

Terry Neese Since 1975
PERSONNEL

Employee Handbook

TERRY NEESE PERSONNEL

EMPLOYEE HANDBOOK

IMPORTANT EMPLOYMENT POLICIES

Welcome to Terry Neese Personnel

We are glad to welcome you to Terry Neese Personnel. We will do everything possible to present and prepare you for work assignments which will utilize your skills and foster your personal growth. This guide gives you important information that will help you take an active roll in your employment. Please review the handbook online and use it as your reference guide.

This EMPLOYEE HANDBOOK is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook which provides answers to many common questions concerning employment with TERRY NEESE PERSONNEL, but we cannot anticipate every situation or answer every question. This is not an employment contract and is not intended to create contractual obligations of any kind.

In order to retain necessary flexibility in the administration of policies and procedures, the management of TERRY NEESE PERSONNEL reserves the right to change, revise or eliminate any of the policies and/or benefits described in this handbook. The EMPLOYEE HANDBOOK is available online at www.tneesepersonnel.com and a paper copy may be requested.

Questions can be directed to the TERRY NEESE PERSONNEL Human Resources Department at 405-942-8551.

TERRY NEESE PERSONNEL “OUR MISSION STATEMENT”

Together We Make A Difference!

Since 1975, our award winning company continues to be recognized for the quality of our employees and our excellence in service. Your outstanding work and commitment to the companies we serve has built this long standing reputation. TERRY NEESE PERSONNEL supplies temporary employees, temp-to-hire employees, direct hire and payroll services. We offer innovative and customized staffing solutions to meet the needs of our clients. We wish you ongoing success with your new career opportunities through TERRY NEESE PERSONNEL.

TERRY NEESE PERSONNEL'S PARTNERSHIP

TERRY NEESE PERSONNEL is a member of the AMERICAN STAFFING ASSOCIATION, and abides by its CODE OF ETHICS, while conducting business with employees and clients.

YOUR ROLE AND RESPONSIBILITIES

Your performance is based upon the quality and quantity of work you perform while on assignment with TERRY NEESE PERSONNEL. There are additional areas that are also included in your overall assessment:

- Maintain integrity, respect and confidentiality at all times.
- Arrive at work on time and be responsive to the client's needs.
- Complete timecards accurately and submit weekly by noon on Mondays.
- Work your weekly scheduled hours as assigned.
- Conduct yourself professionally and wear appropriate attire.
- Limit personal phone calls and emails for emergency purposes only.
- Maintain contact with TERRY NEESE PERSONNEL throughout your assignment and after assignment ends.
- Update all personal information with the TERRY NEESE PERSONNEL Payroll Department.
- Adhere to TERRY NEESE PERSONNEL and client policies and procedures.

WORK STATUS/VOLUNTARY QUIT

TERRY NEESE PERSONNEL is a staffing service and for that reason TERRY NEESE PERSONNEL is unable to guarantee any employee ongoing and continuous work. It is important for TERRY NEESE PERSONNEL to maintain ongoing communication with employees while working on assignment or during the job search process. If TERRY NEESE PERSONNEL is unable to communicate an offer of work due to an incorrect address, telephone number, or other contact information, this will be deemed a voluntary quit of your employment status with TERRY NEESE PERSONNEL.

It is the employee's responsibility to stay in direct contact with TERRY NEESE PERSONNEL. While seeking work, the employee is required to notify TERRY NEESE PERSONNEL by phone or by email of their availability for the upcoming week. The email is sent to mystatus@tneesepersonnel.com. Your name should be listed on the subject line and in the body of the email, provide your weekly availability for work assignments and for scheduling interviews with our clients. If contact with TERRY NEESE PERSONNEL is not ongoing, TERRY NEESE PERSONNEL will make the determination that the employee has voluntarily quit.

If an employee fails to contact TERRY NEESE PERSONNEL within two business days after an assignment ends, or refuses without good cause an additional suitable assignment: TERRY NEESE PERSONNEL will make the determination that the employee has voluntarily quit. This will end employment with TERRY NEESE PERSONNEL and may impact the eligibility for unemployment benefits. If an employee does not show up

for an assignment and /or quits without giving a one week notice, the employee will have an ineligible hire status with TERRY NEESE PERSONNEL.

A suitable assignment offered by TERRY NEESE PERSONNEL meets the conditions stated in the employee's application at the time of hire as acceptable and willing to work, to include type of work, rate of pay, days and hours available, distance willing to travel, and available modes of transportation. Any updates to the original application will be mutually agreed upon by the employer or candidate and TERRY NEESE PERSONNEL. Once the work relationship has ended, a new application will have to be submitted or the original application may be re-signed if there are no changes.

ATTENDANCE, TARDINESS, AND SICK DAYS

Upon accepting a work assignment, TERRY NEESE PERSONNEL expects all employees to work the hours as scheduled and without variation. Regular and punctual attendance is mandatory. Dependability is an important work requirement and frequent absenteeism or tardiness may impact offers for future work assignments.

- Unexcused tardiness and absenteeism may affect your unemployment status and continued employment with TERRY NEESE PERSONNEL
- Sick calls need to be received before your scheduled start time. We provide a 24-hour call-in line to take your message 24/7.
- It is each temporary employee's responsibility to call in and update TERRY NEESE PERSONNEL concerning your availability for job assignments. TEMPORARY EMPLOYEES ARE REQUIRED TO DO THIS A MINIMUM OF ONCE EVERY SEVEN (7) CALENDAR DAYS. If you do not contact TERRY NEESE PERSONNEL one time per week, TERRY NEESE PERSONNEL will consider this a voluntary resignation.
- Violations to our attendance policy may result in disciplinary actions, which may include verbal or written warnings and/or immediate termination depending upon the severity of the offense and may jeopardize your eligibility for unemployment benefits.

OFFICE ATTIRE

While on assignment, you represent both yourself and TERRY NEESE PERSONNEL. TERRY NEESE PERSONNEL'S dress code is professional unless you have been advised differently by your Staffing Manager prior to the assignment.

Unacceptable Attire

- Wrinkled, torn or frayed clothing
- Facial jewelry or piercing
- Strong fragrances
- Body piercing or visible tattoos
- Unnatural hair coloring

TERRY NEESE PERSONNEL reserves the right to request appropriate attire based upon the clients expectations. Inappropriate attire may result in time off without pay.

JOB OFFER RECEIVED

During the course of your assignment, a client company may decide to offer you a permanent position. Or, you may become interested in a posted work opportunity within the company. If so, notify TERRY NEESE PERSONNEL immediately. We will contact the company to review the assignment status and our client agreement. TERRY NEESE PERSONNEL will notify you if the job offer is approved.

TIME CARD REPORTING

Complete your time card carefully and accurately. Go to www.tneesepersonnel.com to download a time card and find instructions on how to complete the form accurately.

As a TERRY NEESE PERSONNEL Employee, you will be paid the week following the week you work. TIME CARDS ARE DUE BY NOON ON MONDAY. Time cards received late will be paid with the following week's payroll. You may deliver your time card in any of the following ways.

- FAX. You may fax your time card to 405-942-2840 before noon on Mondays. Save the original of your time card for your records. Verify that the transmission has been accepted on the fax machine.
- SCANNING TIME CARD. Time cards may be scanned and emailed to reception@tneesepersonnel.com Copy must show employee and client's signatures.

RECEIVING YOUR PAY

Upon submission of your timecard, you will be paid weekly for hours worked. As your employer, TERRY NEESE PERSONNEL will deduct all taxes and other authorized items from your pay. You may receive your paycheck in any of the following ways:

DIRECT DEPOSIT

Your net pay will be deposited directly into either your checking or savings account (your designation) at the financial institution of your choice. The direct deposit is initiated on Wednesday, and may take 24-48 hours to post to your account.

Direct deposit authorization forms can be found on our webpage: www.tneesepersonnel.com . Until your direct deposit is setup and verified, you will be issued a paycheck (this may take 1 to 2 weeks). Until your direct deposit starts, if your paycheck becomes lost, stolen or otherwise damaged and cannot be cashed, TERRY NEESE PERSONNEL will issue a stop payment on the original check and will re-issue a duplicate check. A Bank Handling Fee is assessed for this service (check with payroll). The Post office asks you to allow up to two weeks for delivery of your payroll check by mail.

NOTE: Holidays may cause time card and payroll dates to change.

PAY FOR TIME OFF

Holiday Pay:

Temporary employees do not qualify to be paid for holiday pay by TERRY NEESE PERSONNEL. If the temporary employee is working for a client employer and the client employer notifies TERRY NEESE PERSONNEL and requests that holiday pay be paid to the temporary employee for specified number of hours, then holiday pay will be paid and billed to the client employer.

TERRY NEESE PERSONNEL will not provide holiday pay for the days the client company is closed before or after the actual holiday unless payment and billing is approved by the client company for those days.

Paid Time Off :

To qualify for PTO, a temporary employee must work a consecutive 2,080 hours. PTO will be equal to 16 regular hours of pay, calculated by the average pay range over the past 2,080 consecutive hours. PTO must be taken in 8 hour increments. Payrolled employees do not qualify for Paid Time Off.

BENEFITS

A voluntary benefit package is offered through **Essential Staffcare**, offering flexible options for health insurance. All employees with a working status are eligible. Contact Human Resources for more information.

AVOIDING ON-THE -JOB INJURIES

Your health and safety are important to us. To help you avoid potentially dangerous injuries, please keep these safety tips in mind.

Avoiding Injuries:

Avoid lifting heavy objects of 20 lbs or more. If you must lift or move objects, ask for assistance. If you must lift heavy objects alone, here are tips to help you do so safely:

- Get a firm footing. Keep your feet apart to create a stable base and point your toes outward.
- Bend your knees to a comfortable degree.
- Tighten your abdominal muscles.
- Bring the load as close to your body as possible.
- Lift the load straight up in a slow continuous motion, avoiding jerky movements.
- Lift with the power of your legs rather with your back.
- To set the load down, bend your knees and set it down slowly in a straight motion.
- Never lift or carry a load above your head or on the side of your body.

Avoiding Slips and Falls:

Thinking ahead will help avoid dangerous slips and falls. Familiarize yourself with your environment including:

- Be aware of uneven walking surfaces.
- Make sure you can see where you are going
- Be cautious on surfaces that may become slippery due to weather conditions (parking lots, sidewalks and crosswalks).
- Be alert and slow down in Hallways, bathrooms and offices.
- Keep your hands free for balance.
- Wear proper shoes.

REPORTING ON-THE-JOB INJURIES

If you sustain any on-the-job injury, please follow these procedures:

- Call TERRY NEESE PERSONNEL IMMEDIATELY. TERRY NEESE PERSONNEL must be informed of any work related incidents or injuries so that an incident report can be completed.
- Terry Neese Personnel will make arrangements for medical evaluation or treatment if necessary.
- Report your diagnosis or work limitations to TERRY NEESE PERSONNEL.
- Keep TERRY NEESE PERSONNEL fully informed of your progress. If the injury causes you to take time off from work, you must inform TERRY NEESE PERSONNEL when you are available to return to work.

EQUAL OPPORTUNITY EMPLOYMENT

TERRY NEESE PERSONNEL does not discriminate based upon race, color, religion, sex, national origin, age, disability or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and training.

AT WILL EMPLOYMENT

The position you are applying for at TERRY NEESE PERSONNEL is an at-will position and your employment can be terminated by either party at any time for any reason, with or without cause.

CONVICTIONS

You must notify TERRY NEESE PERSONNEL of any felony, misdemeanor or other convictions which occur while you are employed by TERRY NEESE PERSONNEL. Communication of this information will not automatically disqualify you from employment. This is to ensure that the offense doesn't substantially relate to the work

assignment. Falsification or misrepresentation of information on your application will result in immediate termination.

ZERO TOLERANCE – ILLEGAL DRUG AND ALCOHOL POLICY

TERRY NEESE PERSONAL enforces a zero tolerance policy against illegal drug and alcohol use. No employee shall be on TERRY NEESE PERSONNEL property or on the property of TERRY NEESE PERSONNEL clients while in use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job, only if it does not impair the employee's ability to perform the essential functions of the job effectively and in a manner that does not endanger other individuals in the workplace. TERRY NEESE PERSONNEL has the right to require testing upon suspicion of alcohol or drug use/influence while on-the-job.

CONFIDENTIALITY & NON-DISCLOSURE

The protection of confidential business information and trade secrets is vital to the interests and the success of TERRY NEESE PERSONNEL and our client companies. All employees may be required to sign a non-disclosure agreement as a condition of the assignment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment, even if they do not actually benefit from the disclosed information.

PERSONAL EFFECTS/ITEMS ON ASSIGNMENTS

TERRY NEESE PERSONNEL strongly recommends very few or no personal effects/items be taken on assignment to the client companies. If TERRY NEESE PERSONNEL must pick up any personal effects/items from a client company, a TERRY NEESE PERSONNEL representative will call the employee to inform them their effects/items are at TERRY NEESE PERSONNEL'S office. The employee will have 48 hours to pick up their personal effects or items. Items that are not picked up in 48 hours will be donated to a local charity.

ZERO TOLERANCE – ELECTRONIC COMMUNICATION

Client Company

As a TERRY NEESE PERSONNEL employee, you have access to TERRY NEESE PERSONNEL or TERRY NEESE PERSONNEL CLIENT COMPANY'S electronic processing and communication systems, which includes, but is not limited to, telephone, computer, voice mail, facsimile machines, e-mail, internet and use of software.

TERRY NEESE PERSONNEL'S policy provides that each of the electronic technologies is for business or job-related use only. Improper usage may be subject to disciplinary action, up to and including termination of employment. TERRY NEESE PERSONNEL employees are specifically prohibited from using the electronic communication systems in an offensive, harassing, illegal, defamatory manner or encrypting files for personal

use, or from using destructive programs. (i.e., viruses, and/or self replicating code) . Electronic communication systems may not be used to solicit for commercial activities, religious or political causes, outside organizations or other non-TERRY NEESE PERSONNEL or non-TERRY NEESE PERSONNEL Client Company's business related matters.

TERRY NEESE PERSONNEL employees are also prohibited from loading or downloading any personal or unauthorized software into a TERRY NEESE PERSONNEL or TERRY NEESE PERSONNEL Client Company's computer or network system, and from using the internet to connect to, or access personal e-mail systems or instant messaging services during position or assignment hours, or while in our learning labs. TERRY NEESE PERSONNEL does not condone the illegal duplication of software.

TERRY NEESE PERSONNEL and/or the Client Company may intercept, monitor, copy, review and download any communications or files you create or maintain on their systems, which are considered property of the Client and TERRY NEESE PERSONNEL. The Electronic Communication Policy applies whether working within a physical TERRY NEESE PERSONNEL or TERRY NEESE PERSONNEL Client Company's location.

PERSONAL COMMUNICATION

TERRY NEESE PERSONNEL employees are prohibited from using cell phones without the written consent of TERRY NEESE PERSONNEL or with advanced approval from the client. In the event there is a family emergency, please contact TERRY NEESE PERSONNEL for approval.

All cell phones should be disabled during the working hours. Text messaging is not allowed. Messages maybe checked ONLY at approved times during the work day, such as, on breaks or at lunch.

DISMISSAL SITUATIONS

Examples of actions that may be considered cause for immediate dismissal include:

- Refusal to comply with a supervisor's instructions (insubordination).
- Refusal to accept a proper job assignment.
- No show-no call for an assignment.
- Walked off job.
- Giving false information on an employment application.
- Falsifying records, including employee's own time card or a co-workers time card.
- Fighting or horseplay.
- Malicious damage to or gross negligence of company property.
- Theft from TERRY NEESE PERSONNEL, its employees, a client of TERRY NEESE PERSONNEL, or anyone doing business with TERRY NEESE PERSONNEL.
- Intoxication or being under the influence of alcohol or illegal drugs.
- Bringing any of the following to work: Firearms, knives, or any weapon, illegal drugs, alcohol or fireworks.

- Unauthorized use of confidential information.
- Any behavior during work hours or on company premises that violates the law or infringes on another's legal rights.
- Sexual and other unlawful harassment.

The actions listed above are only examples and do not represent all actions that may result in discipline or dismissal.

SEXUAL & OTHER UNLAWFUL HARASSMENT POLICY

TERRY NEESE PERSONNEL is committed to providing a professional work environment which is free from discrimination and unlawful harassment. This means that TERRY NEESE PERSONNEL will not accept harassment directed at an employee, customer, or vendor, whether sexual harassment or harassment, because of his/her gender, race color, national origin, age, ancestry, disability, creed, use of statutory family/medical leave, or other legally protected characteristic.

Sexual harassment is defined as unwelcome sexual advances or other verbal or physical conduct of a sexual nature where submission to such contact is made, either explicitly or implicitly, a term or condition of employment or a basis for any employment decision, or such conduct creates an intimidating, hostile or offensive work environment. The following are examples of unwelcome conduct which could violate this policy:

- Sexual advances or requests for sexual favors.
- Verbal conduct of a sexual nature (e.g. comments about an individual's body, physical attributes, sexual activities, etc.).
- Displays of a sexual nature (e.g. calendars, photographs, magazines, etc.).
- Offensive sexual jokes.

As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

If you are aware of, or are subject to sexual or other unlawful harassment, promptly report this immediately to TERRY NEESE PERSONNEL. If your TERRY NEESE PERSONNEL contact is unavailable or you feel it would be inappropriate to contact that person, this matter should be brought to the attention of the TERRY NEESE PERSONNEL Human Resource Department or any member of the executive management team, who will handle the matter in a timely and confidential manner. Information you provide will only be shared with others on a need-to-know basis.

Complaints will be promptly and thoroughly investigated. Depending on the nature of the alleged harassment, interim measures may be taken. These measures might include: temporary reassignments or separating the alleged harasser and complaining employee. Appropriate disciplinary action will be taken against any employee found to have violated this policy. Such discipline can range from warning, demotion, suspension, to termination of employment. In the case of customer or vendor harassment,

TERRY NEESE PERSONNEL will act promptly to remedy the harassment and prevent further occurrences.

There will be no retaliation against anyone who in good faith makes a report of a violation of this policy or who assists in the investigation of such a complaint. Any TERRY NEESE PERSONNEL employee who retaliates against another for making a complaint under this policy will be subject to discipline.

TERRY NEESE PERSONNEL CONTACT INFORMATION

Mailing Address: 2709 West I-44 Service Road
Oklahoma City, OK 73112

On The Web: tneesepersonnel.com

Phone: 405-942-8551

Fax: 405-942-2840

Email: tnps@tneesepersonnel.com

ACKNOWLEDGEMENT OF RECEIPT

I acknowledge that I have fully read completely and understand the policies and guidelines that are set forth in this handbook. I received a copy of this handbook at the time of my initial application with TN PERSONNEL SERVICES. I further acknowledge that questions I may have had regarding any of these policies and procedures were asked and answered during my initial application interview with the TN PERSONNEL SERVICES Representative.

I acknowledge and agree that I have been hired as an at-will employee of TN PERSONNEL SERVICES. And there is no contract of employment that exists between TN PERSONNEL SERVICES and myself. I understand and agree that no TN PERSONNEL SERVICES Representative is authorized to enter into any agreement for employment with me that alters my status as an at-will employee of TN PERSONNEL SERVICES.

I have been informed and agree that upon completion of an assignment, I must contact TN PERSONNEL SERVICES WITHIN 24 HOURS to be considered available for another assignment. I understand failure to report my availability will be viewed as a voluntary resignation and may affect my ability to receive unemployment compensation.

I attest and accept that I have read the Safety Rules & Work Related Injury sections within this handbook and fully understand its meaning and intent. I assure my co-workers, supervisors, and employer; that I accept and will apply these rules to my work.

I agree that if at any time during my employment with TN PERSONNEL SERVICES, I am subjected to any type of discrimination based on age, race, color, religion, national origin, sex, disability, veteran status, or any other protected status according with applicable, federal, state and local laws, or if I am subjected to any type of harassment, including sexual harassment, I will immediately contact a TN PERSONNEL SERVICES Representative at the Local Branch Office location in order to obtain assistance in the resolution of such matters.

I understand and agree that I am an employee of TN PERSONNEL SERVICES, and not of the Client Customer with whom I may be assigned, nor am I eligible for any of the Client Customer's Benefits, regardless of the length of my assignment.

I understand and agree that TN PERSONNEL SERVICES reserves the right to administer a drug and alcohol test to any employee seeking treatment for a work related injury, and when the company suspects an employee is working under the influence of drugs or alcohol, or when a drug or alcohol test is a condition of employment, or when the employee is selected during a random drug-testing procedure. I understand and agree refusal to submit to a drug and alcohol test will be grounds for immediate dismissal.

I understand that non-job related use of client electronic equipment is strictly prohibited and may constitute grounds for termination.

TN PERSONNEL SERVICES has provided me a copy of the following policies and procedures within this Employee Handbook, and I understand and agree that my employment with TN PERSONNEL SERVICES, is conditioned upon compliance with this Policy. I understand and agree these policies and procedures are not a contract and are not a guarantee of any rights, privileges or conditions of employment and its contents are subject to change at any time by TN PERSONNEL SERVICES, without written notice:

- DRUG AND ALCOHOL TESTING POLICY
- SUBSTANCE ABUSE POLICY
- JOB SAFETY GUIDELINES
- WORK INJURY REPORTING POLICY & PROCEDURES
- EMPLOYMENT AT-WILL STATEMENT & POLICY
- HARRASSMENT POLICY & REPORTING PROCEDURES
- EQUAL EMPLOYMENT POLICY
- WORKPLACE GUIDELINES
- PAYROLL PROCEDURES
- SEXUAL HARRASSMENT POLICY AND ANTI-DISCRIMINATION AND RETALIATION POLICY
- ASSIGNMENT REPORTING PROCEDURES

By signing below, I acknowledge that I have received a copy of the TN PERSONNEL SERVICES Employee Handbook. I realize that nothing in the handbook should be regarded as a guarantee or contract of employment. None of the benefits or policies provided by TN PERSONNEL SERVICES, and described herein are intended by reason of this publication to confer any rights or privileges upon you, or to entitle you to be or remain an employee of TN PERSONNEL SERVICES.

Temporary Employee

Signature: _____

Date: _____

TN Personnel Services

Representative Signature: _____

Date: _____