



# TAG Associate Handbook

## 01. Welcome to The Arnold Group!

**We are excited to have you on our team!** An exciting and challenging experience awaits you as an associate of The Arnold Group (TAG). This handbook has been written to provide you with information about The Arnold Group.

At The Arnold Group, our associates are just as important as our business clients. We'll take the time to get to know you on an individual basis so we can custom match your work skills and job preferences to our clients' specific requirements. Our commitment to finding the best people for the best positions is what sets us apart from our competition.

As a TAG associate, you'll be able to work when, where, and how long you want. You'll be able to choose from among the most prestigious companies in the most exciting industries. We offer both short- and long-term assignments as well as regular, full-time (executive placement) opportunities, so TAG can assist you at every stage of your professional career – whether it's now or a year from now.

You were interviewed by a staffing specialist when you signed up to become a TAG associate. This person is considered your TAG supervisor and is here to help you. The policies, practices and benefits described herein are summarized. If you need additional information about any items covered in this handbook or about your job, you are encouraged to contact your TAG supervisor or any other TAG staff member.

**We wish you success and hope that your employment relationship with The Arnold Group will be a rewarding experience.**

## 02. The T.A.G. Pledge

The T.A.G. Pledge is a Total Accountability Guarantee all associates are asked to make when they start working with The Arnold Group (TAG). This pledge acknowledges that you understand you work with TAG in a 50/50 partnership to place you in a position that will benefit both you and our client. Taking the T.A.G. Pledge does not guarantee TAG will find a job position for you, but it does guarantee you will do your part in the search for one. In short, we seek job candidates that truly want to work and do not wish to waste anyone's time – yours or ours.

1. I believe in personal accountability and taking responsibility for my own actions.
2. I will demonstrate a good attitude, be passionate and enthusiastic about work.
3. I will behave ethically, act honestly, and demonstrate integrity.
4. I will be coachable by listening and following directions, and not lead with arrogance and/or defensiveness.
5. I believe any job is an opportunity; it's up to me to make it a great situation.
6. I understand recruiters are not job-finders, rather they are people-finders.
7. I understand that timing is everything. I understand that not hearing from TAG means they do not have an opportunity or update for me. They will contact me as soon as they have an update.
8. I understand The Arnold Group and their business clients do no guarantee anyone for a job, ever.
9. I will report to work on time in spite of hardships; I have back up plans for the unexpected such as illness, transportation issues, etc.
10. I will communicate with everyone in a professional and courteous manner.

## 03. Your Assignments

A TAG representative will contact you when we have an assignment that matches your skills and job preferences. In preparing for your new assignment, make sure you receive the following information from us:

- The name of the company
- The name of the person you will be reporting to
- The location, hours and length of assignment
- A good understanding of your responsibilities
- The hourly pay rate
- Proper dress
- Safety instructions

Although you will likely be working for a variety of TAG clients, **we are your employer**. Your time sheets and paychecks are processed by TAG and your TAG supervisor is your contact for all work assignments. We are here to help solve any problems that might arise and answer any questions you may have.

Depending on the TAG client, you may be provided with tools, technology or uniforms to help you perform your duties. These are considered property of the TAG client and must be surrendered upon assignment completion. In the event they are not returned in a timely manner, the cost may be deducted from your pay check or recuperated through other means.

If you are going to be late to an assignment or have an emergency or illness that prevents you from going to work, please call us as soon as possible. We will contact our business client and explain the situation. All TAG offices offer 24-hour messaging so you can leave a message at any time – day or night.

**Failure to go to work without notifying The Arnold Group in advance may result in disciplinary action up to and including termination.**

## 04. Tips for Success

Tips for success while on assignment:

- **Remember your time sheet.** Let us know if you don't have one and we will provide one for you.
- **Be on time.** In fact, being early on your first day is a good idea.
- **Be friendly.** Introduce yourself to your co-workers. Having a warm, professional attitude is the best way to fit in.
- **Be flexible.** Do your best to adapt to the environment and procedures of the assignment.
- **Dress appropriately** for each assignment. Your TAG supervisor will tell you what to expect.
- **Be considerate** of co-workers, customers, and associates. Good personal hygiene is a must.
- **Ask questions!** If you're unsure of something, check with the client supervisor.
- Always **maintain** a high level of confidentiality. Don't discuss the specific details of your work with anyone but the client supervisor.
- **Do not make personal calls** unless it is an emergency. If you need to make a personal call, do so during a break or during your lunch period. Making long distance calls while on an assignment is never allowed.
- Please **do not approach the client about full-time employment.** If you have an interest in a position, let your TAG supervisor know.

**We want you to be successful – feel free to [call your TAG office](#) anytime – we're here to help!**

## 05. Technology Usage

Technology may be provided to you while on assignment to assist you in carrying out the assigned company's business, therefore the following technology usage policies have been adopted:

### Company Equipment

- Equipment, supplies, pagers, telephones, computers, and all materials purchased by TAG and/or TAG's business client are to be used for **business purposes only**.

### E-mail & Instant Messaging

- TAG associates accessing the Internet and using e-mail while on an assignment are **representing TAG and our business client**.
- All Internet and e-mail usage should be for **professional reasons**.
- TAG associates are responsible for seeing that e-mail is used in an **effective, ethical and lawful manner**.
- The e-mail system is **not to be used to send jokes, "chain mail", or other mass e-mails** that are not work-related.
- TAG associates have **no right of personal privacy** in any matter stored in, created, received, or sent over the TAG or TAG client e-mail system.
- **Instant messaging and text messaging is not to be used** while on assignment unless prior approval is granted for business purposes.
- All **blogging activity is prohibited** relating to any TAG work assignments and/or TAG.

### Internet & Social Media

TAG respects the right of employees to use social media for self-publishing and self-expression on personal time. However, unless specifically authorized by the company to do so as part of the associate's position, associates are not permitted to use forms of social media or internet technology during working hours or at any time on TAG or TAG client computers or devices.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to a blog, personal website, social network or affinity web site, web bulletin board or a chat room, as well as any other form of electronic communication.

Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct

that adversely affects your job performance, the performance of fellow associates who work on behalf of TAG's or our business client interests may result in disciplinary action up to and including termination.

- TAG associates are **prohibited from accessing the Internet for any unethical purposes**, including pornography, violence, gambling, racism, harassment or any illegal activity.
- **You are personally responsible for your online content.** You can be held personally liable for content that is considered defamatory, obscene, proprietary or libelous by any offended party, not just TAG.
- You cannot post the name, trademark, or logo of TAG or our business client, or any privileged information, including copyrighted information or company-issued documents.
- You cannot post photographs of other associates, clients, vendors, suppliers, or company products, nor can associates post photographs of persons engaged in TAG or our business client's business or at company sponsored events.
- **Maintain the confidentiality of trade secrets and private or confidential information.** Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- **Never represent yourself as a spokesperson for TAG or our business client.** If either party is a subject of the content you are creating, be clear about the fact that you are an associate and that your views do not represent those of TAG, our business client, or fellow associates.
- If you post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.
- Do not use company email addresses to register on social networks, blogs or other online tools utilized for personal use.

**Failure to abide by these policies will result in disciplinary action up to and including termination.**

## 06. When to Contact TAG

The following are examples of when to contact us:

- If you **cannot make an assignment** for any reason, call TAG prior to your assignment start time.
- If you are **requested to perform any duties other than the ones described** to you by your TAG supervisor.
- If you have any **safety concerns or suggestions**.
- If you are **injured** while on assignment.
- If you have **completed or are nearing completion** of an assignment.
- If you are **available** for work. **Check in 'available'** online or by phone (no more than once per week is recommended).
- If a **client offers you a regular, full-time position**, remind them that you are employed by TAG. You may accept the offer, but you must discuss it first with your TAG supervisor.
- If you **change your contact information** (name, telephone number or address).
- If you **have direct deposit/paycard account changes**, TAG must receive account information changes by 4:00pm Wednesday to ensure no interruption in your pay. Changes submitted after this deadline may result in a delay of your pay.
- You may not operate or drive any motorized vehicle, travel on behalf of the client, operate any machinery (except for office machinery), or handle cash, securities or other valuables without TAG's prior written consent.

**Additionally, [contact us](#) immediately if you believe you are experiencing any type of harassment while on an assignment.**

## 07. Attendance Standard

- Regular attendance and punctuality are part of your job responsibility when employed by TAG. You are **expected to be present and on time** for every scheduled workday.
- When unexpected situations prevent you from doing this, notify your TAG supervisor at least one (1) hour before the start of your shift.
- **Failure to provide advance notice or show** for work without advance notice may **result in disciplinary action** up to and including termination. Additionally, failure to provide advance notice or show for scheduled work-related appointments, including coaching and/or corrective action meetings, without advance notice may result in disciplinary action up to and including termination.
- Approved absences will not be used for disciplinary purposes.

## 08. Your Salary

- At TAG, the key to our success is the quality of our people. You are our No. 1 asset. In order to attract and retain top quality people, we offer our associates competitive pay rates for every assignment.
- You'll be paid an hourly wage for each assignment, determined by our clients' work requirements, your skills and the prevailing rates in your local area.
- Your **hourly wage may vary from job to job**. Your TAG supervisor will inform you of how much each job will pay before you accept an assignment.
- **Be willing to adjust your hourly pay requirements**, as this demonstrates your willingness to make the process work for everyone and may lead to additional opportunities.

## 09. Procedures for Payment

### One Week Delay Payroll Method

The Arnold Group (TAG) uses a One Week Delay Payroll Method. By using this method, payroll is ran/processed after all hours worked have been reported for the entire pay period. Your pay schedule is a combination of two pieces of information:

1. **Pay Period** – The pay period timeframe is the define work week during which employees work. TAG pay periods begin every Monday and end every Sunday and paydays are the following Friday.
2. **Pay Date** – The pay date is the day employees receive their wages for the associated pay period. At TAG, your pay will be deposited into your designated account on the Friday following the pay period, so long as your hours are reported accurately, on time, and approved by your client supervisor.

Following is an illustration of the One Week Delay Payroll Method:

PAY PERIOD						
Mon	Tues	Wed	Thur	Fri	Sat	Sun
29	30	31	1	2	3	4

PAY PERIOD						
Mon	Tues	Wed	Thur	Fri	Sat	Sun
5	6	7	8	9	10	11

PAY PERIOD						
Mon	Tues	Wed	Thur	Fri	Sat	Sun
12	13	14	15	16	17	18

PAY PERIOD						
Mon	Tues	Wed	Thur	Fri	Sat	Sun
19	20	21	22	23	24	25

#### Legend:

- Work hours/time is due by 10:00am on Monday for all hours worked in the pay period. The following Friday is the scheduled pay date for each pay period.
- **Blue Friday** is the associated pay date for the previous **light blue pay period**.
- **Green Friday** is the associated pay date for the previous **light green pay period**.

## Work Hours/Time Sheet

Time sheets for hours worked Monday through Sunday should be submitted to our office by 10:00am every Monday. If you work more than one assignment, during the week, please complete one time sheet for each job assignment. Please see the "Your Time Sheet" section for examples on correctly completing your time sheet. Some business clients may submit your time for you. Your TAG supervisor will explain these details to you when and if necessary.

## After Hours Drop Box

TAG offers an after hours drop box for your convenience if you are unable to stop by during normal business hours. Your TAG supervisor can provide you with the drop-box location.

## Overtime

All overtime hours (any hours in excess of 40 hours in a work week) will be verified with our business client prior to payment.

## Direct Deposit/Paycard Account Changes

If you make changes to your designated direct deposit payment account (Paycard/checking account/savings account), TAG must receive account information changed by 4:00pm on Wednesday to ensure no interruption regarding your pay. Changes submitted after this deadline may result in a delay of your pay.

# 10. Your Paycheck

## Pay Information

- The Arnold Group (TAG) offers direct deposit to the financial institution and account of your choice as well as a paycard option for employees that do not have an existing relationship with a financial institution or simply prefer to use a paycard as your ACH payroll option.
- On payday you can access a non-negotiable pay voucher through [TAG WebCenter](#) which displays the same information as a paycheck stub. Your net pay will be deposited into your desired bank account.
- Although we make every effort to pay employees the correct amount each payday, an error may occur. You are responsible for verifying the net pay amount shown on your pay voucher before you make withdrawals or write checks against the account to which your net pay is directly deposited. You are responsible for any overdraft or other service charges resulting from incorrect net pay being directly deposited.
- If you are overpaid or underpaid, you are to immediately notify your TAG Staffing Specialist. In the case of an overpayment, you must follow all instructions for returning the excess funds to Company.
- Depending on the cut-off date for each payday, there will be a lag of at least one (and perhaps, two) paydays until your pay is directly deposited to the account you designate.
- Your direct deposit instructions will remain in effect until you change them. You must complete a new form to change any part of the direct deposit instructions you have previously provided. If you close your financial account or change your mind about where you want your net pay directly deposited, remember to allow for the lag between when you provide direct deposit instructions and when those will take effect. If your pay is deposited to a closed account, you must deal with that financial institution in order to recover funds. Be aware that it can take as long as ten days for you to recover those funds.

## Pay Advances

The Arnold Group does not offer any advancement of pay not yet earned. Earned pay will be paid out on the next scheduled pay period. Pay periods run Monday through Sunday and paydays are the following Friday.

## Payroll Deductions

All deductions from an employee's wages shall be in accordance with applicable law and, when required, with the employee's consent. Deductions will be made from employees' wages in the following sequence:

1. Social Security and Medicare taxes
2. Federal and state income taxes
3. Child support
4. Garnishment
5. Amounts owed to the company

## Form W-2 Wage and Tax Statement

- W-2s for the previous calendar year will be mailed on **January 31**. You can access and print your form W-2 Wage and Tax Statement(s) through [TAG WebCenter](#) prior to January 31.

- Access step-by-step instructions for logging in and find your [W-2 online](#).
- Any address changes received after December 31 will not be reflected on your W-2.
- Mailed copies of your W-2 will be mailed once; returned W-2s will not be mailed again.
- If you have moved, you will need to access your W-2 online or pick it up after it is returned to our office.

## 11. Your Time Sheet

At the end of your work week, you must complete a TAG time sheet for all hours worked. It is **your responsibility to complete** the time sheet fully and accurately before providing it to the client for approval and signature. If the time sheet is incomplete or has an error, **your paycheck may be delayed**.

**A signed time sheet must be presented in order for you to receive your paycheck unless prior arrangements are made with our business client(s).** Turn in a separate time sheet for each assignment worked, and for each week's work.

### Ensure the following items are completed on each time sheet you submit:

- The **week-ending date** (Sunday) for the hours being reported.
- The last four (4) of your **Social Security Number**.
- Your **name** (print)
- The client **company name** and **department**.
- Check the appropriate **assignment status** box.
- Remember to **sign your time sheet**.
- **Total all hours** for the week. Round to the **nearest 1/4 hour** (1/4, 1/2 or 3/4).
- Obtain the **client supervisor's** printed **name, phone number**, extension, verified total hours **and** their **signature** in the space provided.

### How to Submit Your Timesheet:

- In person (yes, some still do that)
- Fax (can you believe technology from 1843 is still around?)
- Email a photo of your completed timesheet to [payroll-TAG@the-arnold-group.com](mailto:payroll-TAG@the-arnold-group.com)
- Submit a photo via our TAGmobile app – Download for free by searching for “The Arnold Group” in your app store
- Depending on your assignment, some of our business clients will submit your timesheet on your behalf, or through their timekeeping system. Please check with your supervisor if you are unsure.

**A properly completed time sheet ensures that you will be paid weekly without delay.**

**All suspected fraudulent activity will be investigated and prosecuted to the fullest extent of the law.**

## 12. Holiday Pay

TAG's holiday benefits are designed to reward associates who make an extended work commitment to our company as well as to our clients.

### TAG offers six (6) paid holidays per calendar year:

- |                    |                    |
|--------------------|--------------------|
| • New Year's Day   | • Labor Day        |
| • Memorial Day     | • Thanksgiving Day |
| • Independence Day | • Christmas Day    |

Holiday pay will be capped at eight (8) hours, maximum, of your regular and current hourly rate. Holiday pay will be pro-rated for part-time assignments. If qualified, you will receive your holiday pay within three weeks following the holiday.

### To qualify for holiday pay benefits, you must:

- Work **1,600 hours**, including straight and overtime hours, between the same holiday from the previous year to current year.
- Work the **scheduled day before** and the scheduled day **after** the holiday, no exceptions.
- Examples of hours worked between:
  - New Years Day 2021 and 2022 = 455.50 hours = Not Qualified
  - Memorial Day 2021 and 2022 = 1255.25 hours = Not Qualified
  - Independence Day 2021 and 2022 = 1655.00 hours = Qualified
  - Labor Day 2021 and 2022 = 1705.50 hours = Qualified
  - Thanksgiving Day 2021 and 2022 = 1637.50 = Qualified

- Christmas Day 2021 and 2022 = 1525.50 hours = Not Qualified
- New Years Day 2021 and 2022 = 1605.25 = Qualified

**Client referred associates are not eligible for paid holiday benefits.**

## 13. Vacation Pay

TAG's vacation benefits are designed to reward associates who make an extended work commitment to our company as well as to our clients.

Annual Vacation Pay Benefit Awards are limited to a single payout after 12 months from the associate's first assignment or most recent vacation pay benefit award date. If qualified, vacation pay will be awarded in a check for twenty-four (24) hours of pay, at your regular and current hourly rate.

**To qualify for vacation pay benefits, you must meet the following requirements:**

- Must be on active assignment at the time of the payout.
- Work 1,600 hours, including straight and overtime hours, within your Standard or Alternative Holiday/Vacation Pay Benefit Award Year as defined below:
  - **Standard Year** – a recurring 12-month period beginning on the date of the associate's first assignment.
  - **Alternative Year** – a recurring 12-month period beginning on the initial/most recent vacation pay benefit award date.
  - Examples:
    - If the TAG associate's first assignment date is June 1, 2022, the first eligible vacation pay award date is June 1, 2023.
    - If the Alternative Pay Benefit Award Year starts August 10, 2021 and 1600+ hours were worked between August 11, 2021 and August 10, 2022, the first vacation pay benefit is awarded on August 10, 2022.
    - The next eligible pay benefit award date is August 10, 2023 pending 1600+ hours are worked between August 10, 2022 and August 10, 2023.

Vacation pay awards are not awarded as actual days off. Vacation pay will be awarded in a check for twenty-four (24) hours of pay, at your regular and current hourly rate and cannot be broken up.

It is your responsibility to keep track of your hours and advise TAG when you qualify. Hours earned do not carry over... once you have been awarded vacation pay, your hours revert back to zero and a new twelve (12) month period begins.

**Client referred associates are not eligible for paid vacation benefits.**

## 14. Health Insurance

TAG provides Health Care insurance options to all active associates. If you would like information regarding health insurance coverage, please contact your TAG supervisor or refer to [our Health Care Resources](#).

## 15. Family and Medical Leave

Under the federal Family and Medical Leave Act of 1993 (FMLA), eligible employees of The Arnold Group (TAG) are entitled to take up to twelve (12) workweeks of unpaid leave during each 12 month period beginning using a "rolling" 12-month period measured backward from the date of the leave for the birth of a child, the placement of a child for adoption or foster care, a serious health condition of a spouse, son, daughter or parent that requires the employee's presence. Both male and female employees are eligible for leave in connection with the birth or placement of a child or a family illness. Employees may be required to use their accrued paid leave prior to taking unpaid leave under the FMLA.

Eligible employees are those who have been employed by TAG for at least 12 months, and who have worked at least 1,250 hours during the 12-month period immediately before leave is requested.

- An employee must provide at least a thirty (30) days advance notice of the need to take FMLA leave under normal circumstances. Medical certification also may be required.
- Employees returning to work from FMLA leave will be restored to the same position or one with equivalent pay and benefits. Returning employees may be required to provide a certification of fitness for duty prior to being reinstated.
- The FMLA also allows eligible employees to take up to twelve (12) workweeks of job-protected leave in the applicable 12-month period for a "qualifying exigency" arising out of the active duty or call to active duty status of a spouse, son, daughter, or parent, and up to twenty-six (26) workweeks of job-protected leave in a single 12-month period to care for a covered service member with a serious injury or illness. Advance notice is required – at least thirty (30) days for foreseeable planned medical treatment and other wise as soon as practicable. Certification of the need for leave may be required.

If is the policy of TAG to grant its employees leave in accordance with the requirements of the Family and medical Leave Act. The Employee's rights under the FMLA can be found on the [FMLA Fact Sheet #28](#).

## 16. Referral Bonuses

TAG offers additional benefits and incentive programs for our associates. Please contact your TAG supervisor for more information regarding these benefits.

### Associate Referral Bonus

TAG will provide a gift card to you for each individual you recommend who completes a 40-hour assignment.

- \$25 for each successful associate referral
- \$50 for every fifth (5th) successful associate referral

To qualify, you must currently be on an assignment with TAG OR within 14 days of your last assignment's completion date, and in good standing with TAG.

### Client Referral Bonus

TAG would like to reward you for referring new clients to us. We will provide you with a gift certificate for each business client you recommend once their initial order is completed.

- \$25 for each successful business client referral
- \$50 for every fifth (5th) successful business client referral

## 17. Safety is Our Priority

You, as our employee, are TAG's most important asset. We choose our clients carefully to ensure you have a safe workplace. If you are asked to perform work which was not part of your initial job description or you are injured while on assignment, call your TAG supervisor immediately.

**Make safety a priority** in your work environment.

Always exercise due care while working for TAG. Because **most accidents can be prevented** with proper caution, TAG has implemented the following general safety rules to be followed on any assignment you accept – whether it's an office or industrial environment.

### General Safety Rules

- You are not expected to take risks - **report any unsafe acts, conditions, or equipment** to your client supervisor and TAG supervisor.
- When you don't know, ask your client supervisor.
- **Know your area** — each workplace is different and conditions can change. Become familiar with each client's safety procedures and equipment.
- Never operate any machine or equipment for which you have not received training.
- **Wear required personal protective equipment** (PPE - hats, gloves, goggles and steel-toed shoes) at all times.
- **Obey all signs and labels** as they alert you to hazards on the job.
- Never start any hazardous job without being completely familiar with the applicable safety techniques.
- If you are taking prescription medicines that cause fatigue or drowsiness, **inform your supervisor**.

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### Chemical Safety Rules

- Thoroughly flush area if a spill occurs.
- Become familiar with material safety data sheets (MSDS) that accompany the product. Learn where MSDS and related information concerning hazardous materials in the workplace are maintained in each department.
- Proper care should be used when handling industrial chemicals to avoid damage to your health or the environment.
- Wear suitable hand, face, and eye protection in well-ventilated areas when handling acid-based products.
- Remove contaminated clothing immediately.

### Fire Safety Rules

- Observe "No Smoking" signs.
- Handle and store flammable liquids properly.
- Know the location and use of fire extinguishers.

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### Hand Tool Safety Rules

- Use the right tool, every time.
  - Do not use broken hand tools.
  - Keep tools in good condition.
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## Housekeeping Safety Rules

- Keep storage and work areas orderly.
  - Put tools and equipment away when they are not in use.
  - Do not store materials in aisles or passageways.
  - Stack all materials neatly and make sure piles are stable.
  - Keep all aisles, stairways, and exits clear of skids, boxes, air hoses, equipment, and spillage.
  - Do not place equipment and materials so as to block emergency exit routes, fire boxes, sprinkler shutoffs, machine or electrical control panels, or fire extinguishers.
  - Be on the lookout for others.
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## Ladder Safety Rules

- Inspect ladders before use to make sure they are in good condition.
  - Make sure the ladder is set on a firm, level base.
  - Set extension ladders against a wall at a one-to-four ratio. (The base should be one foot from the wall for every four feet of height.)
  - Allow only one person on a ladder at a time.
  - Never use metal ladders around electrical lines.
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## Machine Safety Rules

- Use guards/bypassing guards on machines that require them.
  - Do not operate equipment while it is being serviced/cleaned.
  - Avoid wearing loose clothing and jewelry while operating machines or equipment.
  - Do not operate defective equipment.
  - Report defective or hazardous equipment to your supervisor.
  - Obtain full instructions before operating a machine with which you are not familiar.
  - Do not operate any machine or equipment unless you are specifically authorized to do so by your supervisor.
  - Shut off equipment that is not in use.
  - Never repair or adjust any machine or equipment unless you are specifically authorized to do so by your supervisor.
  - Never oil, clean, repair, or adjust any machine while it is in motion.
  - Do not operate machines or equipment if you are less than fully alert.
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## Material Handling Safety Rules

- Stack materials safely.
  - Use wagons, lift trucks, carts, and dollies safely when moving large objects, even if you are only moving it a short distance.
  - Lift properly. Never lift with your back. Keep load close to your body. Your back should be as straight as possible. Bend your knees and lift with your leg muscles. Have a firm footing.
  - Wear a back brace when heavy lifting is part of your daily activity.
  - Do not lift items that are too bulky or too heavy to be handled by one person. Ask for assistance.
  - Empty standing water out of any appliances before trying to move them.
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## Office Safety Rules

- Do not stand on desks, chairs, or tables.
  - Open one file drawer at a time.
  - Close it immediately after use.
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## Protective Equipment Safety Rules

- Use glasses, gloves, safety shoes, aprons, etc. where required.
  - Sandals or other open-toed or thin-soled shoes should not be worn.
  - Ask supervisors to supply or replace worn out protective equipment.
  - Remember that wire and metal can cut deeply if carelessly handled. The ends can be very sharp and can easily penetrate the skin.
  - Safety gloves should be worn when uncrating appliances or units, handling sheet metal or chemicals, or cutting lumber.
  - Eye protection should be worn when the duties of the job or the hazards of the environment require their use, such as welding, sawing, drilling, or using chemicals.
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## Personal Conduct Safety Rules

- Horseplay is not allowed.
  - Do not run in your work environment.
  - Observe warning and caution signs.
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## Power Truck Safety Rules

- Power truck operators must safeguard other workers at all times.
- Only trained personnel are to operate power trucks.
- Workers must show courtesy to power-truck operators.

**Your TAG supervisor will review detailed safety instructions and general precautions with you for each assignment offered to you. Failure to abide by these guidelines will result in disciplinary action up to and including termination.**

## 18. Workers' Compensation

Workers' compensation is defined by a set of rules determined by each state which outlines benefits to employees who have sustained work-related injuries/illnesses. The laws provide for payment of medical bills for treatment due to such injuries and reasonable income benefits for employees who may lose time from work. Employees who are seriously injured on the job may be entitled to additional benefits.

Funds for these benefits are provided by TAG through its workers' compensation claims administrator, as required by law. If you should be injured on the job, or suffer a work-related disability, certain procedures must be followed to ensure that you receive your benefits quickly. Contact TAG immediately and follow the procedures outlined under the Injuries on the Job section within this handbook.

TAG provides workers' compensation benefits required by law to every injured employee. However, if we determine that any employee has provided falsified information to TAG, to the physician, or to the claims administrator for the purpose of fraudulently obtaining workers' compensation benefits, we will take the strongest possible action to prosecute that employee to the fullest extent of the law.

## 19. Injuries on the Job

To be covered by workers' compensation, you must be an employee and be accidentally injured while doing your job. Should you be injured on the job, follow TAG's procedures for workplace injuries:

- Notify your client supervisor and your TAG supervisor immediately.
- Obtain the name of the **designated medical facility** from your TAG supervisor. Providers have been chosen because of the quality of care they provide as well as their familiarity with workers' compensation requirements. You may jeopardize your benefits if initially treated by any other provider.
- TAG's Workers' Compensation Coordinator will contact you to monitor your progress and ensure you are receiving proper treatment and benefits.
- Contact TAG's Workers' Compensation Coordinator after **each medical appointment** to provide status reports on your progress.
- Participate in TAG's **Transitional Duty Program** to facilitate your early return to work.
  - We make it a policy to return injured employees back to work, within their current physical capabilities, as soon as the doctor permits.
  - This also allows our injured employees to earn more money than they would receive from workers' compensation insurance.
- Please keep in mind, your claim may be denied if you fail to inform your TAG supervisor within 10 days of the injury.

A few considerations to keep in mind if you incur a workplace injury:

### You May Not Need an Attorney

States set workers' compensation payouts, so there's not a lot of leeway for you to get more (or less) than deserved. In Kansas, for example, a finger is worth 20 weeks of pay. If your finger is 10% disabled in a workplace accident, you get two (2) weeks of disability. The value systems is automatically built into the law, and the doctor(s) decides the severity of an injury.

A workers' compensation attorney will take 20-35% of any work comp settlement, so don't hire one unless you think you're being shortchanged over a permanent disability, have a complex claim or were unfairly denied coverage of your medical bills.

Even then, most states, including Kansas, have a workers' compensation ombudsman/claims advisory group who can offer assistance regarding work comp claims.

### Big Payouts are Rare

All states, including Kansas, have per-established formulas regarding minimum and maximum workers' comp benefits for lost pay. Individual amounts are determined by pre-injury earnings and claim details.

### Cheaters Eventually Get Caught

Cheating is so common in workers' compensation that there's a term for it: malingering, and fraud divisions look for it. It may take a while, but changes are pretty good malingerers will get caught, and once caught, it can mean jail time.

**All suspected fraudulent activity will be investigated and prosecuted to the fullest extent of the law.**

## 20. Unemployment Insurance

Unemployment insurance is a temporary financial benefit to employees who have lost their jobs due to no fault of their own until they are recalled by the employer or until they find jobs for which they are reasonably suited in terms of training, past experience and past wages. The amount of the benefit is based on past work and earnings. Each state has its own set of rules which outline eligibility criteria and benefit amounts. Funds to cover the costs of unemployment insurance benefits in Kansas are paid entirely by employers.

### When your assignment ends:

When your assignment ends and you wish to be considered for a future assignment through TAG, you must notify your TAG branch/supervisor within 24 hours of your assignment end date and check in as **available** for work. **Check in 'available'** online or by phone weekly - no more than once per week is recommended.

### Upon separation, TAG will:

- Notify your claims administrator of the reason for leaving.
- Provide documentation as needed.
- Respond to claim forms and requests for information from each state through our claims administrator.

### If you decide to resign prior to your assignment ending, you may become ineligible for unemployment insurance benefits.

Unemployment insurance is designed to pay only those claimants who meet the requirements of the law. It is not a handout to individuals who have not worked or are unwilling to do so. Therefore, The Arnold Group is committed to reporting any and all potential fraudulent activity/individuals through KDOL's K-BEN 307 Unemployment Fraud Report.

## 21. Equal Opportunity Employer

The Arnold Group (TAG) offers fair and equal employment opportunities for everyone— including protection from workplace harassment— regardless of race, color, sex, age, national origin, religion, or disability. We recruit, process, and assign all applicants on the basis of their qualifications for the particular job, and we do so without regard to any factor unrelated to their ability to fulfill job requirements. TAG offices may only accept customer requests for staffing assistance that meet these standards.

To comply with applicable laws and ensure equal employment opportunities to qualified individuals with a disability, we will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee, unless undue hardship would result.

## 22. Prohibition of Harassment

It is TAG's policy that all employment relationships shall be conducted in an environment that is not hostile or offensive. Harassment based on an individual's age, race, creed, color, religion, national origin, sex, disability, marital status, veteran status, or any other basis prohibited by applicable local, state or federal law **will not be tolerated at TAG**. Harassment of any sort, including sexual harassment, is strictly prohibited.

Sexual harassment is defined as "unwelcome sexual advances, requests for sexual favors and other verbal or physical contact of a sexual nature where such conduct is made explicitly or implicitly a term or condition of employment, is used as a basis for employment decisions, or has the purpose or effect of interfering with work performance or creating an otherwise hostile or offensive environment."

Offensive conduct (in general or directed at one person) may include such things as making jokes of a sexual nature, suggestive comments, unsolicited gifts of a sexual nature and physical contact.

### Complaint Procedure

If you believe you have been subjected to harassment by a supervisor, fellow employee, client or any other person in connection with your employment at TAG, you should immediately bring the matter to the attention of your TAG supervisor.

If the complaint involves your TAG supervisor or you feel uncomfortable discussing the matter with him or her, please call (800) 794-6098 and report the matter to [The Arnold Group's corporate office](#).

**All complaints of harassment will be investigated promptly.** Investigation of complaints will be treated confidentially within the bounds of the law and the investigation. No employee will suffer adverse employment action by TAG as a result of bringing any good faith harassment complaint to the company's attention.

If TAG determines that harassment has occurred, effective remedial action will be taken. **TAG will not retaliate** against any employee who complains of sexual harassment or who participates in an investigation process. Any employee who is found to have engaged in harassment or retaliation against an employee for exercising rights protected by this policy will be subject to appropriate discipline, up to and including termination.

If investigation results in a finding that a person who has accused another of harassment has maliciously or recklessly made false accusations, the accuser will be subject to appropriate sanctions up to and including termination.

## 23. SMS Acknowledgement and Agreement

I agree to receive SMS text messages from The Arnold Group. Message frequency will vary and may include but not be limited to job opportunities and related assignment information. Standard data rates may apply. You may view our term and conditions and privacy policy in our Employee Handbook. Upon receiving an SMS message from The Arnold Group, you may opt out by responding STOP at any time.

## 24. Acknowledgement

The policies and guidelines in this handbook have been adopted voluntarily by The Arnold Group (TAG) and are not intended to give rise to contractual rights or obligations, nor to be construed as a guarantee of employment for any specific period of time or any specific type of work.

I understand this handbook is not intended to cover every situation that may arise during my employment, but is simply a general guide to TAG's goals, policies, practices, benefits and expectations. I understand I am an "at will" employee, meaning that my employment is for no definite period of time and may be terminated with or without cause by myself or by TAG at any time.

I also understand that, except for the at-will status, TAG reserves the right to interpret, amend, modify or cancel and withdraw any or all sections or provisions of this handbook at any time with or without notice.