottom, there is an 'Approver' field.

2. For each day, you will need to enter up to 2 lines of time. Enter the appropriate date, your start time and the time you went to lunch. In the next box, you will need to select “Meal Break”. You will then click “Add Time” and enter the 2nd line as the time you returned from lunch and the time you left for the day. In the next box you will need to select “End Shift” and then click “Save” on the top right side. When it’s time to enter the next day, you will edit the timecard by clicking the pencil icon next to the timecard and adding time as noted above.



This screenshot shows the 'New Timesheet' form with more details. The 'Week Ending' is '09/22/2019'. The assignment is 'HR Clerk, Riverside Personnel Svc. (1122268)'. The approver is 'Magen Ruiz'. At the bottom, there is a table for time entry. The first row shows the date '09/19/2019', start time '9:00 AM', end time '11:00 AM', a 'Meal Break' dropdown, and a duration of '2.00'. There is an 'Add Time' button with a paperclip icon.

Date	Start Time	End Time	Break Type	Duration
09/19/2019	9:00 AM	11:00 AM	Meal Break	2.00

3. Do not submit your time until you have entered all of your hours for the week. Your on-site supervisor will receive a link requesting their approval of your time. If you do not click “Submit” once all of your time has been entered, your supervisor will not be able to approve your time for payment.
4. If you have multiple assignments during one week, please submit a separate timecard for each assignment. Never record time for two different weeks, two different clients, or two different assignments on the same card.
5. It is *your responsibility* to enter your time early enough for your supervisor to approve before 12 noon on Monday. Failure to do so may result in a 1-week delay of your pay.
6. **Do Not** enter any sick time or holiday pay through the electronic timekeeping portal. Instead, please email your request to magen@riversidepersonnel.com.
7. **Do Not** enter your unpaid breaks onto this timecard.

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. We are also held to the Federal law requiring overtime be paid for more than 40 hours worked in a week.
2. RIVERSIDE PERSONNEL’s *prior approval is required* for overtime. Please contact your RPS staffing supervisor for approval.
3. If you are working an assignment with a company that works an adjusted workweek, you will not be paid overtime unless hours worked exceed their schedule. For instance, if your adjusted work-week agreement states you will

work a 9.5-hour day, then overtime will be paid for hours worked in excess of 9.5 hours.

“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*

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 and have completed your Harassment Training.***):

- | | | |
|----------------|--------------------|-------------|
| - 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.

****Payroll Service Employees do not qualify for paid holidays or 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 2 movie tickets and a gift card for a treat. After your fourth referral you will receive the Premier Movie Package as well as 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. *Annual Holiday Party*

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 and is available beginning the 90th 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. The remaining time, up to 24 hours, will become available for use on January 1st. **Unused sick time will not be paid out.** If you would like to request sick pay, please call or email in your request. **Do Not** enter this as time worked on your electronic timecard.

10. *Medical Benefits*

Employees working more than an average of 30 hours per week become eligible for insurance on the 1st of the month following the 60th day of employment. Each employee will be given several plans to choose from and Riverside Personnel will pay \$150 towards their monthly insurance premium. Any employee who has insurance through another source will have the opportunity to waive coverage through Riverside Personnel.

In the event you convert to a client's payroll during the middle of the month, the remaining part of your medical insurance will be deducted from your final check.

11. *Retirement Plan through CalSavers*

We participate in CalSavers as a way for our employees to prepare for retirement. Shortly after beginning your first assignment, you will receive an email from CalSavers inviting you to sign up and set up your deduction, which will begin your first paycheck after 30 days of employment. All employees will automatically default to a 5% contribution and this can only be changed by adjusting or opting out through the CalSavers portal.

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.

To remain compliant with California Law, employees are required to complete a 1-hour Harassment Training within 30 days of hire and must refresh training every 2 years. The hour will be paid at the current minimum wage and must be completed for an employee to qualify for holiday pay (see section on *Paid Holidays* for policy specifics).

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



**RIVERSIDE
PERSONNEL
SERVICES, INC.**

The Accounting and Office Staffing Specialists

RIVERSIDE PERSONNEL SERVICES, INC., 3590 Central Avenue, Suite 200, Riverside, CA 92506
(951) 788-7900, 24-hour Voice Mail (951) 788-1676, FAX

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, ask your supervisor before proceeding.



SAMPLE EVALUATION

Dear _____:

We would appreciate your evaluation of our employee, _____, who worked for you as a temporary during _____.

Your feedback is valuable to us as it enables us to thoroughly evaluate the performance of our employees so we can continue to provide the quality temporaries you expect from Riverside Personnel Services. We use constructive information to counsel and train. Your positive information can earn your temporary employee rewards and a letter of reference from us for the applicant's file.

Please check the appropriate rating for each of the following categories:

RIVERSIDE PERSONNEL SERVICES, INC., 3590 Central Avenue, Suite 200, Riverside, CA 92506
(951) 788-7900, 24-hour Voice Mail (951) 788-1676, FAX

<i>Quality of Work</i>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Above Average	<input type="checkbox"/> Average	<input type="checkbox"/> Below Average
<i>Attitude</i>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Above Average	<input type="checkbox"/> Average	<input type="checkbox"/> Below Average
<i>Punctuality/ Attendance</i>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Above Average	<input type="checkbox"/> Average	<input type="checkbox"/> Below Average
<i>Office Knowledge</i>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Above Average	<input type="checkbox"/> Average	<input type="checkbox"/> Below Average
<i>Appropriately Dressed?</i>	<input type="checkbox"/> Excellent	<input type="checkbox"/> Above Average	<input type="checkbox"/> Average	<input type="checkbox"/> Below Average
Would you request this temporary again?			<input type="checkbox"/> Yes	<input type="checkbox"/> No

Why or Why Not?

Comments:

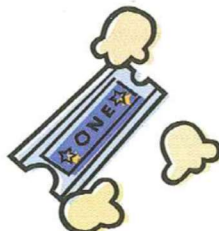
Please return this evaluation to us by folding it in thirds so that our address is on the outside, and stapling or taping it closed. We have provided postage.

Thank you for your feedback and insight.

Sincerely,

Staffing Supervisor

Evaluator's signature



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!



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