



Your next move matters, make it count!

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## COMPANY ORIENTATION POLICIES AND PROCEDURES

Congratulations, with this assignment, you are now an employee of ADVANCE CAREER SERVICES (ACS), an Equal Opportunity Employer.

Each job assignment issued to you is an assignment in which you are working for ADVANCE CAREER SERVICES. Your **Appearance, Attitude, Punctuality, and Work Ethic** is a reflection on your employer, ADVANCE CAREER SERVICES. You are now a part of our Company, call us on any work-related situation so we can help you.

### !!!!!!VERY IMPORTANT!!!!!!

1. Reporting time on 1<sup>st</sup> shift, if you are going to be late or cannot work your regular scheduled hours for the assigned client company, contact your supervisor at the client company before your reporting time and contact us, ACS, at (508) 676-6300 before 8:00 a.m. Any request for time off from your regular work schedule requires 24 hours' notice, approval from your supervisor and notification to the agency. If you are out sick 3 days a doctor's note will be required. **Failure to follow these procedures will be grounds for termination without warning.**
2. Reporting time on a 2<sup>nd</sup> or 3<sup>rd</sup> shift, if you are going to be late or cannot work your regular scheduled hours for the assigned client company, CALL your supervisor at the client company before your reporting time and then call ACS before your reporting time and leave a detailed message. **No show/No call for your assignment before your reporting time shall be considered job abandonment and therefore voluntary quit.**
3. For problems or complaints at the work location, COMPLETE YOUR SHIFT, then call ACS immediately upon completion. Any work injuries must be reported immediately to Client Company and ACS.
4. Lunch breaks are determined by your supervisor at the job location assigned you.
5. We have provided you with directions to your assignment. Be sure you know exactly where the company assigned to you is located BEFORE your reporting day. CALL ACS if you have any questions or problems.
6. Call ACS upon completion of your assignment for further instructions and for re-assignment.
7. TIME CARDS - Unless you have been issued a time card by the client company and told to clock in and out by your assigned employer, you are responsible for turning in your own time card each week. It is necessary for your supervisor to sign your timecard in order to get paid.
8. **NO EXCEPTIONS** - Your time card may be personally brought to our office during office hours, (8:00 am to 5:00 pm) faxed, or put into our mailbox. To process and issue your check for the past week's work, **we must receive your time card no later than Monday at 12:00 noon.** Time sheets received after Monday, Noon, will be paid the following week.

## STANDARDS OF CONDUCT POLICY

### Standards of Conduct for Employees

#### Policy Guideline

Work rules and Company regulations are necessary for the safety, security and productivity of employees. Commission of any of the violations listed below will subject an employee to disciplinary action, up to and including termination, based on management's assessment of the seriousness of the misconduct.

#### Policy Administration

Violations (including, but not limited to, those set forth below) represent serious infractions. The following are examples of violations:

1. Cell phone use, for any reason, is strictly prohibited during work hours. If you must be reached due to an emergency, the 3<sup>rd</sup> party can contact you through ACS at (508) 676-6300. Please update your emergency contacts accordingly.
2. Provoking or engaging in a fight that involves physical contact. Threatening anyone in the workforce, e.g., co-workers, customers, etc. with physical harm or damage to property or verbally harassing or abusing anyone while working in the company or while on company business, or on social media platforms.
3. Engaging in insubordination, including refusing to comply with reasonable instructions given by a supervisor or manager. Employees who take issue with instructions they have been given with respect to a particular task or assignment should perform the task as instructed and later register their complaint with higher supervision or with the appropriate Human Resource representative. In cases where there is a potential ethical issue involved, the appropriate management representative should be informed of the issue promptly. Where there is a potential safety hazard involved, the appropriate Safety representative must be contacted immediately to review the potential hazard. **The work should not be performed until safety personnel have had the opportunity to evaluate the hazard.**
4. Willfully making any false statement in records that are the property of the Company or which are submitted to the Company (including, but not limited to, medical, research, production, time, invoices, expense reports or personnel records, e.g., application for employment, resumes).
5. Being intoxicated or under the influence while working on or off Company property; bringing into or possessing alcoholic beverages or marijuana on Company property; or consuming alcoholic beverages or smoking marijuana on Company property or while working off Company property.
6. Possessing, using or being under the influence of unauthorized narcotics or other unauthorized controlled substances on Company property or while working off Company property; bringing such substances onto Company property; or participating in any way in the purchase or sale of any unauthorized narcotic or other controlled substance. Use of authorized narcotics or controlled substances must be reported to the company for safety reasons.
7. Failing to consent to appropriate drug and/or alcohol testing or medical evaluation at the request of the Company; failing to consent to or follow a course of treatment or rehabilitation program prescribed by a physician; or reverting to drug or alcohol abuse after such treatment has been completed.
8. Being convicted of a felony, or other crime involving dishonesty or deceit having been debarred or excluded from doing business with the government, or having committed another serious offense as determined by management within its discretion. Any indictment for such an offense may be cause for suspension without pay and/or benefits until the matter has been resolved in the employee's favor.

9. Engaging in any act of discrimination or harassment toward another employee due to race, religion, color, sex, age, disability, sexual orientation, marital status, national origin, military service or any other status protected by applicable law.
10. Soliciting without authorization or posting or distributing without authorization literature or other materials on Company property during working hours or when performing duties off Company property.
11. Failing to adequately perform assigned duties and responsibilities for the Company, including, but not limited to, neglecting assigned responsibilities or inefficiently performing assigned duties where additional training or performance coaching or counseling already have been provided.
12. Being responsible for avoidable waste of work materials or Company property.
13. Failing to observe working hours, by, among other things, unexcused or excessive tardiness or absenteeism or failing to notify the appropriate supervisor of an unanticipated absence prior to such absence.
14. Spreading rumors, slander, gossip or falsehoods that in management's assessment may harm or embarrass the Company or violate the privacy of an employee.
15. Failing to observe dress code standards. Using abusive or profane language. Failing to show consideration for others.
16. Failing to observe and comply with safety and sanitary rules to maintain good housekeeping standards on Company property.
17. Departing from standard, accepted job methods or departmental rules and regulations unless approved by the appropriate supervisor.
18. Eating or drinking in restricted areas.
19. Walking off the job or leaving one's work station for other than assigned duties without authorization from the appropriate supervisor, except in emergency situations.
20. Smoking or carrying lighted smoking materials within Company facilities or vehicles.
21. Stealing or intentionally destroying, damaging, misusing or adulterating Company property or property of another, while working in the company or while on company business.

### **ENFORCEMENT RESPONSIBILITY**

It is the responsibility of all supervisors to see that these rules and regulations are observed and that violations are dealt with promptly. Violations will be addressed in a manner consistent with this Policy.

Worker's Comp Carrier: Acadia Insurance Administered by Berkley Assigned Risk Services,  
PO Box 59143, Minneapolis, MN 55459, Phone (888) 548-7431  
The temporary Workers Right to Know Law is administered by the Department of Labor Standards,  
19 Staniford Street, 2<sup>nd</sup> Floor, Boston, MA 02114, Phone (617)626-6970

### **HEALTH INSURANCE ELIGIBILITY**

All employees are hired as variable hour employees. Advance Career Services uses a 12 month look back period to determine an employee's status as full time and eligibility for Health Insurance. The 12 month look back period begins on your date of hire with ACS.

## ATTENDANCE POLICY

Timely and regular attendance is an expectation of performance for all ACS employees. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule. In the event an employee is unable to meet this expectation, he/she must obtain approval from their supervisor in advance of any requested schedule changes. This approval includes requests for late arrivals to or early departures from work.

### Absence

An absence from work is defined as the failure of any employee to report to work when scheduled and applies to all assignments. All absences must be called in to the client company per their instructions before your reporting time and to this agency. If you get voicemail you must leave a message stating your full name and the reason for your absence. Be sure to speak clearly and slowly so we can understand you, leave your phone # so we can call you back if necessary. Each day an employee is absent will be considered a separate incident as it pertains to this policy.

### Tardy

An employee is deemed to be tardy when he/she:

- Leaves work prior to the end of assigned/scheduled work time without prior supervisory approval.
- Takes an extended meal break period or returns from a break late without supervisory approval.
- Arrives to work past his/her scheduled start time. An employee may be replaced for the full shift at the discretion of his/her supervisor.

Each tardy occurrence will be considered a separate incident as it pertains to this policy.

### Sick Time

Sick time used within the first 90 days of employment and/or any unaccrued sick time used thereafter will be considered an incident as it pertains to this policy. In accordance with this, each day sick time is used will be considered a separate incident as it pertains to this policy.

### No Call/No Show

Employees must report their absence each day; failure to do so is considered a no call/no show.

**Any employee who fails to call in and/or report to work for 2 consecutive workdays is considered to be VOLUNTARILY terminating their employment.**

### Guidelines for Attendance Control

Based on the number of incidents in a twelve-month rolling period, an employee will be subject to disciplinary action under the following guidelines.

- 1) Two incidents in a 30-day period will result in a documented written warning.
- 2) Three incidents in a 60-day period will result in a documented final warning.
- 3) Four incidents within a 90- day period will result in extended disciplinary action up to and including termination.



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**ACKNOWLEDGEMENT OF RECEIPT**

I have completed Company Orientation and read and received a copy of Company Policies and Procedures. I understand and agree to comply with the employment terms given to me by ACS or be subject to termination.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

I received Notice of Earned Sick Time and Attendance Policy.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature