



Employee Manual; Policies, Procedures and Standards of Conduct

Statement of Goals and Philosophy

We are committed to finding our candidates work in a professional environment and a place where they feel comfortable and can achieve their goals. Our hope is to nurture the talents of every Temporary employee, by providing exciting opportunities and challenges to ensure them both personal and professional growth. We strive to be the employer of choice by understanding the needs and interests of both our customers and employees. In return, we expect our Temporary employees to professionally represent Madison Approach Staffing Inc by putting forth their best effort, conducting themselves professionally and treating others respectfully at all times while on assignment and in public forums.

Purpose of this Manual

The overall intent of this handbook is to inform employees of what is expected of them so they have the opportunity to perform effectively and successfully, and what they can expect from Madison Approach Staffing.

It would be impractical to set forth a list of all activities that are considered to be inappropriate or contrary to good business practices and good employee-employer relations. The items listed here are not the only infractions that may impact your employment. Should you, at any point during the process, have a question about anything related to an assignment, our client or our service, please talk with your staffing coordinator. We are considered your employer of record and all inquiries should be directed to us.

Workplace Professionalism and Company Representation

We pride ourselves on customer service principles and a proven solid reputation. We ask all Temporary employees to act in a manner becoming of a business person; with **courtesy, professionalism and respect**. That expectation extends from the workplace to public arenas and social media. While we respect every person's right to the freedom of speech and expression, that speech and expression must be done in a way that is professional and respectful to all parties, just as we expect you to be treated by your coworkers and supervisors. Any conduct that is contrary to these standards of conduct can be subject to disciplinary action up to and including termination.

Should you have any issues, problems or concerns while on an assignment, call this agency; we will contact the client on your behalf to resolve the matter. You should not discuss any issue, problem and/or concern with the client directly. Direct discussions with a client may result in termination. Should you, at any time on an assignment, encounter a hostile and/or uncomfortable work environment, contact your staffing coordinator immediately and he/she will assist you.

While on a temporary assignment, you are considered a Madison Approach Staffing employee. When you accept an assignment, it is expected that you will be **ready, willing and able** to perform your duties every day of the assignment, at the assigned times, until the completion of the assignment. If there are circumstances that may impede your ability to perform your duties everyday until the completion of the assignment, please discuss them with your coordinator prior to accepting the assignment. Inability to consistently perform job responsibilities may result in termination.

Solicitations of any kind are prohibited; no Temporary employees should solicit others for money, services, or sales of items. Soliciting a client may result in termination.

A condition of your employment with Madison Approach Staffing is that you shall neither seek nor accept employment without our permission, directly or indirectly, from any client of this agency, its associates or affiliates or through a third party, to whom you have been assigned to work with, for three (3) months after the date of your employment is terminated.

Your staffing coordinator will do his/her best to keep you working. It is your responsibility to keep him/her informed about your availability. Most importantly, if you are on an assignment that is ending, let your coordinator know as soon as possible if/when you are available for reassignment. If you fail to notify your counselor of your availability for work, we will assume you are not available for reassignment and are not ready, willing and able to work.

Equal Employment Opportunity Statement

Madison Approach Staffing is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, ethnicity or color does not affect hiring, development opportunities, pay or benefits. The company complies with all applicable federal, state and local labor laws.

Madison Approach Staffing administers its employee policies and practices on a nondiscriminatory basis in all matters. The company believes that a work environment free of discrimination, intimidation and harassment is essential, any conduct directed toward or performed by an employee, which is unwelcome, hostile, offensive, degrading or abusive is unacceptable and will not be tolerated.

Company Equipment, Property and Confidential Information

Phones provided at work stations as well as other electronic equipment such as computers, fax and copy machines are to be used to conduct company business only. You are not to transmit company information to external sources without authorization and/or without direct business purposes.

Cell phones are a distraction in the workplace and should be on silent mode during working hours and used only in an emergency.

As long as your assignment is considered temporary do not take personal items and leave them on the job site – temporary assignments could end without prior notice.



When on an assignment you must adhere to rules of conduct regarding the keeping of employer's sensitive information confidential. Temporary employees may be assigned to a variety of environments and companies including but not limited to government agencies, medical facilities, law offices and professional environments where you may be directly or inadvertently exposed to confidential and/or proprietary sensitive materials. In some cases there are confidentiality laws, like HIPPA, which apply to the materials you may handle. Again, you are expected to keep confidential any and all materials, documents and information you encounter in the course of your assignment. It is your responsibility to make yourself familiar with the rules, laws and/or codes of conduct upon arrival at the assignment by speaking with your site supervisor and/or by participating in site training. Should you have any questions about your responsibilities, contact your Staffing Coordinator immediately for guidance. Failure to keep confidential information may result in disciplinary action up to and including termination.

Safety Policy

Madison Approach Staffing is responsible for providing a safe and secure workplace. Though it is not possible to list all forms of behavior that are considered unacceptable in the workplace, the following are examples of behavior that would be considered infractions of rules of conduct. Such behavior may result in disciplinary action, up to and including termination of employment. This list is not intended to be exhaustive:

- Theft or inappropriate removal or possession of property.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty or while operating equipment.
- Fighting or threatening violence in the workplace.
- Sexual or other harassment.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.

It is the responsibility of each employee that all tasks be conducted in a safe and efficient manner complying with all local, state and federal safety and health regulations, programmatic standards, and special safety concerns identified by the client where you are assigned and/or for use in a particular area and/or with a client.

Although most safety regulations are consistent throughout each department and/or program and/or client, it is the responsibility of employees to identify and familiarize themselves with the emergency plan for their working areas. Should you have any questions upon arriving at your assignment, speak with your site supervisor or call your placement coordinator immediately should you have any concerns. Additionally, all assignments with Madison Approach Staffing are intended to be Managerial, Administrative, Clerical, Office Support, Light Industrial in nature. If you are asked, upon arriving at an assignment, to perform tasks such as operate motor vehicles, large machinery, or handle hazardous materials, respectfully decline indicating you need to speak with your placement coordinator, and contact them immediately.

Each facility should have posted an emergency plan detailing procedures in dealing with emergencies such as:

- Fire.
- Weather emergencies.
- Medical emergencies.
- Workplace violence.

It is the responsibility of employees to complete an Accident and Incident Report for each safety and health infraction that occurs by employees or that employees witness with their SITE SUPERVISOR and to then inform your placement coordinator immediately. Failure to report such an infraction may result in employee disciplinary action, including termination.

Failure to follow the client's safety and health procedures or conduct that places the employee, volunteer, client or agency property at risk may lead to employee disciplinary action or termination.

FMLA and NYS PFL

- FMLA is 12 weeks of unpaid leave for medical care for self, child, spouse or parent. To be eligible for FMLA you must have worked for 12 months and worked for 1250 hours.
- NYS PFL is a paid leave for the care of an ill family member, or to bond with child. It is not a for self-medical leave. To be eligible for NYS PFL you (1) must work 20+ hours per week and become eligible after 26 weeks of employment or (2) work less than 20 hours per week and become eligible after 175 days worked.
- If you qualify for FMLA and NYS PFL, we require that you take your FMLA and PFL leave concurrently.
- Requests for both FMLA and PFL must be made 30 days prior to the qualifying event when practicable, or within 30 days of the absence for which they are seeking benefits. Employee must provide medical certification and corresponding documentation to support leave.
- Should you have a qualifying event, please contact our payroll department at accounting@madisonapproach.com

Benefits*

Madison Approach Staffing offers a broad and comprehensive package of fringe benefits to both its Temporary Employees and its Payroll Transfers (Payroll Transfers are those who were recruited by the client and are referred to MAS by the client strictly for payroll processing services). Our benefits package is more fully described below.

Benefits to both Temporary Employees and Payroll Transfers:

- ✓ **Employee Insurance:** You are covered by Unemployment, Disability and Worker's Compensation Insurance. We also contribute to Social Security in an amount equal to your contribution. These insurance programs cover all employees of Madison Approach Staffing. Madison Approach Staffing provides an employee-contribution medical plan. Eligibility is based upon an eligibility matrix established by ACA.
- ✓ **Refer a Client:** We want to keep you and everyone else at Madison Approach Staffing working. If you know of a company that can benefit from our services, call or write us. You will receive a \$50.00 bonus after they have used our services for 35 hours, \$300 if they make a permanent hire.
- ✓ **Refer a Friend:** We are always looking for good people like you! If you know of someone who would be happy working for us, let us know. You will receive a \$50.00 bonus for every person you refer who works at least 35 hours for Madison Approach Staffing on a temporary assignment, \$300 if they are hired on permanently as a direct hire.



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S T A F F I N G

- ✓ **Holiday Pay**:** Our Temporary employees are eligible for holiday pay after they have accumulated 700 consecutive hours. Holiday pay will be paid at your current hourly rate up to 7 hours. In order to be paid for the holiday:
 - You must work the day before and after the holiday if the company/department is open for business.
 - If the client company is open for business on the day of the holiday, you must work the day of the holiday if the client requests it; however you will still be paid for the holiday in addition to your regular pay (some client contracts provide for time and a half pay for those who work holidays in which case you will only be paid time and a half).
 - **You must keep track of your hours and notify your counselor when you qualify.**
- ✓ The paid holidays are:

Memorial Day	Labor Day	Christmas Day
Fourth of July	Thanksgiving Day	
- ✓ **Vacation Pay**:** Our Temporary employees are eligible for one week's vacation pay after accumulating 1800 hours of continuous employment. You will be paid at your average hourly rate and average number of hours per week for the year (up to 35 hours).
 - **You must keep track of your hours and notify your counselor when you qualify**
 - **You must earn your 1800 hours within 56 weeks of anniversary date of hire**
 - You must use your vacation pay within one year of becoming eligible (i.e. use it or lose it)
 - You must fill out, sign and submit a Request for Time Off Form (found on our website)
 - You must obtain approval from your site supervisor and notify Madison Approach Staffing in writing 4 weeks in advance of requesting time
 - You may not use more than 35 hours of vacation at once
 - You must not have breaks in employment or you will lose time
 - You must currently be on assignment

*Madison Approach Staffing (MAS) reserves the right to discontinue any and all benefit programs at any time without prior notice to employees. Benefits to employees are also contingent upon contracts established between MAS and the client company. Client contracts may supersede.

** Payroll Transfers are eligible for these benefit programs if the client authorizes payment of Holiday and Vacation time on a weekly Timesheet. For example, if your regular work week is 35 hours and your supervisor approves the holiday, your total hours for the week on your timesheet remain 35 hours. If your supervisor authorizes Vacation time, you must submit a signed timesheet for the authorized Vacation time.

Dress Code

It is required that you present a well-groomed, professional appearance, at all times. Business Casual is the most widely accepted attire. Should there be any uncertainty about what is acceptable for a workplace, please ask a staffing coordinator. Never wear jeans, leggings, sleeveless shirts, T-shirts, sneakers, flip flops, or sandals.

Clothing that reveals ones chest, back, stomach, upper thighs or under garments, is not appropriate for a place of business and is not allowed under any circumstances.

Absence and Tardiness

Punctuality and consistent attendance are essential for good job performance. Therefore, you should be at your workstation and ready to work at the scheduled start time every day. Unless and until absences' are qualifying events for FMLA and/or PFL (please see related section) employees will be counseled after five (5) sick/personal days and placed on probation after three additional (3) sick/personal days. Whenever practicable, you must fill out a Request for Time Off Form. Excessive lateness and/or absenteeism are grounds for disciplinary action up to and including termination.

As a Temporary employee, you are an employee of Madison Approach Staffing, therefore, if you are unable to go on an assignment, will be late, or need to leave before completing an assignment, you must call this office, we will notify the client. Failure to notify us of a lateness/absence is grounds for disciplinary action up to and including termination.

Payroll Information

It is the responsibility of the employee to ensure that all information on the timesheet is accurate and is received by our office in time for payroll processing.

- Your **timesheet must be received by 11:00am on Monday** following the pay period for timely processing. If your timesheet does not reach us on time for processing, your check will be issued the following week
- Both you and your on-site supervisor **must sign** the timesheet authorizing the **total hours** for the week for it to be processed for payroll.
- Pay period begins on Monday and ends on Sunday.
- Payday is the Thursday following the pay period.

Timesheet Submission

Please download your weekly timesheet from our website <http://madisonapproach.com/candidates.php>

Use a **separate timesheet for each pay period**. If you are assigned to more than one client in a pay period, use a **separate timesheet for each assignment**.

Please **mail** your timesheet to:

45 Knollwood Road, Suite 101
Elmsford, NY 10523

Fax to: 914-428-5063

Scan and Email your timesheet to: accounting@madisonapproach.com

Payday

The option to have your check mailed or held for picked up should be indicated on the timesheet. If you do not indicate your preference, your check will be mailed. Direct deposit elections must be made in writing and may require up to two weeks to become effective. Please call our office to request a direct deposit election form at 914-428-4800.



Summary and Acknowledgement

I have read and understand the Standards of Conduct expected and will act in accordance with these policies and procedures as a condition of my employment with Madison Approach Staffing. I further agree that, in the event that an employment related dispute should arise, I waive my right to a jury trial and agree to have any dispute settled by a judge in a bench trial.

I acknowledge that all information provided by me on the written application and my resume are true and accurate. I acknowledge that I did read and sign said application. Additionally, I confirm I am free from any and all encumbrances and/or contracts from prior employers.

No one except the President of this company can enter into any different employment relationship, contract or agreement.

Employee Signature

Date