

# Metro Staffing Resources



## TEMPORARY EMPLOYEE MANUAL

Revised January 2012

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# SECTION 1

## INTRODUCTION

This Manual is designed to acquaint you with **Metro Staffing Resources** and **metroMSR**, the Company. It will provide you with information about working conditions, benefits, and policies affecting your employment. Throughout this manual, **metroMSR** is used and represents both **Metro Staffing Resources** and **metroMSR**.

The information contained in this Manual applies to all Temporary employees of **metroMSR**. Following the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee's status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

### 1.1 CHANGES IN POLICY

This Manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Manual.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor.

### 1.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

### **1.3 AT WILL EMPLOYMENT**

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, **metroMSR** is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy (see 3.10 EMPLOYMENT TERMINATION).

## **SECTION 2**

### **DEFINITIONS OF EMPLOYEES STATUS**

#### **“EMPLOYEES” DEFINED**

An “employee” of **metroMSR** is a person who regularly works for **metroMSR** on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of **metroMSR** or clients of metroMSR in the performance of their duties.

#### **EXEMPT**

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

#### **NON-EXEMPT**

Employees whose positions do not meet FLSA criteria and who are paid one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.

#### **REGULAR FULL-TIME**

Employees who have completed the 90-day probationary period and who are regularly scheduled to work 35 or more hours per week. Generally, they are eligible for the Company’s benefit package, subject to the terms, conditions, and limitations of each benefit program.

#### **REGULAR PART-TIME**

Employees who have completed the 90-day probationary period and who are regularly scheduled to work less than 35 hours per week

#### **TEMPORARY (FULL-TIME or PART-TIME)**

Those whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company’s benefit programs.

# SECTION 3

## EMPLOYMENT POLICIES

### 3.1 NON-DISCRIMINATION

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at **metroMSR** will be based on merit, qualifications, and abilities. **metroMSR** does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

**metroMSR** will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

### 3.2 NON-DISCLOSURE/CONFIDENTIALITY

The protection of confidential business information and trade secrets is vital to the interests and success of **metroMSR**. Such confidential information includes, but is not limited to the following examples:

- Compensation data,
- Financial information,
- Marketing strategies,
- Pending projects and proposals,
- Proprietary production processes,
- Personnel/Payroll records, and
- Conversations between any persons associated with the company.

All employees are required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

### **3.3 OFFICE HOURS**

The standard workweek is 40 hours of work (see 5.4 OVERTIME). In the computation of various employee benefits, the employee workweek is considered to begin on Monday (starting at 12:01 a.m.) through Sunday (ending at 12:00 a.m.).

For those employees working at client locations, working hours are as determined by the client.

### **3.4 LUNCH PERIODS / BREAK PERIODS**

Employees are typically allowed a one-hour non-paid lunch break. Lunch breaks generally are taken between the hours of 11 a.m. and 2:00 p.m. on a staggered schedule so that your absence does not create a problem for co-workers or clients.

For those employees working at client locations, lunch periods and break periods are as determined by the client

Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

### **3.5 PERSONNEL FILES**

Personnel files are the property of **metroMSR**, and access to the information is restricted. Management personnel of **metroMSR** who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor or Human Resources Representative. With reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of their supervisor or Human Resources Representative.

### **3.6 PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify metroMSR of any changes in personnel data such as:

- Mailing address,
- Telephone numbers,
- Individuals to be contacted in the event of an emergency.
- Payroll / Tax information.

An employee's personnel data should be accurate and current at all times.

### **3.7 INCLEMENT WEATHER/EMERGENCY CLOSINGS**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office will be made by the Executive Staff.

When the decision is made to close the office, employees will receive official notification from their supervisors or for employees working at Government facilities, by public announcement, radio, Television, etc.

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees unless otherwise provided for in the client contract. However, if employees would like to be paid, they are permitted to use vacation time if it is available to them.

### **3.8 OUTSIDE EMPLOYMENT**

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with **metroMSR**. Unless an alternative work schedule has been approved by **metroMSR**, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

**metroMSR**'s or client's office space, equipment, and materials are not to be used for outside employment.

### **3.9 CORRECTIVE ACTION**

**metroMSR** holds each of its employees to certain work rules and standards of conduct (see SECTION 4, STANDARDS OF CONDUCT).

Corrective action at **metroMSR** is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, **metroMSR** considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property

during non-business hours, the use of company equipment and/or company vehicles without prior authorization, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of **metroMSR** to a customer, a prospective customer, the general public, or an employee.

### **3.10 EMPLOYMENT TERMINATION**

Employment with metroMSR is at will. Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- **Resignation** – voluntary employment termination initiated by an employee.
- **Termination** – involuntary employment termination initiated by **metroMSR**.
- **Layoff** – involuntary employment termination initiated by **metroMSR** for non-disciplinary reasons.

When a non-exempt employee intends to terminate his/her employment with **metroMSR**, he/she shall give **metroMSR** at least two (2) weeks written notice. Exempt employees shall give at least four (4) weeks written notice.

Since employment with **metroMSR** is based on mutual consent, both the employee and **metroMSR** have the right to terminate employment at will, with or without cause.

Any employee who terminates employment with **metroMSR** shall return all files, records, keys, and any other materials that are property of **metroMSR** or clients of **metroMSR**. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to **metroMSR** will also be deducted from the employee's final check.

Some benefits may be continued at the employee's expense (See SECTION 6, BENEFITS AND SERVICES) if the employee elects to do so. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

### **3.11 HEALTH-RELATED ISSUES**

Employees, who become aware of any health-related issue, including pregnancy, should notify their supervisor and metroMSR Human Resources of their health status. This policy has been instituted strictly to protect the employee.

A written "permission to work" from the employee's doctor is required at the time or shortly after notice has been given. The doctor's note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify metroMSR Human Resources.

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee's emergency contact will be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, the emergency contact will be informed so that appropriate arrangements can be made. If an emergency arises requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, **metroMSR**'s employees will not be responsible for transportation of another employee due to liabilities that may occur.

A physician's "return to work" notice may be required.

### **3.12 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY**

Only authorized persons may purchase supplies in the name of **metroMSR**. No employee whose regular duties do not include purchasing shall incur any expense on behalf of **metroMSR** or bind **metroMSR** by any promise or representation without written approval.

### **3.13 IMMIGRATION LAW COMPLIANCE**

**metroMSR** employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with **metroMSR** within the past three years or if their previous I-9 is no longer retained or valid.

# SECTION 4

## STANDARDS OF CONDUCT

The work rules and standards of conduct for **metroMSR** are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see 3.9 CORRECTIVE ACTION).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records (See 5.2 TIMEKEEPING);
- Working under the influence of alcohol or illegal drugs (See 4.7 SUBSTANCE ABUSE);
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See 4.7 SUBSTANCE ABUSE);
- Fighting or threatening violence in the workplace;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of company-owned or customer-owned property;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules;
- Smoking in the workplace;
- Sexual or other unlawful or unwelcome harassment (See 4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT);
- Excessive absenteeism or any absence without notice (See also, 4.1 ATTENDANCE/PUNCTUALITY and 4.2 ABSENCE WITHOUT NOTICE);
- Unauthorized use of telephones, or other company or client owned equipment (See 4.4 TELEPHONE USE);
- Using company or client equipment for purposes other than business (i.e. playing games on computers or personal Internet usage);
- Unauthorized disclosure of business "secrets" or confidential information;
- Violation of personnel policies; and
- Unsatisfactory performance or conduct.

### 4.1 ATTENDANCE/PUNCTUALITY

The Company expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on the Company.

If you are unable to report for work for any reason, notify your supervisor and metroMSR before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day.

Should undue tardiness become apparent, disciplinary action may be required.

If there comes a time when you see that you will need to work some hours other than those that make up your usual work week, notify your supervisor at least seven working days in advance. Each request for special work hours will be considered separately, in light of the employee's needs and the needs of the Company. Such requests may or may not be granted.

#### **4.2 ABSENCE WITHOUT NOTICE**

When you are unable to work owing to illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your duties, and helps other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation.

#### **4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT**

**metroMSR** is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Any employee who becomes aware of possible harassment should promptly advise their supervisor or the Human Resources Representative who will handle the matter in a timely and confidential manner.

#### **4.4 TELEPHONE USE**

metroMSR's telephones are intended for use in conducting the Company's or the client's business.

Personal usage is discouraged except for extreme emergencies. All personal telephone calls should be kept brief.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See 3.9 CORRECTIVE ACTION).

#### **4.5 INTERNET USE**

**metroMSR** employees are allowed use of the Internet and e-mail when necessary to serve our clients and conduct the Company's business.

Employees may use the Internet when appropriate to access information needed to conduct business of the Company. Employees may use e-mail when appropriate for Company business correspondence.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are not private. **metroMSR** and their clients reserve the right to access and monitor all files and messages on its systems.

#### **4.6 PUBLIC IMAGE**

A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately for our business and for their position in particular.

The following items are considered inappropriate working attire for **metroMSR**:

- Open-toed sandals
- Spaghetti-strapped shirts
- Tank tops or revealing shirts
- Short mini skirts
- Sheer clothing
- T-shirts with inappropriate or offensive gestures or advertising

If management occasionally designates "casual days," appropriate guidelines will be provided to you.

Consult your supervisor if you have any questions about appropriate business attire.

#### **4.7 SUBSTANCE ABUSE**

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of the Company while they are on Company or client premises or elsewhere on Company or client business.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company or client property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on Company or client property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

Company property: All Company property owned, leased or under the control of the Company used by employees.

Client property: All property owned, leased or under the control of the client used by metroMSR employees.

Controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.

Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.

Illegal drug:

a. Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.

- b. Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
- c. Inhalants used illegally.

Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the Company’s policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.

Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

#### **4.8 TOBACCO PRODUCTS**

The use of tobacco products is not permitted anywhere on the Company’s or clients premises except in authorized and designated locations. Employees must follow all rules posted in designated smoking areas and adhere to all policies associated with this policy.

## SECTION 5

### WAGE AND SALARY POLICIES

#### 5.1 WAGE OR SALARY INCREASES

Each employee's hourly wage or annual salary will be reviewed at least once each year. The employee's review date will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review.

Increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals

Although the Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, **metroMSR** does not grant "cost of living" increases. Performance is the key to wage increases in the Company.

#### 5.2 TIMEKEEPING

Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time actually spent on a job(s) performing assigned duties.

**metroMSR** does not pay for extended breaks or time spent on personal matters.

#### 5.3 PAYROLL PROCEDURES

metroMSR processes payroll every Tuesday for the previous weeks work.

In order to get paid on time, we must receive your signed time sheet no later than Monday at noon. Time sheets received after that time may result in your pay being delayed until the next pay cycle. Except for Holidays or special circumstances (the weather), your paycheck will be ready Tuesday afternoon and direct deposit is available within 24 hours.

You have two options on how to receive your pay, either a check or direct deposit.

To receive direct deposit, fill out a DIRECT DEPOSIT form and submit it to metroMSR via email or fax.

If you need to make changes to your payroll information, please email the changes to [accounting@metromsr.com](mailto:accounting@metromsr.com).

If you need to change your tax forms, access tax forms on the consultants' page from [www.metromsr.com](http://www.metromsr.com) and email the changes to **accounting@metromsr.com**.

Lastly if you have any questions regarding payroll, please email your questions to **accounting@metromsr.com**.

Key information:

PAYROLL FAX NUMBER:	703-842-8688
PAYROLL EMAIL:	accounting@metromsr.com
DEADLINE FOR TIME SHEETS:	MONDAY AT NOON.
PAYROLL PROCESSED:	ON TUESDAYS

Authorized personnel will review and sign timesheets each week. Any changes to an employee's timesheet must be approved by his/her supervisor.

**Timesheets** – Non-exempt employees will be issued a timesheet on their first day of employment. The employee will be given thorough instructions on usage and instructions on what to do should a problem occur.

#### **5.4 OVERTIME**

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the non-exempt employee's regular hourly rate. Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, vacation/PTO does not constitute hours worked.

All overtime work performed by an hourly employee must receive the supervisor's prior authorization. Overtime worked without prior authorization from the supervisor may result in disciplinary action. The supervisor's signature on a timesheet authorizes pay for overtime hours worked.

# SECTION 6

## BENEFITS AND SERVICES

### 6.1 GROUP INSURANCE

metroMSR offers a health insurance program for FULL-TIME Temporary employees (as determined by the carrier of the policies).

#### HEALTH INSURANCE

- Eligible for coverage on the first day of the month following 3 months of employment
- The employee is responsible for 100% of the premium
- Premium payment is by payroll deduction. Employees may elect a weekly, bi-monthly or monthly payment schedule.

### 6.2 COBRA BENEFITS

The Federal Consolidated Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the **metroMSR**'s health plan when a "qualifying event" would normally result in the loss of eligibility.

Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or leave of absence, divorce or legal separation and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at **metroMSR**'s group rates. **metroMSR** provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under **metroMSR**'s health insurance plan. The notice contains important information about the employee's rights and obligations.

### 6.3 SOCIAL SECURITY/MEDICARE

**metroMSR** withholds income tax from all employees' earnings and participates in FICA (Social Security) and Medicare withholding and matching programs as required by law.

### 6.4 VACATION/PAID TIME OFF (PTO)

Vacation and PTO policy is specific to the individual contract. Employees with questions regarding Vacation and PTO should contact Human Resources.

The Human Resource Department maintains vacation hours accrued and used.

## **6.5 JURY DUTY/MILITARY LEAVE**

Employees will be granted time off to serve on a jury or military leave without pay. However, all employees both full-time and part-time will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

## **SECTION 7**

### **EMPLOYEE COMMUNICATIONS**

#### **7.1 PROCEDURE FOR HANDLING COMPLAINTS**

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not resolve the problem, **metroMSR** encourages employees to contact the Human Resources Representative.

# Metro Staffing Resources



## TEMPORARY EMPLOYEE MANUAL ACKNOWLEDGMENT

I have read and agree to abide by the Metro Staffing Resources / metroMSR Temporary Employee Manual.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name