



2015 Employee Handbook



Revised: 1/22/15

Welcome to GoodWork Staffing!

Congratulations! You are now part of a non-profit staffing firm that is a division of Goodwill Industries of the Southern Piedmont. GoodWork Staffing is much more than a recruiting and placement company. We are committed to helping you fulfill your professional goals at every stage of your career. Along the way, we hope to present you with challenging and rewarding opportunities at top companies, help you earn a competitive income, and provide you with the latest skill-enhancement services and access to a full range of benefits.

This handbook explains the expectations of GoodWork Staffing (GWS) for our employees and the businesses that we work with and briefly summarizes GWS personnel policies, procedures, rules and regulations. You are responsible for reading and understanding these materials. Please ask a GWS representative to clarify any area you do not understand or any questions you may have.

Our Mission For You

- To learn your needs and what is important to you in a career.
- To offer you temporary, temporary-to-hire and direct placement opportunities in a variety of industries that will meet your skills and experience.
- To match your skills and experience with the company that can best help you to be successful.
- To find a career for you!

GoodWork Staffing Contact Information

This information should be utilized for any questions or concerns that you have while on assignment with GWS. If a staff member of GWS is not available immediately, your call will be returned as soon as possible. If you are on assignment and have an emergency situation, your supervisor will have an emergency contact number for GWS. Please remember that you are an employee of GWS, although you also have an obligation to the client, as an employee of GWS, all communications regarding your employment should be through GWS and not directly with our clients.

Charlotte Office Address.....2122 Freedom Drive, P.O. Box 668768, Charlotte, NC 28266
Phone..... (Industrial contact) 704.332.0278 and (Clerical contact) 704.201-5114
Fax704.916.1650
Office Hours8:00am - 4:30pm Monday - Friday

Concord Office Address.....5511 Poplar Tent Road, Concord, NC 28027
Phone.....980.636.1201
Fax:704.782.0835
Office Hours9:30am - 5:00pm Monday – Thursday & 9:00am to 5:00pm Friday

Gastonia Office Address.....412 South Broad Street, Gastonia, NC 28052
Phone..... 704.830.1408 & 704.830.1404
Fax:704.868-2554
Office Hours.....8:00am - 4:30pm Monday – Friday

Preparing For Your Assignment

When you accept an assignment with GWS, you are making a commitment that you will work for the duration of the assignment. To prepare you for starting a new assignment, please make sure you have:

- The client company's name
- The location, hours and anticipated length of assignment
- The specific tasks you will be doing
- The hourly rate or salary, as applicable
- The name of the person to whom you report
- Any other details that will help you on your assignment

If you do not have this information, please contact your GoodWork Staffing representative. You may request that this information be provided by email. If you are going to be late for your assignment or have any emergency or illness that prevents you from going to work, you must contact your GWS representative prior to the start of the assignment. GWS will call the client and explain the situation.

Equal Employment Opportunity/Affirmative Action

It is the policy of GWS to afford equal opportunity to all qualified persons regardless of race, color, religion, national origin, age or sex, except where age or sex is bona fide occupational qualification. GWS also supports an Affirmative Action Program to implement our equal employment opportunity policy by actively seeking to employ qualified females, minorities, persons with disabilities, disabled veterans and veterans of the Vietnam era.

Orientation

You will be or have already completed new hire paperwork associated with your employment with GWS. A review of the Handbook, personnel policies and safety issues will be conducted. A New Hire Orientation that is specific to your assigned job will take place at the time of the job offer and/or at the work site.

Ongoing: GWS is committed to giving you every resource necessary to allow you to be successful at whatever client you work with by communicating, training and development. We will continue to update you on changes and additions to this handbook and company policies and procedures as needed.

Employee Status/Benefits

GWS is an employment agency that contracts with local businesses in various industries to meet temporary, temp-to-hire and full-time staffing needs. By completing an application with GWS, there is no guarantee of placement of employment. A review of applicant information will be completed and assessed to determine eligibility based on skills of the applicant and expectations of the GWS client. If placed on a temporary position or a temporary-to-hire position, employment for that position is for no definite period and the employee is free to resign at any time. In addition, GWS reserves the right to terminate employment at any time, with or without prior notice, regardless of the date of payment of wages and salary.

If an employee is placed on assignment with a client of GWS, the GWS employee is obligated to the policy and procedures established by GWS which may include not becoming an employee of the client until released by the contract of GWS (temp-to-hire timeframe is complete or the contracted hours have passed since the employee was placed at client in question). If the GWS employee rejects this policy, the employee will be ineligible for future employment through GWS and the client will be invoiced for the remaining hours of the contract.

Family and Medical Leave Act (FMLA)

In accordance with the Family and Medical Leave Act of 1993 (FMLA), it is the policy of GWS to grant periods of unpaid leave to employees who request time off for certain family and medical reasons. The eligibility criteria and general guidelines used in administering this policy are set forth below. To be eligible for leave under the FMLA, you must have been employed by GWS for at least 12 months, whether consecutive or intermittent, and worked at least 1,250 hours during the 12-month period preceding the leave.

The Affordable Care Act

Beginning in 2015, The Affordable Care Act (referred to as ACA or Obamacare) mandates that employers offer Medical Insurance coverage to individuals that work an average of 130 hours per month during a one-year period (or company measurement period). Because we value you and your contributions toward making GoodWork Staffing a success, we have taken the Affordable Care Act benefit a step further and will also offer Dental, Vision, and Flexible Spending Accounts to those same individuals that meet the 130 hours per month criteria. Each December, we will notify those individuals who meet the annual eligibility requirements and offer the aforementioned insurance plans. In addition, GWS will recognize and adhere to all Local and Federal Government benefits as they relate to employment with GWS. Any questions regarding benefit details should be directed to a GWS Representative.

Health Related Services

Any and all on-the-job injuries and illnesses must be reported immediately to the worksite supervisor AND a GWS representative. You will be given further instructions at that time. If you are injured or become ill as a result of your work, you may be eligible to receive insurance benefits as provided under applicable State workers' compensation laws. GWS pays all costs for providing this insurance protection. It is important that you immediately report any

accident or injury that occurs on the job to your supervisor, and a GWS representative. GWS works with local agencies in regard to processes associated with work place injuries. If you fail to notify a work site supervisor and/or a GWS representative immediately, there may be a delay in processing your information and benefits.

Compensation Information

GWS's pay period will begin on Saturday and end on Friday. Your total hours worked the previous week will be entered on Mondays, and payday will be the following Friday.

For example: If you start an assignment on Friday - you are starting at the end of the pay period. You will submit the hours you worked on the following Monday. You will get paid for Friday on the next Friday. If you start an assignment on Saturday, you are starting on the first day of a pay period. Any hours you work from Saturday thru Friday will be processed on the following Monday and paid on Friday. If you have questions, please contact our Payroll Specialist at 980-636-1293.

You can download a copy of a blank **timesheet** from our website at www.goodworkstaffing.com or get a timesheet from your local GoodWork Staffing office.

GWS Currently Offers Three Pay Methods

With your new hire paper work you will receive a timesheet that you are responsible for tracking and completing each week. A timesheet is not considered complete until you have received your immediate supervisor's signature and you have signed in the designated approval area. In addition, you are responsible for dropping off or faxing your completed timesheet to GWS offices by 10:00 a.m. each Monday in order to receive pay on Friday unless other timekeeping arrangements have been made with the client. We offer three payment methods:

Direct Deposit: This is the preferred method of payment. Funds, normally, will be available to the checking or savings account of your choice by Friday, 12:01 a.m. It may take 2-4 pay periods for Direct Deposit to go into effect. Once set up, your direct deposit stub will be mailed to the address on file. A live check will be issued until direct deposit processing is complete.

Pay Card: Funds will be added to your card each week. A live check will be issued until pay card processing is complete. The Paycard will arrive for pick-up at the office from which you are employed. You will be notified when the card is ready for pick-up.

Pay Check: Checks for all locations are mailed unless alternative arrangements are made. Arrangements to pick up your paycheck at in the Charlotte GWS branch office will need to be made no later than Wednesday by 10:00am, prior to that week's payday. **Gastonia and Concord check pick-up arrangements are made on an emergency basis only.**

Certain deductions from your paycheck are made as required by law: Federal Income Tax Withholding, State Income Tax Withholding, Federal Social Security Tax (FICA), Garnishments. If you have any questions concerning payroll or your paycheck, please contact the **GWS Payroll Specialist at 980-636-1293.**

Schedules, Lunches and Breaks

Your lunch and break schedules will be assigned by the company where you are working, but will always be dependent upon business requirements. Please remember that your peers rely upon your prompt arrival to work and return from breaks and meals-just as you depend on their promptness, so it is important to be punctual at all times.

Overtime

Employees will be paid time and one-half of the regular hourly rate for any work in excess of forty (40) hours per work week (Saturday - Friday). Overtime is computed on hours actually worked which excludes hours paid for holidays, sick and/or vacation, as they apply. Overtime must be approved in advance by the worksite supervisor.

Attendance

Attendance is a crucial key to your success with GWS. It is mandatory that you are present and on time every day you are scheduled to work. Remember, you are part of a team, and your tardiness or absence affects your team and the morale of your teammates at the company you are on assignment with.

Hours of work will be determined by the client. Any and all absences or tardiness, which is defined as arriving late to work or back from schedule breaks, or violations of schedule adherence (deviating from your assigned schedule) may result in Corrective Action and may lead to removal from your assignment with GWS and may bar you from future placement with GWS. We want you to be successful, so it is very important that you are prepared to be a reliable, professional and a committed member of our staff.

We understand that most emergencies and illnesses are unforeseen. If you must miss scheduled work for any reason, and are unable to give advanced notice, you must contact a GWS representative and if directed, your on-site supervisor. Please make every attempt to notify GWS as soon as possible so that we have time to notify our client and arrangements can be made to cover your area. Failure to call will be considered a No-Call/No-Show and may result in immediate termination from GWS.

Employee Conduct

GWS is committed to a Standard of Excellence. Our clients and employees have come to expect the highest standard of ethics, honesty and professional behavior. In an effort to live up to our client's and employee's expectations. This list is not all inclusive and management reserves the right to terminate at will. While on assignment:

- ✓ Arrive on time each day of your assignment.
- ✓ Follow GWS's dress and grooming policy. Your GWS Representative will tell you what to expect, but when in doubt always dress more conservatively.
- ✓ Follow and comply with the rules, policies, procedures, and working conditions established by GWS's clients for their premises.
- ✓ Promptly bring any and all complaints or disputes about your assignment or working conditions to your GWS Representative.
- ✓ Promptly bring any and all questions or disputes about your pay to the Payroll Department (980)636-1293.

While On Assignments

- Behave in a professional manner. This means that your personal conduct, including conversations in the workplace, must not violate GWS policies including, but not limited to, GWS's Anti-harassment policy contained in this handbook. You must also refrain from threatening action, conduct or language.
- During working hours, avoid making personal calls, using personal cell phones/electronic equipment to send emails, or using other personal electronic communications, except in case of an emergency.
- If you have any questions regarding your current assignment's work hours, overtime, meal and/or rest periods, please contact your GWS Representative.
- Your employment with GWS requires you to comply with our policies and procedures and those of GWS's clients for which you are working. Failure to comply with these policies and procedures may result in disciplinary action up to and including termination.
- Your employment with GWS is at-will and may be terminated at any time.
- Follow the time submittal procedures described in the handbook or provided to you by your GWS Representative to ensure we have the information required to pay you.
- Obtain advance approval from your supervisor to perform work during overtime hours. Anytime you work overtime, you are required to report those hours to when you submit your hours worked.
- Do not be afraid to ask questions on the job about the tasks you are performing. If you are unsure of something, check with the client representative.
- Do not approach the client about full-time employment. If you have an interest in a position; let your GWS Representative know.

The following actions may result in corrective action and/or termination:

- Use of profanity anywhere on client property.
- Theft or dishonest or misappropriation of company or client funds or property.
- Leaving the job or premises without prior approval from a GWS representative or a client supervisor.
- Insubordination or disrespect of company or client work rules, employees, and/or property.
- Restriction, delay or error in processing company or client work.
- This includes withholding of work in progress, refusal to do regularly assigned tasks, deliberate interference with another employee's work.

- False statements made on employment applications, background checks, education or previous employment, time records or any formal or informal document of GWS or client of GSW.
- Assault, attacks or threats of bodily harm against others while on any part of company or client premises.
- Use of drugs and/or possession of drugs or alcoholic beverages on company or client premises or during company paid time while away from the premises. Intoxication on company or client premises.
- Disclosing confidential and proprietary information to unauthorized third parties.
- Possession of weapons and/or firearms on company or client property.
- Excessive tardiness or irregular attendance at work.
- Failing to report absences (No Call/No Show).
- Harassing or abusing others.
- Misusing trade secrets, customer lists and other confidential or proprietary information.
- Correcting, or making changes to the payroll system for another employee.
- Being rude, argumentative or disrespectful to a customer, fellow employee or supervisor.
- Refusal to work mandatory overtime.
- Destruction, damage or defacement of company or client property or the property of others.
- Intentionally negligently performing duties or willfully hindering or limiting production.
- Sending personal e-mails, access to e-mail is to be used for business purposes ONLY, or socialization and or/personal phone calls for purpose not directly related to training or employment during work hours.
- Walking off the job is considered voluntary resignation

If an employee is terminated all following paychecks owed will be mailed to the address the employee has listed on file. Paychecks will not be available for pick-up.

Workplace Harassment

GWS strives to provide a work environment that is free from discrimination and harassment where all employees are able to devote their full attention and best efforts to the job. Any form of harassment of or by any employee will not be tolerated. Harassment includes, but is not limited to, offensive language, jokes or other verbal, written, graphic or physical conduct relating to an employee's race, sex, religion, color, national origin, age, disability or any other factor protected by law. Similarly, conduct which creates an intimidating, hostile or offensive work environment or interferes with the person's job performance and/or employment opportunities will be considered harassment. Any employee who feels he/she is being harassed or who has witnessed harassment of other employees at work, should bring the matter to the attention of a GWS representative. Complaints of harassment will be thoroughly and promptly investigated and treated as confidential to the extent possible. No employee will be subjected to retaliation of any kind because he/she has reported what he/she believes to be an incident of harassment. If an investigation confirms that harassment has occurred, GWS will take appropriate action.

Investigative and Complaint Procedures

Any employee who believes that he/she is being harassed should immediately report any incidents to his or her immediate supervisor at the GWS office. In the event that an employee believes that his/her immediate supervisor is involved in the harassment, or that a previously reported complaint has not been satisfactorily resolved, the employee may contact **Carol Ashby, Director of GoodWork Staffing**, at the Charlotte location:

**GoodWork Staffing
2122 Freedom Drive
P.O. Box 668768
Charlotte, NC 28266
Office: (980) 636-1217**

Protection Against Retaliation

The filing of a harassment complaint with the GWS and/or the participation in a harassment investigation conducted by GWS will not have a negative impact on an employee's employment status, nor will participation in a sexual harassment investigation conducted by an outside agency such as the Equal Employment Opportunity Commission and/or a local Human Rights Agency.

Smoking Policy

Smoking is only permitted in the designated areas as established by your work site management.

Firearms

Under no circumstances may any employee be in possession of a firearm on GWS or a client's property. The police will be contacted immediately should individuals refuse to comply with our weapons policy. Employees who violate this policy will be subject to immediate removal from the property and disciplinary action, up to and including termination of employment. Your personal safety is of great importance to us; please notify a representative if you see anything suspicious or concerning.

Misuse of Company Assets

All of the equipment, i.e., computers, telephones, etc. is to be used for "management approved" business purposes only. The misuse, altering or deletion of any client or company software is considered a serious offense and may result in disciplinary action, up to and including termination of employment.

Safety

Health and safety conditions and practices on the assignments are recognized as mutual obligation and responsibility of the Company and its employees. Should you observe an unsafe condition, please inform your supervisor and GWS immediately. General safety rules to follow include but are not limited to:

- ✓ Obey visual and audio warning systems immediately
- ✓ Keep work areas clear of obstructions at all times
- ✓ Keep aisles, stairs and exits clear
- ✓ Obey posted instruction signs on machines and elsewhere
- ✓ Observe wet floor signs. Do not walk on wet areas
- ✓ Do not remove guards or safety equipment from machines and equipment
- ✓ Running, jumping and horseplay are prohibited
- ✓ Safety glasses and gloves must be worn when necessary
- ✓ No food or drink is allowed in work areas
- ✓ If an employee has documented lifting limitations, he/she should never lift more than their limit. Proper lifting methods should be utilized at all times

Maintaining a good safety record is an important goal of GWS. You can help by spotting and reporting potential hazards. If you are involved in a work-related accident or sustain an injury of any degree, you must report it immediately to your site supervisor and a GWS representative. You will be required to complete an Accident Report. If the injury is minor, first aid may be administered and based on the injury you may be allowed to return to work. If the injury requires more than routine first aid, the supervisor will refer you to GWS. In the event you require further medical attention, GWS will refer you accordingly and a post-accident urine drug screen may be completed.

It is imperative that you contact a member of GWS prior to accepting any changes in job duty or assignment. GWS will contact a client representative to determine the job duties and the employee's safety needs before making any adjustments to your assignment. GWS must make the final decision on changing any or all of your assigned duties.

Disciplinary Action

GWS expects employees to be professional and to perform job duties to the highest standard at all times. When GWS determines that an employee's job performance, conduct or behavior does not meet the expectation of the Company the employee may be subject to disciplinary action. Where GWS deems disciplinary action appropriate, GWS, at its option, may utilize one or more of several forms of disciplinary action, which may include and not be limited to verbal, written warning, probation and/or immediate termination.

GWS does not intend this guideline to create an expectation that an employee will be assured of various forms of disciplinary action, as noted above, prior to termination. Nor does this guideline intend to create a contract or to alter an employee's status as an "employee at will," whose employment may be terminated at any time without prior notice or warning by GWS. This guideline is not intended to create any requirement that the employee will be disciplined or terminated only for "adequate" or "just" cause, or only for particular reasons or for reasons like or of seriousness similar to those set out herein.

Examples of unacceptable performance, conduct, or behavior which may result in disciplinary action are included below. GWS reserves the right to discipline employees for reasons not specified below and for reasons different in nature or seriousness from those shown below:

- Absence, lateness or chronic absenteeism
- Insubordination
- Failure to follow procedures or instructions
- Smoking, drinking or eating in prohibited areas
- Inadequate or poor work performance
- Conducting personal business during work hours
- Unauthorized release or breach of confidential information
- Failure to maintain satisfactory and harmonious work relationships with trainees, public or coworkers
- Carelessness or neglect resulting in damage to property belonging to GWS or the property of the client employee is assigned
- Violation of safety rules
- Violating the human rights of trainees or coworkers of GWS or those at assigned work site
- Carelessness resulting in injury to self or coworkers
- Unprofessional conduct, rude or offensive behavior
- Unauthorized removal of property without proof of purchase
- Failure to cooperate in an investigation
- Violation of GWS guidelines, policies or work site employer policies or procedures

Appearance and Attitude

GWS takes pride in the relationships that we have built in the community and in the employees we have chosen to represent us. Proper dress and courteous behavior help assure our business partners that we are committed to professionalism and promote harmonious working environment. Appearance should be neat, professional, clean and in good taste. You may be required to wear specified clothing which will be reviewed prior to placement on an assignment. The wearing of short shorts, open toed shoes, tank tops and certain "uniforms" or parts thereof are strictly prohibited.

Personal Property

GWS is not responsible for lost, stolen or damaged personal items brought to work. Such a loss would have to be covered by your own personal property insurance, and will not be covered by GWS property insurance.

Personal Information Changes

It is very important that GWS has accurate information to reach you regarding matters of your employment. Be sure to notify GWS if you change your name, address, and phone number or wish to change your emergency contact information or your tax information. These changes will be made immediately upon receipt.

End of Assignment Requirements

It is required on a weekly basis - including upon conclusion of each assignment, that you must contact your GWS Representative by telephone (between the hours of 8am and 5pm). Your representative's contact information is provided during the new hire orientation. If your representative is not available, please leave a message on voicemail indicating that your assignment has ended and your contact information.

- Failure to contact GWS by phone within two business days of completion of assignment may jeopardize eligibility for future assignments.
- If a suitable assignment is available with GWS upon conclusion of your assignment and you refuse an offer of suitable work, then you may jeopardize eligibility for future assignments
- **It is required that you contact your GWS Representative weekly to indicate your availability for work.**

Employees should not contact GWS's clients directly, unless expressly directed to do so by a GWS Representative. Upon conclusion of your assignment, your GWS Representative will arrange for the return of any personal items that may remain at the client site and for the return of any client issued IDs, badges, etc. Employees are prohibited from contacting GWS's clients regarding the reasons for the assignment's completion.

Thank you for choosing GoodWork Staffing! We know just how hard you work and how much time you spend in the workplace. That's why we want to make sure you have the right position at the right company. It's no wonder top candidates keep coming back to GoodWork Staffing for help in finding a job or managing their career. Best of luck in your new assignment!

Goodwill Industries has Resources and Services available to provide career counseling, training and development. Please review the following list of services to determine how we may be able to assist you in other areas of your career development. All services listed below are offered at no cost to you.

Goodwill Resources & Services

Basic Needs – Basic Needs personnel assist individuals to apply for a full range of local, state and federal benefits (Crisis Assistance, Food stamps, Federal student aid, voter registration, Medicaid, NC MedAssist, SafeLink Wireless, emergency food referrals, VITA Tax preparation).

CDS Orientation – An introduction to Goodwill programs and services with focus on work with a Career Development Specialist (CDS). CDS assist to create individual career plans and provide tools to move toward Family Sustaining Employment. CDS personnel have expertise in working with people with multiple barriers i.e. Criminal background, veterans, disabilities, etc.

GED & Pre GED Classes - Day and evening classes are offered (semester basis) in conjunction with Central Piedmont Community College to assist in GED attainment. (Note: Day classes have been temporarily suspended until further notice.)

Job Connection - Job seekers have access to computers, phones, fax machine, copy machine, job leads and community resources to utilize in your job search. Hours: 8am - 4:30pm Monday-Friday

Occupational Skills Training Programs - Goodwill offers programs that include a combination of classroom and hands-on training to prepare you for a career. Programs offered include:

Banking, Call Center & Customer Service - A seven-week program that focuses on the skills needed to start a career in banking and customer service. Training includes call center simulations, computer skills, administrative skills, keyboarding and a series of professional development workshops.

Construction & Green Jobs - This five-week program in partnership with Central Piedmont Community College assists with quickly developing the basic knowledge and skills necessary to obtain an entry level position.

Hospitality & Tourism - A seven-week program that focuses on entry level positions with emphasis on customer service training for the lodging industry i.e. banquet service, banquet set-up. A variety of certifications applicable to this industry are available.

Forklift for General industry Safety - This two-week program introduces individuals to safely operate lift trucks and understand OSHA requirements.

Second Chance Workshop - A workshop designed to assist those with a criminal background in their job search

Vocational Services - Goodwill provides a variety of state contracted programs for people with disabilities. Services include assessment, skills identification, interest inventories, job readiness training and 1:1 community based job support.

Youth Services

Provides youth ages 14 to 21 in all aspects of the job search process including resume workshops, action plans, interview skills and job leads.

IMPORTANT PAYROLL INFORMATION

- Employee timecards should be submitted every Monday by 10:00am via internet, fax (980) 636-1017 or by email to: payroll@goodworkstaffing.com
- It is the employee's responsibility to insure that GoodWork Staffing received his or her approved timecard.
- GWS pay period will begin on Saturday and end on Friday. All time is calculated on the quarter hour (i.e. 8:10 will be rounded to 8.25) unless client requests alternate calculation.
- Timesheets are not considered complete until it is approved by your site supervisor.
- GWS currently offers three (3) pay methods: Direct Deposit, Pay cards, or live checks. Direct Deposit or Pay Cards are the recommended payment methods.
- Checks for all locations are mailed unless alternative arrangements are made.
- Arrangements to pick up your paycheck at Charlotte's GWS branch office will need to be made no later than Wednesday by 10:00am, prior to that week's payday. **Gastonia and Concord check pick-up arrangements are made on an emergency basis only.**
- If you've made arrangements to pick up your check, the check will be available for pick up between the hours of 8:30am and 4:00pm on Friday at your local GWS branch office. If your check is not picked up, it will be mailed on Monday.
- **If your check has been mailed and you do not receive the check, there is a three day processing period before a replacement check can be issued.**

If you have questions regarding your check or deposit, please contact:

Constance Mitchell, Payroll & Invoicing Specialist

GoodWork Staffing

2122 Freedom Drive

Charlotte NC 28208

Phone: (980)636-1293 Fax: (980)636-1017