



Uniting Talent with Opportunity®

ASSOCIATE HANDBOOK

Welcome to SOS Employment Group! We are excited to have you on our team and look forward to helping you grow in your career with us.

As one of the largest independently owned staffing firms in the nation, we operate a network of more than 120 branches throughout the U.S. and serve a diverse range of clients from small businesses to Fortune 500 companies. We provide employment for an average of more than 50,000 job seekers every year in areas that include administrative and clerical, accounting and finance, contact center/customer service, engineering and technology, manufacturing, oil & gas, professional, renewable energy, skilled trades and more.

We believe the relationships we form with our associates are just as important as those we form with our clients. As a result, we are committed to providing you with flexible employment, the opportunity to learn new skills and a diverse range of assignments. Should you be offered and agree to full-time employment with our client while on assignment, please contact us and we will assist you in the transition.

This handbook will help you learn more about the benefits, privileges, conditions and responsibilities of a temporary associate for SOS Employment Group. We urge you to read it carefully and refer to it often. If you have additional questions, please contact your Staffing Manager.

We look forward to working with you and wish you continued success in your career!

INTRODUCTION	1	WORK RULES	5
Who is my employer?	1	Cell phone policy	5
Interacting with your Branch Staff	1	Internet use policy	5
GETTING PAID.....	2	Substance abuse policy.....	5
Timecard Deadline and Paydate Chart	3	Client Policies	6
USING THE ONLINE TIMESHEET.....	3	CONFIDENTIALITY	6
Other Timecard Considerations	3	JOB SAFETY.....	6
Timecard sample	8	Workplace Safety	6
Options for Receiving Your Pay	3	Safe operations–Think Safety First.....	6
SOS EMPLOYMENT GROUP ONLINE	3	Slips and Falls	6
EMPLOYMENT POLICIES.....	4	Lifting	6
TERMS OF EMPLOYMENT	4	JOB-RELATED INJURIES AND ACCIDENTS	7
NON-DISCRIMINATION POLICY/	4	BENEFITS	7
WORKPLACE HARASSMENT	4	Health Insurance	7
Equal Employment Opportunity	4	FMLA Leave	7
Sexual Harassment	4	Referral Bonus Program	7
Reporting Violations.....	4	TIPS FOR SUCCESS.....	8

INTRODUCTION

WHO IS MY EMPLOYER?

SOS Employment Group is your employer. We have interviewed you and determined your skills and talents. Our job is to match your skills and talents with the needs of our clients to assist them in completing tasks, manufacturing products, and helping them develop their businesses. SOS, as your employer, provides the following:

- A safe work environment
- Weekly payroll
- Workers' Compensation and Unemployment services
- Clerical and Computer skills tutorials
- Payment of your employment taxes and a yearly W-2 form. Your W-2 may be obtained on-line if you choose.
- Social Security payments made in your behalf.
- Job coaching, interviewing and resume information
- Qualification and training guidance for specific clients
- Employment verification information

INTERACTING WITH YOUR BRANCH STAFF

- All branches have a 24/7 answering system. Employees can leave messages any time of the day or night.
- It is your responsibility to inform your branch if you are ill, cannot make it to your work assignment, or will be late. Failure to inform the staff in a timely manner may be cause for termination. Your Staffing Manager will need time to notify the customer you work for and find a replacement for you, if necessary. Please be sure to allow a reasonable time frame (at least two hours) for making these adjustments, if possible.
- Be sure to let your Staffing Manager know when your assignment has ended and if/when you are available for work. Then he/she can assist you in finding a position as quickly as possible.
- Keep your branch updated on any address changes, telephone number changes, email address information, etc.
- You have the option to accept or reject an assignment that may be offered to you. The Staffing Manager is required to document if you turn down an assignment and the reason why. If you choose to accept the assignment, please ask any questions you may have so that you are prepared to accomplish the tasks when you arrive at the customer's workplace.
- If the circumstances occur in which the assignment you were given by your Staffing Manager is markedly different from what the customer is directing you to do, please call your Staffing Manager as soon as possible. We want to ensure your safety and that we have assigned you to a position that you are comfortable in completing. Walking off the job or not showing up for work is not acceptable or professional. Please allow our staff to assist you with any issue that may arise.
- If, during the course of your assignment, you are offered a full-time or permanent job from another source please be proactive in contacting your Staffing Manager to explain the situation. Our job is to find someone with the required skills and talents to finish your assignment. This may take a few days. Please try to continue working for us until your replacement is found.
- The customer you are working for may offer you a position with his/her company. Please notify your branch staff. We will be pleased to assist you and our customer in transitioning you to a permanent position.

- Returning to school, moving to another location, extended vacation or travel can be accommodated with advance notice. Remember we have branches in many locations where you may transfer and find employment in your new circumstances. We can assist you in making these transitions.
- When issues arise where you feel you need additional assistance, you may call the SOS Home Office. The phone number is 801.484.4400. The Home Office is located in Salt Lake City, Utah.

GETTING PAID

- SOS's workweek is the seven-day period beginning each Monday at 12:01 a.m. and ending the following Sunday night
- Payroll is paid weekly and the regularly scheduled payday is the first Friday following the end of the preceding workweek. In some cases certain SOS branch offices may pay its employees at more frequent intervals or before the regularly scheduled payday. No SOS office shall be required to pay more frequently than weekly or earlier than the regularly scheduled payday.
- Pay may be distributed earlier to employees based on the pay type selected by the employee (see chart on the next page).

For example:

- Pay Card—funds will be available to employees by Wednesday, 6:30 p.m.
- Direct Deposit—funds will usually be in the employee's account on Thursdays (depending on local bank policy)
- Timecards and hours worked are subject to verification with the customer prior to payment
- SOS Employment Group pays for hours actually worked and approved by the customers. Payday advances are not available.
- Take your timecard to work and record your hours daily. You will be paid for the total number of hours recorded and approved by your supervisor. Incomplete or illegible timecards will delay your pay. (*see example on page 8*)
- Your full name as used on your hiring documents and your SOS identification number must be written on your timecard. For your privacy, we use an identification number rather than your Social Security number on your timecard.
- In the box titled Week Ending Sunday, clearly print the date of the Sunday following the days you worked
- The start and end times for each day worked must be clearly indicated (merely putting down 8 hours is not acceptable). Any unpaid breaks, such as a ½ or 1-hour lunch period, must be clearly indicated on the timecard per federal law. The total hours worked each day and the total hours for the workweek must be shown on the timecard.
- Sign your name at the bottom of the timecard on the Employee Signature line
- Overtime will be paid as directed by the state law in which you work
- Have an authorized job supervisor sign your timecard at the completion of each assignment or the end of the workweek. Failing to get the supervisor's signature will delay your getting paid on time.

- Please leave part 3 (page 3) of the timecard with your supervisor
- If you work for different clients in a single pay period, you must have a separate time card for each client
- Turn in your timecard(s) for the week to your branch by 12 noon on the Monday following the workweek completed. The branch staff has a short turnaround time in which to verify your timecard before sending it to the home office for payment. The earlier you can turn in your timecard, the better.

	Su	M	T	W	Th	F	Sa
Time-card Dead-line		Turn in time-card by noon					
Pay Date				Paycard: money available by end of day	Direct Deposit: money available by end of day	Printed check: available to pick up or mailed	

USING THE ONLINE TIMESHEET

The Online Timesheet is offered to our associates and their managers as an online method of submitting and approving time worked. The Online Timesheet is web-based and can be accessed from any computer. The associates enter their time worked and submit the Online Timesheet to the (client) managers for approval. The managers approve the timesheet and then are submitted for payroll. This service will help ensure payroll is accurate and timely.

The Online Timesheet tools are available as Standard and Extended versions:

- **Standard** for everyone using the Online Timesheet program
- **Extended** for users that have per diem and expenses

If you are placed on an assignment where the client uses the Online Timesheet program, you will be trained on how to access the Online Timesheet using your SOS account. Your Staffing Manager will provide a training program to show you how to accurately enter your time and forward your Online Timesheet to your supervisor or manager for approval.

Accurately recording your time and completing the Online Timesheet as required will help you receive your pay on time and reduce delays.

OTHER TIMECARD CONSIDERATIONS

- Some clients **have their own time punch system** that may be used at their worksite. Your Staffing Manager will alert you to this situation and the supervisor at the worksite will show you how to use their timekeeping system.
- Some clients use our **SOS Trax hand punch system**. If this is the case, you will be shown how to log in your time by your Staffing Manager or a supervisor at the client's location.
- A new **Online Time Sheet** has been developed by SOS for some clients to enable SOS employees to submit hours worked online. The client's supervisor or authorized agent can review, approve, or return your hours submitted for correction electronically. When final approval has been given, your time will be submitted electronically to the

Payroll department for processing. Your Staffing Manager or the supervisor will show you this process for recording your time worked each week.

- Your Staffing Manager should give you information on how your work time will be recorded when you accept the job offer. Please be sure to ask if this item is overlooked at the time of the assignment call.

OPTIONS FOR RECEIVING YOUR PAY

You have the choice of one of three options for getting paid. Your Staffing Manager will be able to answer your questions about each of these options.

- **Pay Card**—This popular option allows you to get your funds faster than the other two methods. You do not need to come into the branch to pick up a check and then go to the bank or check cashing facility. Funds are loaded onto your card and are available about 6:30 p.m. on the scheduled pay card day. Global Cash Card provides 24/7 service and information with many features and benefits to help you manage your account. Please ask your Staffing Manager about getting your check stubs online.
- **Direct Deposit**—This is a great option for employees who have a checking or savings account at a bank or credit union. Funds are directly deposited into your account on the scheduled payday, saving you time from picking up a check and driving to your bank. You will need to complete an agreement form and provide a blank check or savings deposit form to start the process. It takes about 3 weeks to set up this option. Until the direct deposit process is confirmed, you will receive a paycheck or you may opt for the Pay Card during the waiting period. Paycheck stubs are available online for your convenience.

SOS EMPLOYMENT GROUP ONLINE

Many services are available to you on our website. Here is a list of the types of information you can obtain by logging into your account:

- SOS Employment Group has an on-going initiative to become a paperless company. You may have completed your application on our website, eliminating paper documents and helping us improve our services to you.
- If you set up an account when you applied you have access to your hiring documents. You may review these and print them as needed using this URL: www.sosemploymentgroup.com/soslogin.
- Setting up an account with SOS online allows you to **update your tax withholding forms**. You can complete a federal W-4 or state withholding form online at any time, at your convenience.
- You can **update your availability** for work online, at any time. This will save you a phone call to your branch to let them know you are available.
- With an online account you will be able to view copies of your **wage statements (check stubs)** for your most recent 30 paychecks. You will no longer need to search for verification of pay. Just use your online account as a file for these documents.
- You can get your **W-2 form** online if you have an account—no more waiting for it to come in the mail.

You will be notified by email when your SOS W-2 form is available to you—usually the last 10 days of January.

- You will also be able to **review your work history** with SOS
- You can find SOS on Facebook at www.facebook.com/SOSEmploymentGroup

EMPLOYMENT POLICIES

TERMS OF EMPLOYMENT

The information contained in this handbook should not be construed in any way as an agreement or contract, nor does it contain all rules and regulations regarding your employment. Policies and procedures outlining terms and conditions of employment are merely guidelines, which are subject to change and do not constitute nor should be relied upon by employees as contracts of employment. Your employment with SOS Employment Group or one of its divisions (referred to as “Company”, “we”, “our” or “us”) and any temporary assignments with our clients are not permanent and are not guaranteed to last for any specific period of time. Employment with the Company and all assignments with clients are at will and can be terminated by you or the Company without prior notice for any or no reason or cause.

NON-DISCRIMINATION POLICY AND WORKPLACE HARASSMENT

We are committed to providing and maintaining a fair and respectful work environment for all employees. Our policy is to provide a workplace free from all forms of unlawful discrimination, including sexual harassment. Incidents of harassment or unlawful discrimination will not be tolerated. All employees, including supervisors and managers, will be subject to discipline, up to and including termination, for any act of sexual harassment or unlawful discrimination they commit. You will be provided a copy of the policy upon request. You are encouraged to read and familiarize yourself with the policy. All employees are responsible for following this policy and for reporting inappropriate or illegal conduct when it occurs to them or their coworkers. Retaliation against employees who make complaints in good faith or participate in good faith in investigations is prohibited.

Equal Employment Opportunity

We are an equal opportunity employer and prohibit discrimination based on race, color, national origin, religion, age, sex, disability, veteran status, marital status, union affiliation, sexual orientation* and other protected classes as required by law. Equal opportunity extends to all aspects of the employment relationship, including hiring, training, terminations, working conditions, compensation, benefits, and other terms and conditions of employment. If you need a reasonable accommodation to perform the essential functions of a job assignment, please inform your Staffing or Branch Manager.

Sexual Harassment

Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, where tolerance of such actions is made a condition of employment and the behavior interferes with an employee’s work performance or creates an intimidating, hostile, or offensive work environment. It is illegal and against our policy for any employee to harass

another employee or to create a hostile work environment. Examples of prohibited conduct include:

- Intentional physical conduct that is sexual in nature, including but not limited to touching, pinching, patting, or brushing up against another employee’s body
- Unwanted sexual advances, propositions, jokes, gestures, or comments, whether made physically, orally, in print, or by e-mail
- Posting or otherwise displaying pictures, posters, calendars, graffiti, objects, or other materials that are sexual in nature

Reporting Violations

If you experience sexual harassment or unlawful discrimination (this includes harassment or discrimination at a client’s facility or at a branch office) you should immediately report such conduct to your Staffing or Branch Manager. If you do not believe that the matter is adequately addressed or if you do not feel comfortable speaking to your Staffing or Branch Manager, you should contact our Human Resources (HR) Department or any corporate officer. You can reach HR or a corporate officer by calling 801-484-4400. Additionally, our corporate office address is 2650 S. Decker Lake Blvd., Ste. 500, Salt Lake City, UT 84119. You should also contact HR if you have any other employment-related problem that is not resolved by your Staffing Manager or Branch Manager.

WORK RULES

These rules establish minimum standards concerning employee conduct for the specific purpose of promoting efficient operations, employee wellbeing and providing a safe working atmosphere for all employees. Since no one can anticipate every problem that may occur, these rules are not all inclusive of the standards of conduct to be observed by employees. We reserve the right to amend these rules as necessary with or without notice to our employees. Violation of the following rules may result in disciplinary action, up to and including the immediate termination of the employee(s) involved:

- Actions or behaviors that harm our relationship with our clients
- Reporting to a client’s place of business without notifying us or being dispatched by us
- Bringing weapons, firearms or contraband of any type to the workplace, including the Company’s or a client’s parking lot to the extent such prohibition is permitted by law*
- Willful destruction of property, dishonesty, stealing or any other criminal activity, or knowing about another employee’s willful destruction of property, stealing, dishonesty, or other criminal activity and not reporting the information to your Staffing Manager or client supervisor
- Improper conduct, abusive language or behavior involving clients, clients’ personnel, our staff personnel, our other associates or third parties
- Violation of our or our client’s safety policies or procedures, including horseplay and other acts that endanger you or others
- Tardiness, absenteeism, or leaving an assignment without notice
- Failure to report to an assignment or failure to call within a reasonable time prior to the start of an assignment

- Walking off a job. If the job is not as described or you believe that the client wants you to perform an unsafe task, do not walk off the job. Call your Staffing Manager immediately.
- Submitting an altered timeslip. Any associate who alters or forges a timeslip will be terminated and can be criminally prosecuted.
- Soliciting contributions or membership for any organization or cause. When you are on an assignment, you represent us. You must focus your attention on performing the assigned duties. We prohibit solicitation of any kind during work time while on an assignment.
- Violation of our sexual harassment and non-discrimination policy as discussed in detail above
- Disclosing our or a client's confidential information to others
- Refusal to accept reasonable work instructions or directions from a client's supervisor or any other act of insubordination
- Falsely stating or making claims of injury. We will prosecute fraudulent claims to the fullest extent of the law.

CELL PHONE POLICY

While on the work site, make sure that your cell phone is turned off (silent or vibrate mode is not acceptable). Use of your cell phone during your shift is not permitted. Using your cell phone during your shift to make calls or send text messages is highly unprofessional and may result in termination of employment. You are permitted to use your cell phone to make calls or send text messages while on break. If you are expecting an important call during your shift, please let your supervisor know before the start of your shift.

INTERNET USE POLICY

The Internet is a powerful communications tool and a valuable source of information about vendors, customers, competitors, technology, and new products and services. However, any improper use of client-provided Internet services can waste time and resources and create legal liability and embarrassment for both us and for you.

An Internet service includes, but is not limited to: e-mail, FTP, telnet, web browsing, and Usenet or newsgroups. This policy applies to any Internet service that is:

- Accessed on or from our or our client's premises
- Accessed using our or our clients computer equipment or via access methods paid for by us or our client; and/or
- Used in a manner that identifies the individual with the company or our client

Employees are strictly prohibited from using Internet services provided by us or our client in connection with any of the following activities:

- Engaging in illegal, fraudulent, or malicious conduct
- Working on behalf of organizations without any professional or business affiliation with our client or us
- Sending, receiving, or storing offensive, obscene, or defamatory material
- Annoying or harassing other individuals
- Sending uninvited e-mail of a personal nature
- Monitoring or intercepting the files or electronic communications of employees or third parties
- Obtaining unauthorized access to any computer system
- Using another individual's account or identity without explicit authorization
- Attempting to test, circumvent, or defeat security or auditing systems of our client's or ours or any other

organization without prior authorization; or

- Distributing or storing chain letters, jokes, solicitations, offers to buy or sell goods, or other non-business material of a trivial or frivolous nature

You should not expect privacy with respect to any of your activities using Internet access or services provided by our client or us. We reserve the right to review any files, messages, or communications sent, received, or stored on our client's or our computer systems.

Employees violating this policy are subject to discipline, up to and including termination of employment. Employees using our or a client's computer system for defamatory, illegal, or fraudulent purposes are also subject to civil liability and criminal prosecution.

SUBSTANCE ABUSE POLICY

We have a strong commitment to our associates, clients, and the community to provide a drug and alcohol-free environment. To meet this commitment and to promote high standards of safety, health, reliability, and performance, we have established a Substance Abuse Policy for Temporary Associates. We will not employ people who test positive for illicit drugs or who admit to current illegal drug use. This policy covers all applicants for temporary employment and all temporary employees of the Company. A copy of the policy is posted in the office with other important notices. You will be provided a copy of the policy upon request. You are encouraged to read and familiarize yourself with the policy.

Pursuant to this policy employees shall not:

1. Report for work with a positive level of alcohol, or controlled substance, intoxicant, or illegal drug in their system. Information on detectable levels is included in the policy.
2. Engage in the unauthorized use of any alcohol or illegal drug on Company or any client premises or on Company time, including rest and lunch periods.
3. Have in their possession or attempt to distribute, sell, obtain, manufacture, transfer, share, or receive any alcohol, controlled substance (drugs), or any other substances that impair job performance, pose a hazard to the safety and welfare of either the employee or other employees, including drug paraphernalia or alcohol containers, on Company or client premises or on Company time. Violation of this rule will result in immediate termination of employment.

We have the right to require drug and/or alcohol testing in any of the following situations:

- **Applicants for Employment or Assignment:** Applicants who have a contingent offer of employment with us or to a specific assignment with one of our clients may be required to submit to a drug screen. If the test is positive, the offer will be withdrawn.
- **Accidents:** Any accident or report of an accident involving property damage, physical injury, or near miss may be cause for the employees involved to be asked to submit to a drug and/or alcohol test. An employee must report for testing within one hour of the request and the employee shall not consume any drug or intoxicating substance prior

to reporting for the drug or alcohol test unless such use is under the direction of a medical care provider, and must report for testing within one hour of the request.

- **Suspicion:** Observable changes or concerns in employee performance, appearance, behavior, speech, etc., can provide suspicion of the presence of drugs or alcohol. These changes or concerns can be grounds for requiring a fitness for duty evaluation involving drug and/or alcohol testing. When there is suspicion, the employee is not to return to work until fitness for duty is established. This time will be treated as a suspension pending the outcome of the testing. Absent any other concurrent disciplinary action, the employee will be paid for the time lost from work if the test results are negative. Basis for suspicion may also include, but is not limited to, one or more of the following:
 - Unexcused or excessive absenteeism or repeated tardiness
 - Declining work performance
 - Suspect behavior such as stumbling, slurred or incoherent speech, apparent confusion in orientation, emotional outbursts, unexplained changes in behavior, smell of alcohol on the breath, inability to do normal job tasks, the unsafe handling of equipment or tools, or the actual observation of behavior such as drinking alcohol or using another drug

We reserve the right to decide whether suspicion exists.

- **Periodic Unannounced and Random Testing:** We may require employees to submit to periodic unannounced drug screens. This may be for employees selected by shift, by department, or by any other method chosen by the Company. We also reserve the right to test employees on a random basis.

CLIENT POLICIES

In addition to our substance abuse policy you also may be subject to the substance abuse policy of the client to which you are assigned. We will inform you of any client-specific policy at the time of assignment.

All employees are expected to comply with this substance abuse policy. Refusal to submit to a test, tampering with a sample or other forms of non-cooperation are violations of this policy that will result in immediate disciplinary action, up to and including termination of employment.

CONFIDENTIALITY

In the course of your employment with us and work assignments with our clients, you may be given access to information, documents, and other materials which belong to us or a client that are considered proprietary and confidential. Any and all such information should be treated as strictly confidential and should only be used or accessed by you in connection with your work assignments as our employee. Any access, use or disclosure of such information, other than in the course of your work assignment, is not allowed unless first authorized in writing by us and/or a client.

JOB SAFETY

We are concerned about your health and safety. Safety in the workplace is a shared responsibility between you, our client and us. Become familiar with your work environment. Please read the following reminders before reporting to your assignments.

WORKPLACE SAFETY

We provide general safety training for associates. Our clients are responsible to make sure the workplace is safe and conforms with all government rules and regulations. Your responsibility is to follow all safety guidelines and regulations.

The client also has the responsibility to inform and train you concerning potential exposure to any safety or health hazard in your assigned workplace. This includes hazardous chemicals or substances awareness training in your work area, including informing you of hazards, personal protective equipment, proper use of the chemical, MSDS information and emergency procedures.

If you feel you have been inadequately informed about any hazard present, call your branch office so we can immediately request that our client provide you with such information.

SAFE OPERATIONS—THINK SAFETY FIRST

- Obey all safety rules and regulations
- Always locate aisles, stairways, fire extinguishers and exits needed in an emergency
- Always use safety equipment, such as gloves, safety glasses, work boots, vests or any other protective equipment as instructed
- Do not operate equipment unfamiliar to you; ask for instructions first
- Do not service, repair or clean out a machine if your hand or other body part could be exposed to mechanical, electrical or other hazards unless you have gone through lockout/tagout training on that machine. Always use the appropriate and provided machine guards. Do not remove or disable machine guards. If lockout/tagout is in use, never remove or disable a lock or tag.
- Avoid exposure to blood borne pathogens. Take universal precautions including the use of gloves if there is exposure to blood or other potentially infectious material (example: cleaning up after someone has a bloody nose). Use caution. Do not use your hands to compress trash in a wastebasket and notify your supervisor if you see a used syringe.

If your duties and responsibilities are significantly different from your assignment information or you are subjected to unsafe conditions, notify your branch office IMMEDIATELY.

SLIPS AND FALLS

- Be careful not to trip over electrical cords, boxes or other hazards and do your part to keep cords, hoses, and debris out of walkways, stairs, and work areas
- Report puddles, leaks and hazards in walkways to the client supervisor and to your branch office as soon as possible
- NEVER work on ladders, scaffolding, platforms or other lifting devices over 6 feet without proper fall protection and training. Do not perform any work on secured or unsecured structures over 12 feet. We do not allow our employees on pitched roofs.

LIFTING

- Size up the load, make sure the path is clear and that there is a place to set the load down before you lift
- When lifting, use the approved lifting techniques—bend your knees, grasp the load firmly, then raise the load keeping your back as straight as possible, keep stomach

muscles tight. Never lift and twist at the same time.

- NEVER lift more than you can handle, and in no case should any associate lift more than 75 lbs. unassisted. Use a dolly, breakdown the load, or request help for all heavy or awkward loads.

JOB-RELATED INJURIES AND ACCIDENTS

- If you are injured on the job notify the client supervisor and your branch office as soon as possible
- If emergency care is required, go to the nearest emergency center, hospital or doctor
- We have provided information about providers of non-emergency care in your branch information material. (See the medical facility card and any other information card included in this packet.)
- Inform all emergency care providers that you are our associate and that all follow-up care can be provided by one of the identified care providers
- Failure to notify us of a job-related incident could result in delay or denial of your workers' compensation benefits
- Your acceptance of employment with us also constitutes an acceptance of all our safety policies and procedures. This includes, but is not limited to a drug screen within 1 hour of any job-related injury or claim for medical care or upon our request.

BENEFITS

HEALTH INSURANCE

We are proud to offer our associates a voluntary group health indemnity insurance. The American Worker Plan provides different levels of coverage for you to select as a benefit for you and your family, as well as additional coverage for dental, vision, disability and critical care.

Upon the effective date of your hire, this benefit package provides immediate benefits and cost-saving features, making it one of the most valuable family protection packages you can purchase today. The plan options are designed with different benefit levels and costs, thereby allowing you to make the correct choice for you and your family.

In order to be eligible for these plans, you must remain an active associate of the Company. A break in service of more than 30 days will result in the loss of eligibility status, although continued coverage may be available under COBRA. For additional information, contact your Staffing or Branch Manager.

FMLA LEAVE

We comply with the Family and Medical Leave Act in granting leave without pay to eligible employees for up to 12 weeks in a 12-month period. This FMLA leave is a guaranteed period of time eligible employees can be absent from work with job protection. Employees can request or use FMLA leave to cover the time they need to be away from work for any of the following purposes:

- To care for a newborn child or a newly adopted or newly placed foster care child, as long as the leave is taken in the year following the child's birth or placement
- To care for a child, spouse, or parent who has a serious health condition

- To provide employees time to attend to their own serious health condition that leaves them unable to perform their job
- Military Family Leave Entitlements: Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

There are specific rules regarding issues such as eligibility, notices, health care provider certifications, and reinstatement. A copy of your rights under the FMLA and a more detailed statement of our policies under the FMLA are posted with other important notices in the office. Please contact your Staffing Manager or the Company's HR Department for a copy of the policy or other detailed information about this benefit.

SPECIAL NOTE: We comply with all requirements, prohibitions, and other provisions of the state and local laws applicable in areas where we operate or do business. If a state or local law entitles you to more generous benefits than the FMLA, you receive the more generous benefits.

REFERRAL BONUS PROGRAM

Many of our associates are referred to us by their friends, relatives, or former employees. If you refer someone to us who has not worked for us in the past and who qualifies for temporary work in any of the job classifications in our commercial or technical divisions, you may be eligible to receive a referral bonus.

When your referral applies at our office, be sure he or she gives us your name. When the individual completes the minimum required hours of employment, you may receive a referral bonus.

Recruiting for us during your spare time in your community or just recommending the Company to your friends and relatives can pay off! Ask your Staffing Manager for details regarding this program.

TIPS FOR SUCCESS

- A good appearance reflects your professionalism.
- Be on time every day.
- Observe all client rules—safety guidelines, hours, breaks, smoking, etc. Make personal phone calls only on personal time.
- Call us immediately if you cannot report to an assignment you have accepted or if you will arrive late.
- Volunteer! If you finish your work, ask if there is something else you can do. Notify us if your job assignment changes.
- Please ask questions. Check with your Staffing Manager if there is anything you do not understand completely or if you are offered a full-time position.
- Keep client information confidential.
- If job conditions are different from those described or you have concerns about safety, call us immediately!
- Complete your job assignment and, if any problems arise, call your branch.
- No-shows, cancellations and job performance will influence future job placement.

Welcome to SOS Employment Group!

BRANCH EMERGENCY #: (_____) _____ - _____

SOS LOGIN ACCOUNT

Employee ID Number (EID): _____

Website: www.sosemploymentgroup.com

User Name (email address): _____

Password: _____

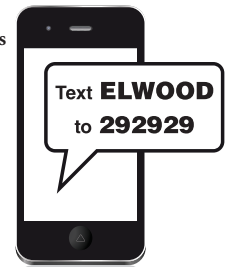
PIN (4 digit): _____

OPT IN TO RECEIVE JOB INFORMATION ON YOUR PHONE



Schedule Changes

- Reminders
- New Open Positions & Job Fairs
- Weather Alerts
- Benefit Open Enrollment
- And More...



EXAMPLE OF CORRECTLY COMPLETED TIMECARD.

Incomplete or incorrect timecards will delay your getting paid on time.

Client Name _____ Sunday week ending date _____

Client Address _____ Employee Name (written legibly) **Joe Employee**

ALL OVERTIME WILL BE CHARGED AT OVERTIME RATE
CUSTOMER AGREES TO A FOUR (4) HOUR MINIMUM CHARGE **Bxxxxxx**

EMPLOYEE NAME Joe Employee	DEPT. #										
WEEK ENDING DATE		CUSTOMER NUMBER				EMPLOYEE ID (not social security number)				Employee ID #	
0 4 0 5 1 3		E 0 0 0 1 2 3 4 5									
DAY ↓	IN	AM	OUT	IN	PM	OUT	REGULAR HOURS	OVERTIME HOURS	} Time worked (written legibly with hours added up daily). List overtime separately.		
MAIL CHECK <input type="checkbox"/> HOLD <input type="checkbox"/> (IF HELD, WHICH OFFICE) _____ SOS now offers an Online Timesheet, a tool conveniently managing associates' timecards. Transitioning to this easy-to-use program is simple! Email online-timesheet@sosstaffing.com for more information. HEREBY CERTIFY THAT I HAVE WORKED ALL HOURS SHOWN ON THIS TIMESLIP. I HAVE REPORTED ANY WORKPLACE INJURY REQUIRING MORE THAN FIRST AID TREATMENT AND COMPLIED WITH ALL OTHER WORKPLACE SAFETY PROCEDURES.							TOTAL HRS REGULAR TIME	TOTAL HRS OVERTIME	} Total overtime hours for the week		
							Total hours for the week				

APPROVED BY _____ CUSTOMER SIGNATURE _____ DAY OF THE WEEK _____

EMPLOYEE SIGNATURE *J. Employee* _____

Client signature required (unsigned timeslips will not be paid)

Employee (Associate) signature

FORM1224 08/12