

What You Should Know While on Assignment

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Welcome to **SearchPros Staffing**! One of the keys to our success is hiring good employees. We have hired you because we believe you have the skills and the potential to help our Company succeed. We expect employees to perform the tasks assigned to them to the best of their abilities. We believe that hard work and commitment will not only benefit **SearchPros** but will help give all of our employees a sense of pride and accomplishment.

Our management team intends to provide employees with all of the support and the resources they will need to perform their job effectively. If, at any time, an employee needs assistance or guidance, the employee should not hesitate to ask any member of the management team. Once again, Welcome to **SearchPros**. We are glad to have you with us!

Assignments

SearchPros strives to match members of our Contingent Workforce with Positions that they are best suited for. Your recruiter will provide you with information on the Client Company, Job Duties, Work Schedule and Rate of Pay being offered.

Once you accept an assignment, our Onboarding Team will work with you to make sure that all pre-employment requirements are taken care of. Once this step is completed, you will receive an Offer Letter confirming where and when you will report to work, your rate of pay, your pay schedule, time keeping instructions and information on benefits available to you.

While on Assignment:

- Arrive on time each day of your assignment. If you are unable to report to work at your scheduled time, you must notify your **SearchPros** Recruiter at least 2 hours ahead, as well as your Onsite Supervisor before the start of your shift. Please be respectful of any policy that the Client Company may have in place. Failure to provide these notifications may be deemed a voluntary quit and/or result in disciplinary action up to and including termination.
- Dress appropriately for the client's office culture as well as the job you are performing. When in doubt, always choose the more conservative option.
- During working hours, you shouldn't make personal calls, send personal emails or use personal cell phones / electronic devices, except in cases of emergency.
- Follow all rules, processes and procedures of the client to whom you are assigned.
- Perform to the best of your abilities and honor your commitment to work for the duration of the assignment.
- Submit all time worked using the time submittal process provided to you at the beginning of your assignment.
- You must take all Meal and Rest Periods as required by state law.
- Overtime must be pre-authorized in writing by your on-site supervisor. Unauthorized overtime may result in disciplinary action up to and including termination.
- We expect that you will conduct yourself in a professional manner at all times. This includes complying with the Discrimination, Harassment and Retaliation Prevention Policy contained in the **SearchPros** Employee Manual.
- **SearchPros** is your employer of record. Any questions or concerns you may have regarding your assignment should be directed to your **SearchPros** Recruiter or HR Representative.
- If you are injured while on assignment, you must notify **SearchPros** as soon as possible. You must also complete and return any incident report forms that are presented to you so that we can begin the Workers' Compensation process along with take a mandatory post-incident drug test. Failure to comply with these requirements may result in disciplinary action up to and including termination.
- If you are notified by the Client Company that your assignment is ending you must notify your SearchPros Recruiter the same day. You must call in to SearchPros, at least weekly, with your availability to be considered for placement on another assignment. Failure to do so may affect your eligibility for Unemployment Benefits.
- **Expense Reimbursements:** Expense reports must be approved by the client, submitted within 30 days of the expense and will be paid during the next pay cycle.

Submitting Your Time Worked

All time worked is to be submitted using an Electronic Timekeeping System assigned by SearchPros or the Client Company. You will be instructed which system to use and be given instructions on how to submit your time as well as the deadline for submitting your time worked.

When possible, all hours worked must be recorded using exact start and stop times as well as meal period for each day that you work. Otherwise, enter your time as specified by the time entry system you are using.

Working overtime is not permitted without prior written authorization from your on-site supervisor.

Failure to enter your time worked by the established deadline will result in you having to wait until the next pay cycle to receive your pay. Falsification of time worked and/or working overtime without prior authorization may result in disciplinary action up to and including termination.

Getting Paid

You will be informed of your pay schedule during the Offer Letter process. Employees will be paid Weekly or Bi-Weekly on Friday in accordance with our contract with the Client Company depending on your specific assignment.

If the regular payday falls on a company-recognized holiday, then employees will be paid on the workday before the regular payday.

- **Direct Deposit:** Your pay will be directly deposited into your checking or savings account at the financial institution of your choice. The authorization form for this option is provided to you during the onboarding process.
- **Global Cash Card:** In the event that you do not have a bank account, inquire about being issued a Global Cash Card. The Global Cash Card works much like a Debi/Credit Card and is accepted at many ATMs and anywhere VISA and MasterCard are accepted. You will automatically be issued a Global Cash Card if you do not sign up for Direct Deposit.

Pay Stubs are available each payday by accessing the ADP Workforce Now website. Instructions for using the ADP Workforce Now website will be sent to you at the start of your first assignment.

Paycheck Deductions

SearchPros is required to make certain deductions from employees' paychecks each pay period. Such deductions typically include federal and state income taxes, Social Security or wage garnishments. Depending on the benefits employees choose, deductions expressly authorized in writing by the employee to cover insurance premiums or other benefit premiums may also occur.

SearchPros will not make any deduction from an employee's wages which is not either authorized by the employee in writing or permitted by State or Federal law.

The amount of all deductions will be listed on an employee's pay stub.

Reporting Errors and Obtaining More Information

Questions about deductions from your pay, or if you believe you have been subjected to improper deductions or that the amount paid does not accurately reflect your total hours worked should be directed the **SearchPros** Payroll Department at payroll@spstaffing.com.

Health Benefits for Our Contingent Workforce

- **Medical Benefits:** SearchPros offers access to 4 Cigna PPO plans that meet ACA requirements.
- **Dental and Vision Coverage:** SearchPros offers access to Dental and Vision Insurance.
- **Medical Indemnity Plans:** SearchPros offers access to two stand-alone Medical Indemnity Plans to help mitigate any out of pocket expenses you may have with your Medical Insurance Plan. (** these plans do NOT meet ACA coverage requirements)
- **Short-Term Disability:** SearchPros offers access to a Short-Term Disability Plan to help replace wages lost due to accident or illness.
- **Life/AD&D Insurance:** SearchPros offers access to a Life & AD&D Policy

Look for information on the plans offered, premium amounts and enrollment forms in your Onboarding Documents. Enrollment forms are due within your first 30 days of employment and become effective on the 1st day of the month following your 60th day of employment. Any questions regarding Health Benefits should be directed to **Human Resources**.

SearchPros Contact List

Main Phone: (916) 721-6000
(888) 774-4737 toll free

Payroll Department: payroll@spstaffing.com
Recruiting Team: Recruiter@spstaffing.com

Human Resources: hr@spstaffing.com