



Employee Handbook

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Introduction		1
Purpose of the Handbook	1	
About PEOPLE360	1	
Your Employment Status	1	
Success with PEOPLE360	2	
Problems or Misunderstandings	2	
Job Assignments & Attendance		3
Work Assignments	3	
Work Schedule	3	
Overtime	3	
Missing Work	3	
Attendance Rules & Bonus	4	
End of Assignment	4	
Quitting Your Job	4	
Pay & Benefits		5
Pay Rate & Pay Days	5	
Timecards & Records	5	
Payroll Errors	5	
Insurance and Benefits	5	
Safety & Accidents		6
Safety Policy	6	
Prior Injuries & Physical Limitations	7	
General Safety Rules	7	
Prohibited Work	8	
Clothing & Protective Gear	9	
OSHA Hazard Communication	11	
Lockout/Tagout	11	
Work Conduct	13	
Operating Equipment	13	
Lifting	14	
If You Are Injured	18	
Returning to Work	18	
Fraud Policy	19	
Fraud Reward Program	19	
General Policies and On-Job Rules		20
Equal Employment Opportunity	20	
Drugs & Alcohol	20	
Harassment	21	
Appearance Standards	22	
Prohibited Work	22	
Solicitation	22	
Special Job Site Rules	25	
Working For A Client	25	
Grounds for Dismissal	26	
If You Get Hurt On The Job	27	

Introduction

Welcome to PEOPLE360. We are pleased that you are joining our team of Associates, and we look forward to working with you. Please review this Handbook carefully and feel free to ask any question.

Purpose of the Handbook

This Handbook was prepared to give you important information about PEOPLE360, what you can expect as an Associate of our company, and what we will expect of you. It will help avoid misunderstandings and provide answers to questions that may come up during your employment with us.

Naturally, no Handbook can cover every situation. PEOPLE360 allow managers to make the final decisions they think are best within the framework of the policy described in this Handbook.

It is our intent to maintain all the policies and benefits described in this Handbook, but we must reserve the right to make changes at any time, with or without advance notice.

About PEOPLE360

PEOPLE360 is an independent company that helps dependable people obtain good office, clerical, service and light industrial jobs. We are a Iowa-owned and owner-operated company based in Iowa. Our clients are large and mid-sized, national and local companies who want help recruiting and managing personnel. We screen, select and assign qualified individuals to jobs at various client locations.

Most of the jobs PEOPLE360 manages for its clients are on-going, although some may be seasonal or intermittent. PEOPLE360 offers jobs with opportunity for growth and promotion and some can lead to full-time employment.

Your Employment Status

You are being employed by People360, LLC. (doing business as "PEOPLE360"). Your work assignment, schedule, and rate of pay are determined by PEOPLE360. PEOPLE360 places its field associates at its client companies, but your paycheck and W-2 will be issued by PEOPLE360. Workers' Compensation, Unemployment and other benefits are all provided by PEOPLE360.

Your first 60 days with PEOPLE360 are an Introductory Period, during which you have a chance to see how you like PEOPLE360 and your job assignment. We have an opportunity to measure your dependability and performance. During the Introductory Period, you can be dismissed for even a minor policy violation.

If you should be discharged for unsatisfactory work performance during this period, your Unemployment benefits may be affected.

Remember that you are not employed by the client company where you may work. That company will not have record of you as an employee.

Nothing in this Handbook or in the PEOPLE360 orientation, application, interview, or in any employment form creates an employment contract of any kind. Only the President or Vice President of People360, LLC. is authorized to create an employment contract, and every contract will be in a separate writing, signed by the President. All employment is at will and can be ended by you or by PEOPLE360 without advance notice.

Success with PEOPLE360

PEOPLE360 can be your work partner, helping locate appropriate positions, increase your income and advance your career. You will find us anxious to work with you if you fulfill your obligations.

Attendance, productivity and follow-through are the keys to your success in our organization. When you are scheduled to work, both we and our client are counting on you to be there. People who show up for work on time every day get the best positions and are the first to receive raises or special benefits when they are available.

We expect you to follow through on the promises or commitments you make. That means we expect you to do what you say you will do, and be where you promise to be at the time you say you will be there.

By giving your best every day, meeting reasonable production goals and keeping a positive attitude, you can create better opportunities for yourself with PEOPLE360 and our clients.

Problems or Misunderstandings

If there is anything about your job, your relationship with PEOPLE360 or one of our clients that is bothering you, we want to talk about it and work together to find a satisfactory solution. You should bring any question or problem to a PEOPLE360 supervisor or manager, NOT to a client supervisor at your job site.

If you have a problem, a dispute, complaint or concern, bring it first to the PEOPLE360 Manager at your site (if there is one), or to a Staffing Coordinator in the PEOPLE360 branch office. Usually, the on-site Manager or Coordinator will resolve any concern. If you are not satisfied, however, you should ask to speak with the Manager or Assistant Manager of the branch office where you were hired. It is every Manager's job to listen and try to solve any work-related problem.

Should you be unable to resolve a work problem locally, you should contact the corporate offices of PEOPLE360 directly. Address and contact information below:

PEOPLE360 c/o Human Resources
2611 Ingersoll Avenue
Des Moines, Iowa 50312
Ph. 515.285.8367
Fx. 515.412.1030
Web www.people360.jobs

Job Assignments & Attendance

Work Assignments

PEOPLE360 Associates are hired because their skills and experience are well suited to a specific client position. If, for some reason, you do not like the job to which you are assigned, you should finish the shift, then contact the PEOPLE360 office as soon as possible to see if another suitable assignment may be available. If you have a work-related problem, don't assume it cannot be solved. Talk with someone in the PEOPLE360 office as soon as possible.

If you walk off a job before the shift ends, we must assume you have quit your job with PEOPLE360. Your employment will be terminated and you will not be eligible for other work through our company.

Work Schedule

Work schedules and hours are set to meet the business needs of our clients, so sometimes it is necessary to change schedules or hours. All work schedules and any changes will be communicated through PEOPLE360. If a client representative asks you to change your schedule, be sure to confirm the change with PEOPLE360 so there is no confusion about your schedule or pay.

Overtime

Unless you are an exempt, salaried Associate or a qualifying agricultural worker, you will be paid time-and-a-half for all hours you work over 40 in one week. When calculating overtime, only work hours are counted. Vacation time, holidays and sick or training time does not count toward the 40 regular hours needed before overtime begins.

A PEOPLE360 Coordinator will let you know what to expect regarding overtime in each job assignment. If the availability or requirements of overtime create a problem for you, be sure to discuss them with a Coordinator immediately.

From time to time, most of our clients have at least some overtime work. Not every client requires that you work overtime, although PEOPLE360 expects Associates to work all scheduled hours, unless specially excused (see the next two sections below).

Missing Work

Dependability is very important at us. We value Associates who come to work on time every day, and so do our clients! Absenteeism and tardiness are disrupting. They cause extra work for us, your co-workers and our clients too. If you cannot work on a regular schedule, or if you are often late or absent, you could lose your job with PEOPLE360.

If you cannot come to work for any reason, or if you will be late, you must call PEOPLE360 yourself, as far in advance as possible. Normally, you do NOT need to notify the client, but if you do, you must also notify PEOPLE360. If you do not call and do not show up for a scheduled work shift, we will assume you have quit and your employment with PEOPLE360 will be terminated.

Attendance Rules & Bonus

Notice – If you are going to be late or absent for any reason, you must personally notify the PEOPLE360 office at least four hours in advance. It is not enough to notify the client where you work.

Absences – Three or more absences in one month, even with proper notice, will result in dismissal unless you have a note from a doctor.

Tardiness – Five or more tardies in any one month, even when you call in advance, will result in dismissal unless you have a note from a doctor.

No-Call/No Show – Missing a scheduled work day and failing to call or notify PEOPLE360 of your absence is the same as quitting your job. You will no longer be employed at PEOPLE360.

Walking off a Job— If you do not stay until your shift is complete or walk off a job, this will be grounds for termination.

No-Call/No-No Show and/or Walking off a Job will result in ineligibility for the PEOPLE360 attendance/shift completion bonus. Meaning you will only be eligible for the previously accepted base pay rate of \$7.25/hour* for all hours you have worked in that week.

*\$9.00/hour for Nebraska employees effective January 1, 2016.

End of Assignment

If your PEOPLE360 job assignment ends for any reason, you must contact our office within three days to receive a new assignment. If no work is available at that time, you must contact the PEOPLE360 office at least once each week thereafter to confirm your availability. You can contact your PEOPLE360 branch at the telephone number on the back cover of this Handbook or visit us in person during office hours.

If you fail to contact PEOPLE360 for work, we will assume that you have quit voluntarily, that you have found other work and/or do not want another PEOPLE360 assignment. Your employment with PEOPLE360/PEOPLE360 will automatically terminate and you may lose Unemployment Compensation benefits under state law.

Quitting Your Job

If you should ever decide to quit your job and terminate your employment with PEOPLE360, we will want to know why. Your feedback can help us make this a better place to work.

PEOPLE360 maintains a policy that requires you to complete a simple exit interview. This interview will take ten minutes or less, but we will ask you to come into the office on or after your last payday. You will receive your final check immediately after the exit interview.

Pay & Benefits

Pay Rate & Pay Days

Pay rates vary by job assignment. That means every job can pay a different wage. If you change assignments or work in more than one at a time, you can NOT assume that your pay rate will be the same for both. Make sure you know the wage for every job you work.

The work week is Monday (12:01AM) through Sunday (12:00 midnight). Payday is the following Friday. Unless you are on a job with a special pay cycle, your check will be released after noon Friday (except when a holiday falls on Friday – then we pay on Thursday). Each Friday you will be paid for time you worked during the previous week.

If you call in sick or fail to report to work on a Friday, your check will automatically be mailed to your home. You will not be able to pick it up at our office or at your work site. If you are assigned to a job with a special pay cycle, procedures will be explained to you in advance.

Timecards & Records

If we do not get an accurate record of your weekly work hours, your paycheck is likely to be wrong. If you are asked to complete a weekly time ticket, punch a timeclock, scan an ID card or sign a log book daily, you must do so on time to be sure you are properly paid. In every job, be sure you know your responsibility for timekeeping and how records of your work time are being kept.

Payroll Errors

Unfortunately, a mistake that affects an Associate paycheck can sometimes occur. If you work regularly and follow all timekeeping procedures, the chance of a payroll error is very slim. If there should be some mistake in your check, however, we will correct it and make sure you are properly paid. You only need to discuss the facts with a representative at the PEOPLE360 branch to solve the problem quickly. Once we have correct information, we can usually issue a new check on the spot.

Insurance and Benefits

PEOPLE360 offer certain insurance plans as a benefit to all Associates (no one is denied coverage). This handbook outlines the types of insurance available, but it does not include plan details or specifics. It is important to understand those details: what each plan covers, what is excluded, what you must do to obtain insurance and how coverage is maintained during and after your employment. All that information, along with insurance premium costs, is included in separate enrollment and information materials you have been or will be provided at the time you are hired.

Health Insurance – PEOPLE360 offers low cost, limited medical insurance for your benefit. This plan covers doctor’s office visits and a substantial portion of the cost of medical tests, prescription drugs, surgery and hospitalization. If you wish, limited medical insurance can cover your spouse and/or children as well.



Accidental Death Benefit – When you choose coverage under PEOPLE360’s limited medical plan, you will automatically receive a \$10,000 accidental death benefit. If you elect to cover your spouse or children in the medical plan, accidental death benefits will be extended to them as well. Ask your Staffing Coordinator in the PEOPLE360 office for details.



Dental Insurance – When you elect coverage in the PEOPLE360 limited medical plan, you can add dental insurance at your option and expense at low, group rates. Coverage for your spouse and/or children is also available. Ask your Staffing Coordinator in the PEOPLE360 office for details.

Life and Disability Insurance – Both life and short-term disability insurance are available when you elect coverage in the PEOPLE360 limited medical plan. Both are at your option and expense, at low, group rates. Coverage for your spouse and/or children is also available. Ask your Staffing Coordinator in the PEOPLE360 office for details.

Safety & Accidents

Safety Policy

The SAFETY of Field Associates is the most important concern at PEOPLE360. We intend to deal only with clients who maintain a safe workplace, and we expect to employ people who take safety seriously. We intend to comply with every safety rule and do everything possible to reduce the chances of an accident. We expect you to do the same.

As part of its commitment to SAFETY, PEOPLE360 have a formal Safety Program. It starts with the careful selection of clients and Associates, and includes control of worksite hazards, investigation of incidents and a Return to Work program. The Safety Program also includes training, a Safety Committee, job preparation and standard safety rules.

At PEOPLE360, every manager, every Associate and every client has a responsibility for safety. In fact, safety is a condition of employment. As a Field Associate, you are expected to know and follow all safety rules, use available safety equipment, report any unsafe condition, and work in a safe and responsible manner.

If you are injured while violating a safety policy, benefits otherwise due under Workers’ Compensation can be substantially reduced.

Prior Injuries & Physical Limitations

PEOPLE360 does not want to put any Associate in a job that could cause harm or aggravate a prior injury. If you have been injured before, or if certain work could cause you harm, be sure to let a PEOPLE360 manager know in advance. If you are physically limited in some way, if certain tasks are hard for you, or if you need any special accommodation to perform a job function, it is your duty to let us know in advance so that we can protect your safety.

General Safety Rules

All Field Associates are required to obey the safety rules set by PEOPLE360, our clients and certain government agencies. If you do not know the rules for your job, ask! If an accident occurs while you are in violation of safety rules, your Workers' Compensation benefits may be reduced. Wherever you work, remember these basic rules or guidelines:

- Don't do any work you feel is unsafe or could cause injury.
- Don't do any work that is not part of the job duties PEOPLE360 described to you without the advance knowledge and approval of PEOPLE360.
- Follow the safety rules of the company where you work and the safety instructions of your Supervisor.
- Do not operate any vehicle, equipment or power tool without knowledge and permission from PEOPLE360 and the proper training.
- Use all safety and personal protection equipment you are provided.
- Report all unsafe conditions and immediately report any accident or injury.

Restricted Environments

Service Organizations

Aircraft operations
Ambulance services
Armored car services
Carnival operations
Amusement Parks
Chimney cleaning
Firefighters/Rescue Service
Pest Control services
Police or Security Officers
Trash collection services

Construction

Blasting operations
Building wrecking or demo
Crane Operation
Roofing contractors
Scaffold erection
Steel or iron erection

Manufacturing & Industrial

Asbestos manufacturing
Ammunition or explosives
Chemical & Oil refining
Glass or Fiberglass
Lead or Battery
Lumber Mills
Tire recapping

US Longshoremens & Harbor Workers

Any work on docks, piers, wharves
Ship repair or boat rigging
Dredging

Other

Farming or harvesting
Grain Elevators
Mines or quarries of any kind
Foundries or molten operations
Zoo's

Prohibited Work:

PEOPLE360 believes that all workers have the right to a safe and healthful workplace. For your protection, we will not knowingly ask you to perform work at a work site or be exposed to an environment that is unsafe.

After reporting to work, should your assignment unexpectedly change to include ANY of the work listed below, it is essential that you inform your Staffing Coordinator IMMEDIATELY for further instructions. Do not perform any of the following tasks without instructions from your Staffing Specialist.

General Restricted Activities:

- Work in excess of one story in height (inside or outside) on a roof or where the use of ladders or scaffolding is required.
- Any work activity which takes place five feet or more below ground level, such as excavating or trenching.
- The use of a punch press, break press, shear, slitter or cutter.
- Use of a power saw or drill press.
- Working in any facility that involves direct exposure to molten metals.
- Work on a forklift or other powered industrial truck for which you have not received formal training.
- Work involving participation as a pilot or crew member in an aircraft of any kind.
- Working in auto wrecking, junk or salvage yards.
- Work requiring the use of supplied air or self-contained breathing apparatus.
- Work where there is exposure to X-rays or radioactive isotopes of any kind.
- Work on ships, barges, dry docks or in shipyards and other marine facilities.
- Work requiring direct contact with or exposure to asbestos fibers.
- Work where there is direct exposure to hazardous chemicals.
- Driving a client-owned vehicle on public roadways.
- Flagging or traffic control on a road where the normal speed limit is over 35 MPH.
- Steam pipe/boiler installation.

Specific Restricted Activities:

- Work inside any confined space such as pits, silos, vats, tanks, tunnels or sewers.
- Moving or demolition of buildings.
- Work at waste disposal sites that require handling of any hazardous materials.
- Operating a drop forge.
- Work inside grain elevators or other facilities with high dust concentrations.
- Operating a chainsaw.
- Mounting tires on wheels.
- Work involving mixing or use of creosote.
- Work involving the manufacturing or handling of fireworks or explosives of any kind.
- Erection of steel structures or scaffolding.
- Work that requires the handling or use of pesticides, herbicides or poisons.
- Work that requires direct contact with acids.

- Work in quarries.
- Work in sawmills.
- Working with live animals, including livestock and pets.
- Operation or the setting up of rides or equipment at carnivals, amusement/theme parks or circuses.
- Collection of garbage or recycled materials.

IMPORTANT WARNING!

The above list is not all-inclusive. If work involves direct exposure to other obvious safety hazards, immediately contact your PEOPLE360 Staffing Coordinator for further instructions.

Clothing & Protective Gear

Hazards exist in every workplace in many different forms: sharp edges, falling objects, flying sparks, chemicals, noise and a myriad of other potentially dangerous situations. The Occupational Safety and Health Administration (OSHA) requires that employers protect their employees from workplace hazards that can cause injury. Controlling a hazard at its source is the best way to protect employees. Depending on the hazard or workplace conditions, OSHA recommends the use of engineering or work practice controls to manage or eliminate hazards to the greatest extent possible.

When engineering, work practice and administrative controls are not feasible or do not provide sufficient protection, employers must provide personal protective equipment (PPE) to their employees and ensure its use. Personal protective equipment, commonly referred to as "PPE", is equipment worn to minimize exposure to a variety of hazards. Examples of PPE include such items as gloves, foot and eye protection, protective hearing devices (earplugs, muffs) hard hats, respirators and full body suits.

The Personal Protective Equipment Program will help both employers and employees do the following:

- Understand the types of PPE.
- Know the basics of conducting a "hazard assessment" of the workplace.
- Select appropriate PPE for a variety of circumstances.
- Understand what kind of training is needed in the proper use and care of PPE.



In general, employees should:

- Properly wear PPE
- Attend training sessions on PPE
- Care for, clean and maintain PPE
- Inform a supervisor of the need to repair or replace PPE.

Specific requirements for PPE are presented in many different OSHA standards, published in 29 CFR. Some standards require that employers provide PPE at no cost to the employee while others simply state that the employer must provide PPE.

Personal Protective Equipment (PPE) includes all clothing and accessories designed to create a barrier against workplace hazards. The basic elements of our PPE policy include a hazard assessment and associate training search.



Some jobs require special clothing or personal safety equipment. When things like safety glasses, hard hats, ear plugs or gloves are provided, you are required to use them. If a job requires hard-toe boots, you will not be allowed to work without them.

Hard hats must be worn with the bill in front. Stereo headphones will not be allowed as a substitute for hearing protection. There are special rules to remember if you work around moving equipment or machinery:

- Loose clothing is dangerous and cannot be worn. Sleeves should be rolled down and buttoned, shirts tucked into pants.
- Rings, loose ribbons and dangling jewelry must not be worn.
- Long hair is especially dangerous! It must be kept behind the neck and shoulders so it will not get tangled in moving parts.

Employees can be exposed to a large number of hazards that pose danger to their eyes and face. OSHA requires employers to ensure that employees have appropriate eye or face protection if they are exposed to eye or face hazards from flying particles, molten metal, liquid chemicals, acids or caustic liquids, chemical gases or vapors, potentially infected material or potentially harmful light radiation.

Many occupational eye injuries occur because workers are not wearing any eye protection while others result from wearing improper or poorly fitting eye protection. Employers must be sure that their employees wear appropriate eye and face protection and that the selected form of protection is appropriate to the work being performed and properly fits each worker exposed to the hazard.



Employees who face possible foot or leg injuries from falling or rolling objects or from crushing or penetrating materials should wear protective footwear. Also, employees whose work involves exposure to hot substances or corrosive or poisonous materials must have protective gear to cover exposed body parts, including legs and feet. If an employee's feet may be exposed to electrical hazards, non-conductive footwear should be worn. On the other hand, workplace exposure to static electricity may necessitate the use of conductive footwear.

Determining the need to provide hearing protection for employees can be challenging. Employee exposure to excessive noise depends upon a number of factors, including:



- The loudness of the noise as measured in decibels (dB).
- The duration of each employee's exposure to the noise.
- Whether employees move between work areas with different noise levels.
- Whether noise is generated from one or multiple sources.

Generally, the louder the noise, the shorter the exposure time before hearing protection is required. For instance, employees may be exposed to a noise level of 90 dB for 8 hours per day (unless they experience a Standard Threshold Shift) before hearing protection is required. On the other hand, if the noise level reaches 115 dB hearing protection is required if the anticipated exposure exceeds 15 minutes.

If a workplace hazard assessment reveals that employees face potential injury to hands and arms that cannot be eliminated through engineering and work practice controls, employers must ensure that employees wear appropriate protection. Potential hazards include skin absorption of harmful substances, chemical or thermal burns, electrical dangers, bruises, abrasions, cuts, punctures, fractures and amputations. Protective equipment includes gloves, finger guards and arm coverings or elbow-length gloves.



Employers should explore all possible engineering and work practice controls to eliminate hazards and use PPE to provide additional protection against hazards that cannot be completely eliminated through other means. For example, machine guards may eliminate a hazard. Installing a barrier to prevent workers from placing their hands at the point of contact between a tablesaw blade and the item being cut is another method.

OSHA Hazard Communication

You have a right to know about any safety hazards in your workplace. A PEOPLE360 or client representative will explain:

- Any chemical or material hazards at your job site,
- The "Material Safety Data Sheets" that describe any hazardous materials and what to do if you are exposed to them,
- How to identify and properly handle any hazardous substances.

If you ever have a question about a chemical or substance at your job, be sure to ask your on-job Supervisor for more information.

Control of Hazardous Energy Sources (Lockout/Tagout)

This OSHA requirement is more commonly referred to as the Lockout/Tagout (LOTO) rule, and it's the law. As a PEOPLE360 "affected" employee, you may be assigned to work in a facility where machines or equipment may be required to be locked or tagged out from time-to-time.

You must not participate in lockout/tagout procedures unless the customer has provided you with complete on-site lockout/tagout training. If you have successfully completed such training, you must also call your PEOPLE360 Staffing Coordinator for “authorization” to participate in such procedures.

Energy sources that must be locked out are those that supply the power to enable machines or equipment to operate. These power sources include electricity, gas, steam, coiled springs, hydraulic or pneumatic and gravity. What do those terms really mean?

Lockout: “Lockout” means to put a padlock on the energy source of equipment or machinery to prevent its unintentional start-up during set-up, adjusting, cleaning, repairing, etc.

Tagout: “Tagout” means to put special tags on machines or equipment energy sources to warn other employees that such machines must not be restarted until the tags have been removed by an authorized employee. Tags are often used instead of padlocks when the energy source is physically difficult to lockout with a padlock. Tags are sometimes also used in conjunction with padlocks.

Often several padlocks or tags are used to lock out a single piece of equipment or machine. Each one could be placed by a different “authorized” employee or supervisor who has the only key, or whose name is on the tag. Thus, it becomes virtually impossible for an unexpected start-up to occur, since all of the locks and tags must be individually removed only by the person who placed them there in the first place.

Lockout and tagout procedures are designed to be specific to individual machines or equipment. The exact lockout/tagout procedures have been put in place at the worksite for your protection and the safety of your fellow workers during the maintenance, repairing and servicing of equipment, machines and work processes.

Hazard Communication

This compliance program will provide the means for the transmission of information to apprise employees of the chemical products to which they are exposed. It will include the following:

- Listing of all chemical products used or stored on company property.
- Appropriate labels on all containers of all chemicals used.
- Material Safety Data Sheets (MSDS) will be available for all chemical products on the property.
- Employees will be trained to recognize and interpret labels, warnings, and signs affixed to containers, in order to avoid potential hazards.
- Employees will be trained in the use of Material Safety Data Sheets, and their location and availability.
- This written Hazard Communication Program will be available upon request to employees, their designated representative(s), and Emergency Responders.

Hazard Determination

All hazardous chemical and material substances will be inventoried for which there is a potential employee exposure. This includes all chemical and material substances for which there is a known or

suspected physical or health hazard. This inventory will include all hazardous chemical and material substances that are solids, liquids, gases, vapors, fumes, and mists. It will take into account hazardous chemical and material substances contained in facility pipes, above and underground storage tanks, cylinders, storage drums, vats, and all other secondary containers. In addition, it will take into account any hazardous chemical and material substances such as dusts, welding and exhaust fumes generated during certain operations. The list generated from the inventory will serve as a reference for material safety data sheets (MSDS).

Material Safety Data Sheets (MSDS)

Material safety data sheets provide pertinent safety and health related information regarding hazards associated with handling, storage, use, transportation, and exposure to the hazardous chemical and material substances.

Material safety data sheets will be obtained for each hazardous chemical and material substance identified during the inventory. The MSDS will be made available at all times to employees at a specified location. In addition, applicable MSDS will be maintained at all remote and secondary job sites. Paper copies of MSDS may not be required if there is reliable and continuous computer access to the necessary information. No hazardous chemical or material substance should be handled or used prior to obtaining the respective MSDS.

Work Conduct

Fighting, disorderly conduct and practical jokes or “horseplay” are not allowed at any work site. PEOPLE360 Associates are not allowed to run or throw things in the workplace. Since serious accidents can result from this behavior, you may be dismissed for breaking these rules.

Field Associates should help keep the workplace neat and clean for safety reasons. Loose things on the floor must be picked up and spills are to be cleaned from the floor immediately. Work areas must be kept free of obstructions.

No person will be allowed to work if he/she is impaired due to fatigue, illness, medication, drugs, alcohol or other causes. If a manager or supervisor feels your condition may make it unsafe for you or other workers on the job, you will not be allowed to work.

Operating Equipment

Do not operate any vehicle, machinery, equipment or power tool until you have been properly trained in its use. If you do not have permission from PEOPLE360, you cannot operate a vehicle or machine, power equipment or power tools at all. Associates are not permitted to operate or even train on a forklift without permission from PEOPLE360.

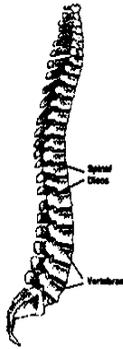
Punch presses, drills and saws in particular, can cause serious injury. PEOPLE360 will not normally accept jobs that involve this kind of work. If you are asked to work with such equipment, be sure to contact PEOPLE360 for approval in advance. If it is permitted, special training and precautions will certainly be required.

The Occupational Safety and Health Administration (OSHA) has called back injuries the nation's number one workplace safety problem. Many back injuries are extremely painful and can result in long-lasting disability or loss of work. Medical bills incurred by back injuries can be very expensive. Fortunately, many spinal injuries are avoidable.

The goal of this handout is to help you prevent back injury by showing you:

- How your back works
- How to lift and handle materials safely
- How a healthy lifestyle can protect your back.

Nothing can guarantee you freedom from back pain. But there are many things you can do to help avoid it.



HOW YOUR BACK WORKS

Let's look at some of the parts of the spine and what they do.

- The backbones, or vertebrae, support the body and protect the nerves of the spinal cord.
- The spinal discs act as shock absorbers between each pair of vertebrae.
- The leg muscles can provide much of the power for lifting.
- If you plan ahead and use common sense, you'll make it as safe and easy for your back as possible.

LIFTING SAFELY

Preparing For The Lift

Before starting to lift or carry anything, check your entire walkway to make sure your footing will be solid. Your shoes should give you good balance, support and traction.

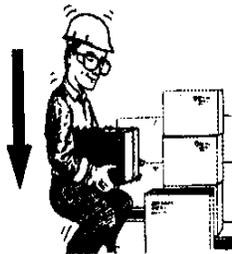
- Clear any movable obstacles out of your way, and make sure you know where the unmovable ones are.
- Cautiously heft the object you'll be moving, to check its weight and center of gravity.



Performing The Lift

This is the part that causes most on-the-job back injuries. Follow these keys to safe and easy lifting:

- Face the object squarely and get as close to it as you can.
- Balance yourself solidly, with your feet slightly apart.
- Squat down, bending your knees. Keep your back as straight and upright as possible.
- Grip the object firmly.
- Tighten your abdomen.
- Use your legs to bring you to a standing position, keeping your back straight.
- Make the lift smoothly and under control.



Carrying And Lowering

When carrying an object, grip it firmly and hold it as close to your body as possible.

- Keep your back straight.
- Tighten your abdomen.
- Bend at the knees.
- Whenever possible, store heavy loads off the floor.

Shoveling

The same guidelines apply to other lifting jobs, such as shoveling.

- Make sure your grip and balance are solid.
- Tighten your abdomen as you lift.
- Keep the shovel close to your body.
- Bend your knees, not your back.
- Use the strength of your thigh muscles to bring you to an upright position.
- Increase your leverage by keeping your bottom hand low and toward the shovel blade. This allows you to use the strength of your arms and shoulders to take the load, instead of your back.



ALTERNATIVES TO LIFTING



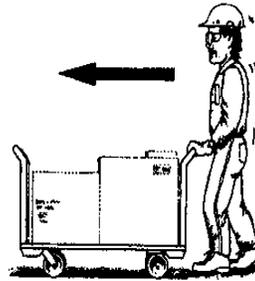
For difficult lifting tasks, keep these options in mind.

- Ask a co-worker for help.
- Use a pushcart or other material-handling device.

Pushing a load is easier on the back than pulling is.

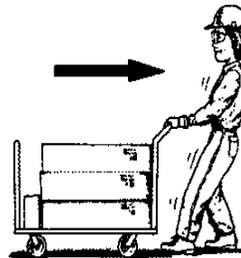
When pushing a load:

- Stay close to the load.
- Don't lead forward.
- Use both arms.
- Keep your stomach muscles tight.



If you must pull something:

- Face the object squarely, with one foot at least 12 inches in front of the other.
- Keep your back straight.
- Bend your knees slightly.
- Pull with one smooth motion.



SAFETY TIPS FOR LIFTING



- Don't lift objects over your head.
- Don't twist your body when lifting or setting an object down.
- Don't reach over an obstacle to lift a load. Move whatever is in your way or go around it.
- Pace yourself to avoid fatigue when doing heavy work for a long period of time.
- Follow the safety guidelines of your workplace.



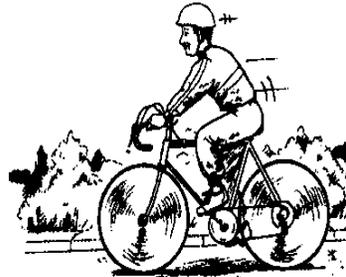
EXERCISE

A good exercise program and a balanced diet can help keep your back healthy by giving key muscle groups flexibility and strength. Whatever exercise you choose, these hints can help you perform it safely.

- If you have a history of back problems, consult your doctor before beginning any exercise program.
- Exercise regularly.
- Warm up thoroughly before starting any vigorous exercise and cool down afterward.
- Maintain good posture throughout your workout.
- If the exercise starts to cause pain, stop doing it.



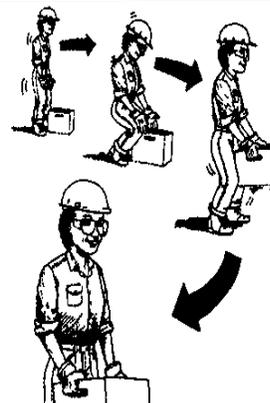
Sports and recreational activities can be an enjoyable way to keep your back healthy. Activities that are widely recommended for the back include brisk walking, cycling and swimming.



SUMMARY

Remember that most on-the-job back injuries happen when a load is being lifted. Follow the basics when lifting to reduce your chance of injury.

- Get as close to it as you can.
- Squat down, bending your knees - not your back.
- Take a breath and hold it, tightening your abdomen.
- Use your legs to bring you to a standing position.
- Perform each motion smoothly.



If You Are Injured

If you are injured on the job in any way, however minor, you must report the incident to the PEOPLE360 office as soon as possible. Except in a true emergency, you should not leave the worksite without reporting an injury.



PEOPLE360 carries Workers' Compensation insurance to protect and benefit any Associate who may be hurt on the job. We also have a Managed Care arrangement with nearby medical facilities to make sure any injured Associate can get needed treatment. A list of Preferred Providers is on the back of this Handbook.

To get free medical attention for an on-job injury, and any Workers' Compensation benefits that may apply, there are certain steps you must take. Reporting an injury promptly is the first and most important step. Once you do that, we can guide you to the next steps.

If you are injured on the job, report the incident to the PEOPLE360 office immediately, even if the injury is minor. Note: Reporting an incident to a client supervisor on the job is not enough. You will be directed to a PEOPLE360 Preferred Provider for treatment. Be sure to name People360, LLC. ("PEOPLE360") as your employer.

Except in a life-threatening emergency (or if you need specialized treatment not otherwise available), the State of Iowa requires that you be treated by a Preferred Provider. The State of Nebraska requires that you be treated by a Preferred Provider (or your doctor of choice if you exercise your right to choose a doctor on the Employee's Choice or Change of Doctor Form.)

At the medical facility (or in some case at the client site), you will be required to take a drug test. If you fail or refuse that test, you could forfeit eligibility for Workers' Comp. benefits. If drugs or alcohol caused the accident, benefits and free medical care can be denied.

After you have been treated, a Doctor will determine what work you can do: regular work, light work, or no work at all. The Doctor's report will determine whether you need time off or not.

As soon as you are able, you must come to the PEOPLE360 office to complete an Injury Report. The report will let our corporate offices and our insurer know exactly what happened, how and where you were hurt, and how we can avoid a similar accident in the future.

Returning to Work

Whether you are released for light or limited work, or for regular duty, PEOPLE360 will have a suitable job for you the next day. Unless the Doctor says you are unable, you must report for work the day after any injury. If the Doctor says you cannot work at all, you must provide written notice from the Doctor and call a PEOPLE360 manager the next day to discuss your situation.

Fraud Policy

Workers' Compensation is designed to limit the loss of an Associate who is injured in the course of their work. Benefits are available when an injury is work-related, accidental, and medically verified.

If an injury was not caused by an on-job accident at all, if an accident never really happened, if there were no real injuries, or injuries are falsely exaggerated, filing a claim for Workers' Compensation benefits is fraud. Secretly working another job while collecting Workers' Compensation payments is illegal and it is fraud.

PEOPLE360 has "zero tolerance" for phony or fraudulent claims. We will immediately terminate any Associate involved in Workers' Comp. fraud, and we will criminally prosecute to the full extent of the law.

Fraud Reward Program

PEOPLE360 has a reward program designed to encourage Associates to report anyone they may know who is committing fraud. If a fraud tip is verified and an investigation enables PEOPLE360 to file charges or dismiss a claim, the reporting Associate will receive \$1,000. A cash award is presented even if there is not a criminal conviction.

To report FRAUD, please telephone the PEOPLE360 Corporate office at (515) 285-8367. Your CONFIDENTIALITY IS ABSOLUTELY GUARANTEED!

General Policies and On-Job Rules

Equal Employment Opportunity

Equal Employment Opportunity is both a policy and a practice of every PEOPLE360 office. In accordance with all applicable federal, state and local laws, PEOPLE360 provides employment opportunities to applicants and Associates regardless of age, race, creed, color, religion, national origin, sex, disability, veteran status, marital status or any other protected status.

The PEOPLE360 Equal Opportunity policy applies to all areas of employment, including, hiring, training, assignment, promotion, compensation, benefits, discipline and termination. In addition, PEOPLE360 does not discriminate against any Associate in a client job assignment and will not honor discriminatory requests from clients.

Any Associate who may violate this policy will be subject to discipline, up to and including possible termination.

Drugs & Alcohol

Substance abuse has a negative impact on an Associate's work and personal life, and it affects our ability to provide quality service to clients. It can cause poor work performance, decrease productivity and create safety hazards. That's why PEOPLE360 is committed to a Drug-Free Workplace. All applicants must pass a drug test to qualify for employment, regardless of job assignment.

The use, possession, solicitation for, distribution, purchase or sale of any illegal substance or alcohol on company or client premises, or while performing any PEOPLE360 job duty is strictly prohibited.

Company rules regarding illegal drug activity include times when an Associate is representing PEOPLE360 or one of its clients, or is involved in a work-related or company-sponsored event, even if it is at a non-work location or outside of normal work hours. PEOPLE360 will not knowingly employ an individual actively involved in any illegal activity on or off the job.

Abuse or misuse of prescription and over-the-counter drugs is also prohibited. Associates using drugs for a medical condition must inform a PEOPLE360 supervisor if the drug could affect physical or mental abilities, or have side effects which affect job performance.

To enforce its drug and alcohol policy, and in addition to any pre-employment testing, PEOPLE360 reserves the right to require any Associate to submit to drug or alcohol testing at any time, without notice, as permitted by law. A drug test is also required immediately after every on-the-job accident and any time there is reason to believe an Associate may be under

the influence of drugs or alcohol. Some job assignments may require a special, added drug test. Any violation of drug and alcohol policies, including positive test results or refusal to be tested, will result in immediate dismissal.

Associates who believe a positive drug or alcohol test is in error are given an opportunity to have the same specimen re-tested by an independent, certified laboratory at their own expense. If the laboratory test is negative, the cost of the re-test will be reimbursed and the Associate will be reinstated with no disciplinary record.

Harassment

PEOPLE360 believes in a friendly workplace that is not hostile or offensive, where all Associates are treated fairly and with respect. Harassment, threats, intimidation or discrimination of any kind, including verbal or visual, will not be tolerated for any reason. Any Associate who violates this policy will be subject to serious discipline, including possible termination.

It is important to understand that, among other things, harassment includes:

Verbal Harassment, such as making a joke or comment about a certain age or ethnic group, race, sex, nationality, disability, religion, sexual preference, or using vulgar or profane words or slurs.

Physical Harassment, such as assault, touching, blocking or physically interfering with a person's movement or work.

Visual Harassment, such as derogatory images, posters, cartoons or drawings.

Sexual Harassment, including unwelcome sexual advances or requests for sexual favors, verbal, visual or physical conduct of a sexual nature, such as name calling, obscene jokes, suggestive comments, gestures or sounds, or graphic remarks about a person's anatomy.

Intimidation – Creating an intimidating, hostile or offensive work environment through conduct like that described above.

If you feel you have been subjected to harassment, threats, intimidation or discrimination by a co-worker, a supervisor or manager, a client Associate or any other person connected with your job, you should report the incident to a PEOPLE360 manager immediately. If the complaint involves the manager, or if you feel uncomfortable discussing the matter with him/her, report the matter to his/her superior or to PEOPLE360's corporate office at (515) 285-8367.

PEOPLE360 will promptly investigate every harassment complaint and take the appropriate corrective action. All investigations will be handled as confidentially as possible, and no Associate will be punished in any way for bringing any good faith complaint to the company's attention.

Any PEOPLE360 employee, supervisor or manager who is found to have engaged in harassment, or retaliation against another individual who complained of harassment, will be subject to serious discipline, including possible termination.

Appearance Standards

As a PEOPLE360 Field Associate, you represent our company. We expect every Associate to be neat, clean and dressed properly for their work environment. Torn, frayed or cut-off clothes, and clothing with offensive slogans or references to drugs or alcohol are never allowed at work. Sleeveless shirts and halter-tops are not permitted in any position. Sandals and open-toe or open-heel shoes are prohibited in all light industrial jobs. Some jobs require long pants and work shoes or boots.

Most client companies have their own dress code or standard. PEOPLE360 will advise you of the standards for your assignment, and you will be expected to maintain them. It is important to understand specific policies when the dress is “business casual.” Business casual can mean different things, but as a PEOPLE360 Field Associate, you are not permitted to wear jeans, shorts or T-shirts in any office workplace.

Prohibited Work

In every PEOPLE360 job, the type of work you can do has been agreed with the client. Basic job duties will be explained to you in advance. We appreciate Associates who are flexible and want to be helpful, but you are not allowed to do any work for a client that is not part of the general job description we provide.

If you are asked to do a different job or any task that PEOPLE360 has prohibited, you should explain that you must first ask PEOPLE360 for permission. In particular, Field Associates are not permitted to operate vehicles, any forklift, machinery or power tool unless specifically authorized by a PEOPLE360 manager in advance. Associates performing unauthorized job duties will be subject to discipline, up to and including possible termination.

Solicitation

Solicitation is against the rules in every PEOPLE360 assignment. You may not solicit any PEOPLE360 Associate, Employee, Client Representative or Client Associate while on PEOPLE360 property or our client’s property.

No solicitation is allowed during your work shift or the work shift of the person being solicited. This includes lunch breaks or other breaks taken on the job site or on PEOPLE360 client property. For purposes of this work rule, “solicitation” specifically includes passing out flyers, letters, petitions or other documents for signatures.

Special Job Site Rules

Every client has rules or policies that apply in their workplace. A PEOPLE360 representative will review client policies with you in advance, but it is your job to remember them and comply with them. Client rules might include a special clothing or equipment requirement, restrictions on jewelry, lunch or rest breaks and telephone use. Cell phone or portable stereo use may be prohibited. As a PEOPLE360 Field Associate, you are required to know and follow the policies in effect at your job site.

Confidential Information

Most PEOPLE360 Associates come into contact with confidential and proprietary (company-exclusive) information. As a condition of continued employment, all Associates must agree to protect company and confidential information. Information obtained while working for PEOPLE360, in association with PEOPLE360 or in any client assignment is confidential and may not be disclosed to any other party, even another PEOPLE360 Associate.

Among many other things, confidential information includes information on products, release dates, prices or rates, inventories, customers and customer locations, security systems, personnel, contracts, business and personnel files and records. PEOPLE360 customers, contact names, work sites, shift times, wage rates, bill rates, personnel counts and other business information is all strictly confidential.

Disclosure of confidential information is a policy violation that will result in disciplinary action, including possible dismissal.

Working For A Client

Some clients offer PEOPLE360 employees long-term employment after they have worked in association with PEOPLE360 for a certain time (usually 90 days). No client promises to hire everyone who completes that time, and no Associate is guaranteed a job with any client company.

The hiring of PEOPLE360 Associates is governed by the contract we have with each client. If a client wishes to hire one of our Associates, it must be arranged and/or approved by PEOPLE360. If you are interested in a job with a client, ask an PEOPLE360 manager for details.

Important: You may not work directly for a PEOPLE360 client on your own or apply for a job with a client while you are working for PEOPLE360. If you want to work for a client, you must either do so through PEOPLE360, or quit your job with PEOPLE360 first. Violation of this policy will result in disciplinary action, including possible dismissal.

Grounds for Dismissal

There are certain activities and behaviors PEOPLE360 considers so serious, they are grounds for immediate dismissal. Some of the most important of these are mentioned under “Drugs and Alcohol” and “Harassment” above, and in the “Job Assignments and Attendance” section earlier. Review those sections for specifics and be aware that the following are also grounds for dismissal:

- **Dishonesty** – False statements or misrepresentations during the application process; producing false ID or documents.
- **Violence and Weapons** – Any act or threat of violence toward another person, fighting or provoking a fight while on company or client premises; possession of a weapon or explosives.
- **Criminal Behavior** – Engaging in any criminal conduct, including betting or gambling while on company or client property.

If You Get Hurt On The Job

Report the accident to the PEOPLE360 office *immediately*:

Call: (515) 285-8367

For Iowa Medical Treatment, See

UnityPoint Clinic-Urgent Care

Occupational Medicine

2901 86th Street

Urbandale, IA 50322

515-276-3406

(Mon – Fri) 7:30am - 9pm

(Sat) 8am - 6pm

(Sun) 9am - 6pm

UnityPoint Clinic-Urgent Care

Occupational Medicine

7481 Hwy 65/69

Des Moines, IA 50320

515-953-1500

(Mon – Fri) 8am - 8pm

(Sat) 9am - 3pm

(Sun) 9am - 3pm

UnityPoint Medical Centers

ER

1200 Pleasant Street

Des Moines, IA 50309

515-271-1717

24 hour service

(Sat – Sun) 9am—3pm

Lakeview Medical Centers

Urgent Care

6000 University Avenue, Ste 101

West Des Moines, IA 50266

515-241-2600

(Mon – Fri) 8am—8pm

Or any *UnityPoint network provider*: www.unitypoint.org/new-clinics.aspx

For Nebraska Medical Treatment, See

Madonna Physician Services

Occupational Medicine

5401 South Street

Lincoln, NE 68506

402-413-3000

(Mon – Fri) 8am - 4:30pm

For non-emergency situations

USE THIS OPTION FIRST!

Urgent Care Clinic of Lincoln

Occupational Medicine

4210 Pioneer Woods Drive

Lincoln, NE 68506

402-488-4321

(Mon – Fri) 8am - 8pm

(Sat) 10am - 6pm

(Sun) 10am - 6pm

Bryan Health East

ER

1600 S 48th Street

Lincoln, NE 68506

402-481-1111

24 hour service

Heartland Urgent Care

Urgent Care

965 South 27th Street

Lincoln, NE 68510

402-477-3505

(Mon – Sat) 8am - 8pm

Or any *Madonna Fit For Work network provider*: www.madonnafitforwork.org

If You Suspect:

Fraud

Illegal Activity

Improper Behavior

Theft

Unsafe Conditions

Contract Violations

Drug Use

Call PEOPLE360 Corporate office anonymously at 515-285-8367(Leave a recorded message anytime)