



Diversified Personnel Services

A DIVISION OF  **Opportunities** inc.

EMPLOYEE HANDBOOK

Our **TALENT** is Finding **YOURS**

Revised: August 2018

WELCOME!

Dear Employee,

Welcome to Diversified Personnel Services!

Thank you for choosing Diversified Personnel Services (DPS) to enhance your employment search! We look forward to a mutually gratifying and rewarding working relationship! Our philosophy is simple; we have two customers: the employers in our communities who partner with DPS to find them top talent, and YOU, our valued employees! DPS's success and reputation have been established by our exceptional customer service. We consider our employees – YOU! – our greatest asset!

As a DPS employee, you will enjoy variety and flexibility while receiving many benefits! We care about the safety, interest and advancement of our employees and have designed our policies and programs to meet those needs.

Please ensure your understanding of the information within this handbook. It is important for you to know what is expected of you and what you can expect of us – so that we all may experience success!

We look forward to working with you!

Sincerely,

All of us at DPS!

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ABOUT THIS HANDBOOK

The materials contained in this handbook are intended to be informational in nature and to provide employees with guidelines about what we expect of you and what you can expect of us. As guidelines, however, the information contained in this manual is subject to modification or revocation at any time, for any reason, and nothing contained herein is intended to create or imply a contract between DPS and the employee. Employment with DPS is considered “at-will” in nature, meaning that it is for no specific duration and can be terminated at the will of the company or the employee at any time, for any reason, except as prohibited by statute or public policy.

PARTNERSHIP

As we enter into this partnership, communication is one of the most important facets. You can expect honest and timely communication from DPS on the hiring process, work available, your performance, pay, schedule, termination and future opportunities. Your part in this is to be sure that your contact information is always up to date in your Employee Portal at dpsworks.com; this includes address, phone number, cell provider, emergency contact information, benefits and tax withholdings. You have access to all of your pay, assignment and W-2 tax information. It is important for you to check in with your DPS representative after your first day of work – we want to hear how it goes! Please also continue to check in regularly when you are not on assignment so we can inform you of new opportunities!

1. EMPLOYMENT PRACTICES

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1.1 EQUAL EMPLOYMENT OPPORTUNITY

DPS is committed to a policy of equal opportunity for all employees. It is our policy to seek and employ the best qualified personnel in all positions, to provide equal opportunity for advancement to all employees, including upgrading, promotion and training, and to administer these activities in a manner which will not discriminate against or give preference to any person because of race, color, religion, age, sex, national origin, disability, ancestry, sexual orientation, military service, marital status, arrest or conviction record, or any other discriminatory basis prohibited by state or federal law.

DPS provides reasonable accommodation for qualified individuals with disabilities in accordance with the Americans with Disabilities Act and the Wisconsin Fair Employment Act. Employees requiring reasonable accommodations should discuss potential accommodations with DPS. It is the employee’s responsibility to notify DPS of the need for a reasonable accommodation and to provide medical documentation upon request.

All employees must have proof of identity and authorization to legally work in the United States.

1.2 AFFIRMATIVE ACTION POLICY

DPS believes in Affirmative Action and makes all decisions such as recruiting, hiring, promoting, or terminating applicants and employees without discrimination.

A detailed Affirmative Action Policy, along with the President's signature, is on file in the Employee Services procedure manual and can be reviewed by making an appointment with the Employee Services Department.

1.3 HARASSMENT

Every DPS employee has the right to work in an environment free from harassment. DPS requires that employees be treated with respect and expects employees to act responsibly and treat others with respect.

Harassment in any form, including but not limited to hostile, threatening, intimidating or abusive behavior toward another individual on the basis of his/her race, sex, religion, national origin, age, sexual orientation, veteran status and/or the presence of any physical or mental disability is strictly prohibited in any setting and will not be tolerated. Any employee who engages in such conduct will be subject to discipline, up to and including discharge.

This policy specifically includes sexual harassment, which encompasses conduct directed by a person at another person of the same or opposite gender. Employees are strictly prohibited from engaging in sexual harassment, which includes, but is not limited to unwelcome sexual advances, requests for sexual favors, physical contact and verbal or physical conduct of a sexual nature. These behaviors include, but are not limited to deliberate, repeated making of unsolicited gestures or comments of a sexual nature, display of offensive, sexually graphic materials not necessary for business purposes, and verbal or physical conduct of a sexual nature whether repeated or not, that is sufficiently severe or pervasive to substantially interfere with an individual's work performance or to create a hostile, intimidating or offensive work environment.

Examples of the type of conduct prohibited by this policy include sexual propositions or advances; lewd, degrading or sexually suggestive comments; off-color language, jokes, teasing or slurs of a sexual nature; the display of sexually-explicit materials, books, magazines, photos or cartoons; and physical contact such as grabbing, pinching, fondling or patting.

DPS further prohibits all managers and supervisors from implicitly or explicitly making or permitting acquiescence in or submission to sexual harassment a term or condition of employment or the basis for any employment decision affecting an employee. This means that managers and supervisors are strictly prohibited from using their official authority to make sexual advances toward an employee; from taking, recommending or refusing to take or recommend personnel action against an employee because of sexual harassment or sexual favors; or from taking or failing to take any personnel action against an employee as a reprisal for rejecting or reporting a sexual advance or sexual harassment.

Any employee who engages in conduct that violates this policy will be subject to discipline, up to and including discharge, depending upon the nature and severity of the offense.

A DPS employee with a complaint about or having been subjected to prohibited harassment by a co-worker, supervisor, manager or third party (e.g., vendors, customers, etc.), is required to notify the company of the problem immediately. Employees are expected to bring any complaints of harassment to the attention of your immediate Supervisor or other member of management and/or the Employee Services Department.

The company will thoroughly investigate all reports of harassment and take precautions to ensure that all information related to its investigation is kept confidential to the extent

practical, within the boundaries of the fact-finding process. Upon conclusion of its investigation, the company will take prompt and effective remedial action to ensure that the objectives of this policy are met and enforced.

All employees, including supervisors and managers, are strictly prohibited from retaliating against any individual who has complained about, reported, filed a complaint, or participated in the investigation of any harassment prohibited by this policy.

1.4 BUSINESS ETHICS/HUMAN RIGHTS/CONFLICT OF INTEREST

DPS strives to respect the human rights of our employees, including non-discrimination, prohibition of child and forced labor, and freedom of association and the right to engage in collective bargaining.

DPS maintains a high standard of business ethics, which it believes coincides with professional corporate citizenship. To assure that our high standards are not violated, DPS requires that all employees complete their assignment within a legal and ethical framework and conduct themselves with integrity, honesty and fairness.

This includes avoiding any activities outside the company that could adversely affect the employee's performance on the job or involve a possible conflict of interest of the company, a worksite or the personal interest employees.

All employees must promptly disclose to DPS any actual or potential conflict of interest. A complete policy can be obtained by making an appointment with the Employee Services Department.

1.5 EMPLOYEE CONDUCT

DPS expects you to conduct yourself in a professional manner, reflecting positively on the company, our staff and your assigned worksite.

A successful DPS employee will possess these key characteristics:

- Dependability** – the DPS staff, your worksite supervisor and your co-workers depend on you
- Teamwork** – be willing to work cooperatively with leadership and co-workers
- Flexibility** – accept assignments and direction of work as the need occurs
- Punctuality** – be on time for work, as scheduled and complete your shift
- Compliance** – follow DPS policies and those of your worksite
- Professionalism** – represent yourself for success

Although it is impossible to list all forms of unacceptable behavior and prohibited conduct, the following actions are prohibited and will result in discipline, up to and including termination:

1. Falsifying, misrepresenting or omitting employment information or company records
2. Excessive absenteeism or tardiness – excessive is defined as 5 or more instances per year
3. Reporting to work or being at work under the influence of or after having used alcohol or unlawful controlled substances
4. Possession, sale or distribution of unlawful controlled substances or alcohol on DPS or worksite premises, on company time and/or while performing any work
5. Fighting or engaging in threatening, intimidating, hostile or abusive behavior toward another individual
6. Use of obscene, abusive, offensive or derogatory language or gestures

7. Engaging in any form of harassment prohibited under DPS or worksite policies
8. Horseplay or other behavior that presents or may present a risk of injury to any individual
9. Unauthorized possession of property that belongs to the company, a co-worker, vendor or customer, regardless of its value
10. Possession of weapons or firearms on DPS or worksite premises or while on company business (not including weapons stored in an employee's vehicle pursuant to a valid conceal carry permit).
11. Violation or disregard of safety and security policies, rules, or procedures
12. Insubordination
13. Dishonesty
14. Failure to maintain or disclosure of confidential business information
15. Engaging in conduct inconsistent with physical or medical restrictions or limitations, whether on or off the job
16. Exposing individuals or property to damage or harm
17. Disclosing or revealing confidential information about pay, personal information, information about another employee, DPS or worksite information

The above rules are only examples of the types of conduct that will generally result in discipline. As such, they are not intended to constitute an exclusive list of all forms of prohibited behavior. DPS reserves the right to issue any discipline it deems necessary or appropriate under the circumstances, up to and including discharge

1.6 PHYSICAL EXAMINATIONS/DRUG SCREEN

As part of the employment process, you may be required, at the company's expense, to complete a physical examination, based on position. Based on the nature of your assignment, you may be subject to a pre-employment drug and alcohol screen with a negative result. DPS retains the right at its discretion to test randomly and/or post-accident for compliance with our drug and alcohol policy. This is for your protection as well as the company's protection.

1.7 EMPLOYMENT CLASSIFICATIONS

There are different types of employment classifications with DPS:

- Contract Employee – temporary in nature, DPS places you with an employer customer to support or supplement workforce solutions for leaves of absence, temporary skills shortages, seasonal workloads and special projects. These positions may lead to hire-on opportunities.
- Contract-to-Hire Employee – regular positions that employer customer contracts with DPS; complete your “probationary” period and acclimate to your new job, co-workers and worksite. Allows you and your potential long-term employer to assess job match before hire.
- Direct Hire Employee – professional-level candidate engagement, sourcing and placement directly with an employer customer.
- Payrolled Employee – you may have been recruited and referred by an employer customer and employed through DPS on a contract basis. These positions may lead to hire-on opportunities.

Any of these classifications can be either full- or part-time. DPS will always be upfront with you on your options, to allow you to make the most informed choice in your employment.

2. JOB ASSIGNMENTS

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Employees of DPS have the right to turn down any assignment offer. Once an assignment has been accepted, however, DPS counts on you to honor your commitment. Failure to complete a job assignment agreed to will be considered a voluntary resignation and could result in ineligibility for future offers from DPS.

3. ATTENDANCE POLICY

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As a DPS employee, perfect attendance is expected of you, regardless of the type of assignment or employment classification you are in.

Your regular attendance and punctuality are important to your performance and a successful operation.

Planned time away from work should always be disclosed to DPS prior to placement. We will work with your worksite Supervisor to accommodate. Personal appointments should always be made outside of your work hours. It is your responsibility to know your work schedule and any overtime requirements. It is the most basic of expectations that you are available, on time and ready to work when scheduled. EVERY DPS employer customer regards attendance as the #1 expectation. Repeated unscheduled absences or excessive tardiness is unacceptable and will result in disciplinary action, up to and including termination of employment.

3.1 CALL IN PROCEDURE

You are expected to report an absence or tardiness directly to both DPS and your worksite supervisor/attendance line at least one hour before your scheduled work time. It is important for you to know what numbers to call. When absent for more than one day, you must communicate with your immediate supervisor on a daily basis. ***It is your responsibility to ensure that your communication to your Supervisor has been acknowledged.***

3.2 NO CALL/NO SHOW

If you fail to report for your scheduled shift without notifying DPS and your worksite supervisor or confirming that notification, you may receive disciplinary action. Three consecutive “no call/no shows” is considered job abandonment and your voluntary resignation.

4. PAYROLL

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4.1 TIME REPORTING

You are responsible for accurately and timely reporting of your hours worked in order to be paid. DPS has different methods for logging, submitting and obtaining approval of your time. Please be sure to go over the requirements for your assignment with your DPS representative. Hours worked must be submitted each Monday by 5:00pm for the previous week. If your time is not submitted by then, we will not be able to process your pay until the following payroll period.

You will not be paid for any hours not approved by a Time Approver – please be sure to accurately log your hours, even if you are absent or ended your employment. Hours will not be verified over the phone. False time logged, submitted or approved will not be paid and will be subject to disciplinary action up to and including termination.

4.2 OVERTIME

DPS follows current State and Federal policies on overtime pay. Overtime must be pre-approved by DPS and your worksite supervisor.

4.3 MEAL TIMES AND BREAKS

Meal times (lunch hours) and break schedules are determined by the employer depending on each worksite’s specific business needs. DPS employees will follow the break schedule of their assigned worksite. Your DPS representative will always inform you of general break schedules when you are assigned.

4.4 YOUR PAY

As a DPS employee, you will enjoy weekly pay, either through direct deposit into your own bank account. You have the opportunity to designate partial direct deposits into up to five different accounts. If you don’t have a bank account, or do not wish to have direct deposit, you may be paid via your personalized VISA pay card provided to you by DPS.

Funding is processed each week after midnight on Thursdays, unless otherwise specified due to processing or holiday schedules. You have access to all your pay and assignment information, as well as your annual W-2 information via your Employee Portal at dpsworks.com.

4.5 DEDUCTIONS

As your employer, DPS is responsible to make payroll deductions for social security, federal income taxes, all other state and federal taxes and any other applicable employee benefit contributions. DPS will honor court orders for garnishment or wage withholding pursuant to state and federal law. Any other deductions may require written authorization.

4.6 EMPLOYEE INFORMATION UPDATES

DPS employees need to keep personal information such as address, phone number, emergency contact, withholdings, etc. up to date via the Employee Portal at dpsworks.com.

5. BENEFITS

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5.1 INSURANCE BENEFITS

DPS offers the following benefits to employees who meet the eligibility criteria*:

- Health Insurance: Indemnity Plan

- Insurance for you and your covered dependents
- Preventative care only (minimum essential coverage)
- Dental Insurance
- Long-term Retirement Savings Program: 403(b)
 - Tax deferred

**Eligibility criteria consists of employment status, minimum hours worked, age, length of service*

Refer to plan documents for additional information and detailed eligibility criteria. Plan documents are available in the Employee Services Department. Employees are responsible for enrolling in insurance programs per plan requirements.

Employees are responsible for contacting the Employee Services Department within thirty (30) days after being hired to sign up for insurance programs.

5.2 BASIC LEAVE ENTITLEMENT

*Please refer to “Your Rights under USERRA” posted on employee bulletin boards or https://www.dol.gov/vets/programs/userra/USERRA_Private.pdf

6. FAMILY MEDICAL LEAVE ACT (FMLA)

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Under the Family Medical Leave Act (FMLA), eligible employees are entitled to up to 12 weeks of unpaid, job-protected leave for the following reasons: incapacity due to pregnancy, prenatal medical care or child birth; to care for the employee’s child after birth, or placement for adoption or foster care; to care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; or a serious health condition that makes the employee unable to perform the employee’s job.

The Wisconsin FMLA, which runs concurrent with the federal FMLA, allows for 6 weeks of family leave (birth/adoption of child); 2 weeks of medical leave (employee’s serious health condition); 2 weeks of family medical leave (serious health condition of spouse, parent or child); and, 6 weeks of bone marrow and organ donation leave (to serve as a bone marrow or organ donor).

Our leave policy is administered on a rolling 12-month basis.

6.1 ELIGIBILITY

In order to qualify for a leave under the FMLA, an employee must have been employed for at least 12 months or 52 weeks. The employee must have worked at least 1,000 hours during the preceding 12 months or 52-week period (for leave under the Wisconsin FMLA.) *Note: Federal law requires 12 months/1,250 hours.*

6.2 MILITARY FAMILY LEAVE ENTITLEMENTS

Eligible employees with a spouse, son, daughter, or parent on covered active duty or a call or order to covered active duty status as a member of a regular or reserve component of the Armed Forces 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.

Eligible employees are also entitled to a special leave under the FMLA, which permits them 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 is undergoing medical treatment, recuperation, or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, for a serious injury or illness; or a veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and who was a member of the Armed Forces (including the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that treatment, recuperation or therapy.

6.3 BENEFITS AND PROTECTIONS

During FMLA leave, we will maintain your health coverage under our group health plan on the same terms as if you had continued to work, and you will remain responsible for your share of the premium. Failure to pay your share of the health insurance premium may result in loss of coverage. Upon return from FMLA leave, you will be restored to your original position, or a substantially equivalent position with equivalent pay, benefits, and other employment terms.

If you fail to return to work after the expiration of the leave, you will be required to reimburse the Company for the payment of any health insurance premiums during the family leave, unless you do not return because of a serious health condition that prevents you from performing your job, or circumstances beyond your control.

Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave. However, you will not accrue PTO benefits during the leave.

6.4 USE OF LEAVE

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt our operations. Leave due to qualifying exigencies may be taken on an intermittent basis. You may also take any leave provided under the Wisconsin FMLA on an intermittent basis.

6.5 SUBSTITUTION OF PAID LEAVE FOR UNPAID LEAVE

Employees may use accrued sick and PTO when taking FMLA leave. To use PTO for FMLA leave, employees must comply with PTO request policies. After you have exhausted any leave available to you under the Wisconsin FMLA, we will require (if do not choose) the use of accrued sick and PTO during your FMLA leave.

6.6 EMPLOYEE RESPONSIBILITIES

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30-day notice is not possible, you must provide notice as soon as practicable

and comply with our established call-in procedures (unless unusual circumstances prevent you from doing so).

When requesting leave, you must provide sufficient information for us to determine if your leave qualifies for FMLA protection and the anticipated timing and duration of the leave. This may include information that you are unable to perform your job functions; that the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider; or, circumstances supporting your need for military family leave. You also must inform us if the requested leave is for a reason for which FMLA leave was previously taken or certified. You may also be required to provide medical certification and periodic recertification supporting your need for leave.

6.7 EMPLOYER RESPONSIBILITIES

We will inform all employees requesting leave whether they are eligible for leave under FMLA. If you are, the notice you receive will specify any additional information required, as well as your rights and responsibilities. If you are not eligible, we will provide a reason for your ineligibility.

We will also inform all eligible employees if their leave will be designated as FMLA-protected and the amount of leave that will be counted against their leave entitlement. If we determine that your leave is not FMLA-protected, we will notify you.

6.8 UNLAWFUL ACTS

The FMLA makes it unlawful for any employer to Interfere with, restrain, or deny the exercise of any right provided under FMLA; or to discharge or discriminate against any person for opposing a practice made unlawful by FMLA, or for involvement in any proceeding under or relating to the FMLA.

6.9 ENFORCEMENT

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

7. POLICIES AND PROCEDURES

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7.1 DRUG AND ALCOHOL POLICY

DPS is a drug and alcohol free workplace and recognizes the importance of maintaining a safe and efficient work options for everyone they serve. Employees working under the influence of alcohol or drugs present a safety hazard to themselves, other employees, visitors and the general public. The presence of alcohol and drugs in the workplace can impair an employee's ability to do his/her job, result in serious accidents and seriously impede business operations. Accordingly, DPS is committed to maintaining a work opportunities free of the problems associated with substance abuse.

The following conduct is grounds for disciplinary action, up to and including termination:

- Use of unlawful controlled substances at any time.
- Reporting to work under the influence of alcohol or after having consumed alcohol.
- Using, selling or possessing alcohol or unlawful controlled substances on company property or during work time and/or when performing any assigned work.

7.2 SEPARATION POLICY

DPS requests a standard two-week notice of an employee's resignation from an assigned job. An employee who quits without notice or giving less than the two-weeks may result in ineligibility for future job offers from DPS.

Any property/equipment issued to a separating employee by either DPS or the employer customer must be returned on or before his/her last day of work, or be subject to payroll deduction on last or future payroll.

7.3 GRIEVANCE PROCEDURE

It is always best to handle concerns professionally and directly, however, if you feel that you have been treated unfairly or you have another complaint that you are not able to resolve yourself, please contact your DPS representative to discuss resolution for your concern. If you remain unsatisfied, you may provide a written grievance to DPS management.

8. ELECTRONIC COMMUNICATION

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8.1 COMPUTER/TELECOMMUNICATIONS USAGE

Employees of DPS may be given access to various systems including but not limited to hardware, software, internet and email access, cellular phones, office based phone system, or other systems owned and operated by the customer in the course of their business. Accordingly, DPS employees should be aware of, understand and fully comply with the customer's policies regarding use of these systems. All necessary personal communications should be made before or after work or on breaks.

All information stored on the customer's systems including but not limited to computers, networks, voicemail, email, social media and telephone records is considered the property of that customer.

8.2 PERSONAL ELECTRONIC DEVICES

DPS may carry and use personal electronic/telecommunication devices on assignment; only to the extent such activity is in keeping with customer policies and does not interfere with productivity, safety or morale.

It is expected that all such equipment will be turned off during the workday and that all personal telecommunications (phone, calls, emails, texting, social media) will be conducted outside the facility during non-work time only.

DPS employees may not take, save or electronically send photographs, video, other imagery, or audio recordings at a worksite.

9. SAFETY

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Safety in the workplace is of the utmost importance in any workplace. DPS carefully vets its employer partners for safe, ethical and fair environments. Safety is EVERYONE'S responsibility. As an employee of DPS, general safety guidelines are in place to keep you and those around working safely:

- Receive and understand instructions on how to perform assigned duties properly and safely
- Know where the location of a first aid station and emergency evacuation route
- Use only approved lifting and bending techniques and proper posture
- Wear required Personal Protective Equipment (PPE) when necessary
- Read and understand applicable Material Safety Data Sheets (MSDS) for any solvent or chemical used at an assigned worksite
- Practice good housekeeping of your work area
- Operate or use machines or equipment only if you are properly trained to do so
- Watch for tripping hazards; walk carefully, in designated walkways, be aware of slippery spots
- Wear clothing that fits properly, remove jewelry and restrain hair when working around moving equipment
- Avoid horseplay
- Follow all safety rules of the customer

Report immediately, to both your site supervisor and a DPS representative, if you:

- Believe your working conditions are unsafe
- Are injured while on assignment or if a “near miss” occurs
- Witness an injury or incident
- Are assigned new duties that you haven't been properly trained for, including but not limited to:
 - Lifting over 50lbs without assistance
 - Ladder work
 - Working in confined spaces
 - Operating heavy machinery
 - Driving company vehicles
 - Performing a task requiring you to wear a respirator

9.1 SAFETY TRAINING

As an employee of DPS, you will receive valuable safety training to prepare you for your work environment and promote our culture of safety in the work place. You will be introduced to OSHA Standards and safety regulations including but not limited to Hazard Communication (HazCom) and Globally Harmonized System of Classification and Labeling of Chemicals (GHS), Personal Protective Equipment (PPE), Ergonomics and Workplace Security, incident/accident reporting and First Aid.

9.2 REPORTING A WORK-RELATED INCIDENT

You are required to immediately report any incident, accident, injury, or work related illness to your site supervisor and your DPS representative. Supervisors must complete the Supervisor Report of Incident and you must complete the Employee Report of Incident to be submitted to **IncidentReport@oppinc.com** to ensure that state and federally mandated reporting compliance is met and coverage of care can be provided.

9.3 WORKER'S COMPENSATION

The Worker's Compensation Act provides for payment of reasonable medical expenses and compensation for a worker with lost wages resulting from work-related injuries or disabilities within the course and scope of their employment. These benefits are the responsibility of DPS through their worker's compensation insurance carrier.

Important note: If you are receiving both worker's compensation benefits and Social Security Disability payments, the injured worker is required by law to report to notify the employer's worker's compensation insurance carrier.

All Worker's Compensation claims are thoroughly investigated by worksite supervisors, Employee Services and a third party, if deemed necessary. All documentation, medical provider notes, appointments and healing progress will be monitored.

Fraudulent Worker's Compensation claims may result in denial of benefits and may be prosecuted to the full extent of the law.

9.4 RETURN-TO-WORK PROGRAM (RTW)

If you are issued restrictions or limitations from your healthcare provider while you are recovering from a work-related illness or injury, DPS will work with your worksite supervisors to establish work you can perform within your restrictions. If the employer cannot accommodate your restrictions, you will be eligible to participate in Opportunities, Inc.'s Return to Work program (RTW). Your case manager and Employee Services will ensure that you have work available within your work restrictions. During any such assignment, you are expected to observe your medical restrictions and limitations at all times, both on and off the job. Any employee who disregards his/her restrictions or engages in conduct inconsistent with those restrictions will be subject to discipline, up to and including termination, regardless of where or when such conduct occurs, particularly where such conduct may operate to aggravate the employee's condition and/or prolong his/her recovery, eligibility for restricted duty or absence from work.

9.5 REPORTING SAFETY CONCERNS

DPS abides by OSHA's whistleblower statutes, which protect you from retaliation. An employer cannot retaliate by taking "adverse action" against workers who report injuries, safety concerns, or other protected activity.

9.6 WORKPLACE VIOLENCE

DPS seeks to provide all employees with a safe and comfortable work environment, which is free from any form of workplace violence, including words or actions that threaten, endanger or bring

harm to another individual, or cause a person to have a reasonable fear for his/her safety or well-being. Prohibited actions include verbal or physical threats, assaults or other forms of violent behavior, as well as threatening, intimidating, hostile or abusive conduct, including bullying.

There is **zero tolerance** for such conduct, and any employee who engages in it will be subject to discipline, up to and including immediate discharge.

Any employee who is subjected to workplace violence is required to report it to an appropriate management official immediately. All incidents of reported workplace violence will be investigated and documented by the Employee Services Department, and prompt action will be taken to remove any threat. If appropriate, the company may provide counseling services or referrals for employees.

9.7 UNEMPLOYMENT INSURANCE

The Department of Workforce Development's (DWD) Unemployment Insurance (UI) program provides a safety net to eligible workers during times of unemployment due to no fault of their own. The UI program is financed through employer contributions in the form of taxes. DPS follows all state unemployment compliance rules. Eligibility and benefit amount is determined by the state's DWD.

Your responsibilities:

- Notify DPS immediately upon the end of any assignment.
- Keep DPS informed of your availability for work.
- Failure to contact DPS at the end of your assignment may be documented as a voluntary quit.

DPS responsibilities:

- Make every effort to provide other work to eligible employees.
- Respond to claims made and requests for information through third party claims administrator.
- Report to third party claims administrator assignment dates, end reason and additional documentation as needed.

9.8 SECURITY AND RIGHT TO INSPECT

It is never best practice to take valuables, personal items, items that are illegal or not allowed to a worksite. In order to protect the safety of any personal belongings, it is best to leave them at home. If your worksite offers lockers or other storage (for jackets, lunches, etc.), your DPS representative will inform you. DPS nor your assigned worksite cannot guarantee the security of personal items and will not assume the financial responsibility for personal property theft.

While at DPS or your assigned worksite, there may be times when security or other concerns give reason for inspection of packages, purses, backpacks or other personal belongings that are brought onto company premises and/or placed in company owned/furnished lockers, vehicles, desks or other storage areas. Please do not bring anything onto the premises that violates company policies or that you would not want seen in the event of such an inspection.

Your assigned worksite may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

9.9 WEAPONS

Weapons are prohibited on the premises of DPS and customer employer sites. All DPS employees, regardless of whether they are licensed to carry the weapon, are prohibited from possessing or carrying weapons, whether open or concealed, at all times during the course of their employment. This includes all hours of work, while performing service on behalf of or as a representative of DPS, in public places, attending business related social or special functions.

Nothing in this policy prohibits an employee from possessing or storing a weapon in his or her own vehicle, even if the vehicle is located on property owned by the company (e.g., company parking lot) or operated in the course of his/her employment. Employees are, however, strictly prohibited from removing any weapon (or ammunition) from a vehicle parked or located on company property or operated in the course of the employee's employment.

For purposes of this policy, a "weapon" includes a handgun and/or any type of firearm, a knife other than a utility knife used in connection with the performance of an employee's duties, all switchblades, billy club, stun gun or similar device, and any explosives.

Any employee who is aware of a violation of this policy must report it to DPS immediately. Any employee who violates this policy will be subject to discipline, up to and including discharge.

9.10 DRESS CODE

As an employee of DPS, the way you project yourself reflects on the company's image to customers, co-workers and the public. All employees are expected to demonstrate professionalism through their appearance, clothing, personal hygiene and grooming.

Clothing must be clean and in good repair. Clothing that appears to be dirty or ragged, or depicting images or wording that could be perceived as offensive or inappropriate is not acceptable. Excessive piercings or tattoos may not be allowed depending on your assignment.

Employees in manufacturing or warehouse must wear closed toe and heel, non-skid shoes, boots or athletic shoes with treads. Jeans, t-shirts, button-front shirts and sweatshirts are acceptable.

Office or customer service employees must dress in business appropriate attire such as dress slacks/skirts, button-down shirts/blouses, sweaters and suits.

For those in hospitality, janitorial or event staffing, you may have uniform requirements.

Your DPS rep will be able to provide you with any specifics to your assignment.

9.11 SMOKING

Most of DPS's worksites are smoke-free. Please talk with your DPS representative if you feel this will be a problem for you. Some may allow smoking only outside of the building in designated

areas. It is important to follow the smoking rules at your assigned worksite. Failure to adhere may result in disciplinary action up to and including termination.

10. CONFIDENTIALITY POLICY

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10.1 HIPAA NOTICE OF PRIVACY PRACTICES

Under the privacy rules, individuals have a right to adequate notice of how DPS may use and disclose “Protected Health Information” as well as adequate notice of the individuals’ rights and DPS’s legal duties with respect to “Protected Health Information”.

10.2 CONFIDENTIALITY STATEMENT

As an employee of DPS you must at all times be aware of the importance of maintaining confidentiality of information gained during the course of your assignment.

This may include information such as, but not limited to, personal information relating to co-workers, business plans, customers, vendors, proprietary and trade-related data or materials. Knowledge learned of such information must not be disclosed, either verbally or in writing, to unauthorized persons. Any request of you for such information should be redirected to DPS.

DPS staff and employees must abide by all confidentiality standards prescribed by state and federal law. Any breach of confidentiality may be regarded as grounds for disciplinary action up to and including termination.

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11. DPS EMPLOYEES WORKING AT OPPORTUNITIES, INC.



Welcome to the OpportunitiesWorks (OIWorks) Employment and Training Program!

Your Pathway to:

- Employment Advancement – with your assignment through OIWorks, you are on a pathway to employment advancement; through on-the-job training, mentorship, by building your work history and developing work readiness skills to help you to move onward and upward.
- Employment Support Services – individuals who voluntarily disclose a disabling condition which has made it difficult in the past to independently obtain or maintain competitive employment and may qualify for work on various government contracts and additional consideration for employment and training. If you feel you may qualify, please notify your Supervisor, an Employee Services or DPS representative.

11.1 COACHING, DISCIPLINARY ACTION

While Opportunities, Inc. is a training institution, it is required that employees are able to perform the essential functions of the job, have regular attendance and follow all rules, policies, procedures and day-to-day instructions from your Supervisor or Lead. Failure to do so may result in coaching from your Supervisor and repeated failure may result in disciplinary action, which may include Verbal Warning, Written Warning, suspension or termination. Deliberate and/or egregious performance issues or behavior may result in immediate termination of employment, and Opportunities reserves the right to proceed directly to termination in any given case, depending on the circumstances.

11.2 JOB DESCRIPTION

Regardless of a disability or other barrier, all individuals must be able to perform the essential functions of the job. A temporary work-hardening plan may be implemented, based on disabling condition. Please review job descriptions for other positions, such as material handling, forklift operation and quality inspection from your DPS representative when such an offer is made.

Job Description			
<u>JOB TITLE</u>	<u>DEPARTMENT</u>	<u>STATUS</u>	<u>ACCOUNTABLE TO</u>
Transitional Support Worker	Production	Temporary	Production Supervisor
JOB SUMMARY			
Package, assemble, sort, inspect, count product according to leader or schematic instructions. Meet or exceed productivity expectations as determined by time studies. Work independently or part of a team. Follow directions as given by Production Supervisor or lead person.			
# Description Frequency			
General Requirements			100%
1. Maintain and meet quality standards and expectations			Daily
2. Follow Safety Rules			Daily
3. Follow Good Manufacturing Practices (GMPs)			Daily
4. Understand, maintain acceptable productivity levels in accordance with product time studies			Daily
5. Relate and interact successfully with people with disabilities			Daily
6. Maintain confidentiality regarding Consumers and customer product			Daily
7. Provide other related duties as assigned			Daily
Physical Requirements			
# Description			Frequency
1. Ability to stand or sit for a minimum of eight hours			Daily
2. Perform full range of motion including:			Daily
Bending			Occasionally
Squatting			Occasionally
Reaching across table			Continuously
Reaching above shoulder height			Occasionally
3. Ability to lift and carry:			Daily
40 lbs.			Occasionally
25 lbs.			Frequently
15 lbs.			Continuously
4. Ability to use hands and limbs for handling, grasping and feeling			Continuously
5. Push and pull wheeled carts, pallet jacks, and hand carts with materials			Frequently
6. Tolerate environmental changes ranging from a temperature controlled warehouse to summer time conditions of 90 degrees or higher			Seasonally

*Additional job descriptions available at Employee Services upon request

11.3 FORKLIFT OPERATOR AND DRIVER POLICY

This policy applies to all personnel (staff or contract) who operate a Forklift, Truck (CDL) or transport vehicle as part or all of their job responsibilities. For newly hired Forklift Operators and Drivers, the job offer is contingent upon the successful completion and negative result of a pre-employment drug and alcohol screen.

Truck Drivers follow Department of Transportation (DOT) regulations and will submit to the mandatory minimum random drug and alcohol screening. All Forklift Operators and Drivers are subject to random drug and alcohol screening, screening based upon reasonable suspicion of being under the influence by a Director or Supervisor and/or as a result in being involved in an accident sustaining any injury to self or another requiring medical attention and/or damage to facility or equipment requiring repair.

Completion of a drug and alcohol screening resulting in a “positive” test result will result in disciplinary action up to and including suspension, demotion or termination.

Failure to submit to any of these types of drug and alcohol screenings may result in disciplinary action up to and including termination.

11.4 TRAINEE - PARTICIPANT RELATIONS POLICY

Virtually every person you work with at an Opportunities, Inc. facility is in a training program or has advanced through training! Participants are referred to the Opportunities, Inc. vocational training work environment in partnership with various agencies and programs for vocational training. They can have a wide range of disabilities ranging from cognitive delays (formerly known as mental retardation) to mental illness to physical disabilities. Trainees are here to learn and stabilize their work history and may have other barriers to employment such as homelessness, incarceration, undiagnosed disabilities or low job skills. It is important to know that while a co-worker may not appear to have a disability or be in a training program, their level or functions may be at, for example, a five or six-year-old level. Other barriers to employment will not be obvious either.

We are counting on you to set a good example and be a role model to others.

Confidentiality amongst co-workers at Opportunities, Inc. is required internally as well as externally. Discussion about Participants and other Trainees with anyone is prohibited. Also:

- Money, cigarettes, food, etc. should not be shared, nor should you request to share
 - Some individuals have strict health, dietary or program restrictions
- Dating or intimate personal relationships with an individual participating in any Opportunities, Inc. program is prohibited
 - Participants in some programs may be under 18 and by law considered minors
- Participants cannot leave Opportunities, Inc. during the workday unless approved by a case manager
- Be careful with teasing, sarcasm and humor used with or in front of each other
 - While everyone likes to enjoy their work, making fun of people can be misunderstood and hurtful
- Avoid discussing details of personal lives, wages, work performance
- Avoid using profanity
 - No swearing or talk of sexual nature

- If you have a concern about a Participant or program, please contact a case manager

11.5 TIME CLOCK

You are responsible for punching in and out on the time clock. This is what generates your pay. If you have a problem with the system or punching in or out, please notify your supervisor immediately.

11.6 DRESS CODE

Dress comfortably and ready for work. While the facilities are climate controlled, the temperatures will be similar to the temperatures outside. Footwear must be skid-resistant and have closed toes and heels. Loose/baggy clothing and jewelry is a hazard around machines and is not allowed. Clothing with offensive language, graphics or innuendo, midriff-baring or low-cut shirts, shorts-shorts (3 or more inches above the knee) or clothing that does not cover undergarments is not allowed. If you need access to work appropriate clothing, please see an Employee Services or DPS representative for information on the OICloset.

11.7 GOOD MANUFACTURING PRACTICES (GMPs)

Opportunities, Inc. performs work for companies that require adherence to regulations promulgated by the US Food and Drug Administration (USFDA) and the Federal Food, Drug and Cosmetic Act to ensure products are consistently produced and controlled according to quality standards. As a result, all employees, temporary workers, Participants and visitors are expected to follow these GMPs:

- Candy, gum, cough drops, etc., food and drinks are not allowed on production floor
- Personal belongings such as backpacks, purses, coats, lunch bags may not be brought on to the production floor
- Jewelry, visible piercings* and other unsecured objects are prohibited
 - *Permanent “dermal” piercings may be allowed, based on proof and the employee’s sign-off
- Good personal hygiene must be practiced – thoroughly wash and dry hands when returning to the production areas from the restroom or lunch/smoke break
- No spitting
- Cuts or open wounds must be properly dressed and protected
- Hats, hoods, other head wraps (not worn for religious purposes) are not allowed on the production floor

Your help in upholding these GMPs will ensure that companies that send their work to Opportunities, Inc. will be confident in our quality and conformance!

11.8 PROPRIETARY INFORMATION

Information or knowledge regarding products, processes, procedures, etc. must be kept confidential. Disclosure of any such information on any social media outlets, to a competitor or other entity is prohibited and will result in disciplinary action up to and including termination, as will stealing or damage to product.

11.9 CELL PHONES, CAMERAS, OTHER PERSONAL ELECTRONIC DEVICES

Use of cell phones, cameras, camera-equipped devices and other personal electronic devices is **strictly prohibited** in any production area, around Participants, equipment or customer product. All such devices must be turned off and stored during work hours, only to be used outside during break times, unless otherwise approved.

11.10 SAFETY

You are expected to work safely and follow all safety guidelines as presented in your safety orientation through DPS and as directed by your Supervisor and postings.

Required safety guidelines to adhere to:

- Equipment and Operational Procedures are posted at each machine
- Do not touch or move fans
- Do not walk on or stand on skids
- Use standing mats that are provided
- Use PPE as provided or needed
- Participate in OIFit Stretch Exercise Program
- Report any incident or injury – no matter how small – immediately to your Supervisor

11.11 EMERGENCY EVACUATION AND SEVERE WEATHER

Please notice where the emergency exits signs are located as well as the evacuation and severe weather plan maps posted throughout the building. When alarm sounds, evacuate the building immediately according to the map of your area and direction of a member of the Emergency Response Team. Never assume it is only a test.

11.12 WEAPONS, CONCEAL AND CARRY POLICY

Weapons of any kind are prohibited on the premises of the company. All employees of the company, including temporary and leased workers, regardless of whether they are licensed to carry a weapon, are prohibited from possessing or carrying weapons, whether open or concealed, at all times during the course of their employment.

This restriction does not apply to police officers, security guards, or other persons who have been given specific written consent by the company, or to weapons stored in an individual's personal vehicle.

For purposes of this policy, a "weapon" includes a handgun and/or any type of firearm, a knife other than a utility knife used in connection with the performance of an employee's duties, all switchblades, billy club, stun gun or similar device and any explosives.

Any employee who is aware of a violation of this policy must report it to their Supervisor

immediately. Any employee who violates this policy will be subject to discipline, up to and including discharge.

11.13 SECURITY AND RIGHT TO INSPECT

Opportunities, Inc. cannot guarantee the security of personal or other valuable items brought to work and will not assume the financial responsibility for personal property theft. It is recommended that belongings unnecessary to your needs at work are left at home and that lockers provided are used to store purses, jackets and small backpacks. Opportunities, Inc. will not assume financial responsibility for personal property theft.

Opportunities, Inc. reserves the right to inspect packages, purses, backpacks or other personal parcels that are brought onto company premises and/or placed in company lockers, shelves or storage areas. Please do not bring anything onto the premises that violates company policies or that you would not want seen in the event of such an inspection.

Opportunities, Inc. may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

11.14 MISCELLANEOUS

Company phone usage: emergency use only with permission by a Supervisor

Performance evaluation: performed upon one month of consecutive employment and, as needed

Break times: scheduled break times are provided. Other time away from your work station must be coordinated with your Line Lead or Supervisor to arrange for coverage to keep production operations going

Trespassing: you are not allowed to be on company premises outside of scheduled work times or once your assignment is ended, unless authorization is given by an Opportunities, Inc. representative.

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12. RECEIPT OF EMPLOYEE HANDBOOK

I hereby acknowledge that I have received a copy of the Diversified Personnel Services (DPS) Employee Handbook, and that it is my responsibility to read it and become familiar with its contents. If I have any questions about any of the information or materials contained in the handbook, it is my responsibility to address them with the human resources department.

I also understand that the purpose of this handbook is to provide me with information and guidelines about the company's benefits, policies and procedures. The handbook does not constitute, nor is it intended to create or imply, a contract of employment between me and the company. I understand that the company has the right to amend, revoke or modify any of the policies or information contained in this handbook at any time, at its sole discretion, with or without notice.

I further understand and acknowledge that my employment with DPS is and will be considered to be "at will," which means that it is for no set duration and can be terminated by me or DPS at any time, for any reason, with or without notice, except as prohibited by statute or public policy.

Employee signature on eDocument

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