



DALLAS EMPLOYMENT SERVICES, INC.

TEMPORARY EMPLOYEE HANDBOOK

Introduction

Congratulations! You are now a valued Dallas Employment Services temporary.

As a temporary, you will enjoy a wide range of benefits including flexibility, freedom to select the days, weeks, or months you want to work, competitive pay for your skills, bonuses, and the opportunity to work where you choose. In addition, you will be exposed to new business skills and additional regular employment opportunities.

All employees of Dallas Employment Services, Inc. are employed at will. You may quit or be discharged at any time, for any reason.

Mission Statement

The management of Dallas Employment Services (DES) consist of highly-skilled, trained professionals who specialize in matching your particular skills with the needs of our employer-clients.

We are dedicated to:

- Going the extra mile to provide our temporaries with exceptional assignments, skills development and training, competitive pay and benefits.
- Understanding your needs as well as the needs of our employer-clients to make the best match for each assignment, and
- Providing quality service time and again.

History

Founded in 1965, DES is one of the oldest and most successful staffing services firms in the Southwest. It has been recognized by the Texas Association of Personnel Consultants for having the number one personnel consultant for the past 10 years. Our client base is comprised of Fortune 500 corporations, mid-size and small, emerging, growth companies as well as high-profile individuals. DES provides both temporary and regular/full-time employment.

Fee Paid

Our applicants never pay fees for temporary or regular/ full-time positions obtained through DES. Our employer-clients pay all fees.

What You May Expect From DES...

- Our policy is to offer assignments to the most qualified individuals regardless of race, color, religion, sex, national origin, age or handicap.
- Competitive pay.
- Bonuses!!!! If you refer a friend to DES and they work 80 hours as a temporary employee, we will give you a \$50 referral bonus! Ask your staffing representative for details.

- Assignments in your preferred geographic areas.
 - Flexibility in the lifestyle you desire.
 - Benefits that are among the best in the industry.
 - Weekly paychecks.
 - Personal service from your staffing representative.
- What DES Expects From You
 - A working telephone at all times.
 - An emergency phone number.
 - Reliable transportation to and from your assignment.
 - Provide DES with a doctor's statement for absence due to illness for three days or more.
 - Frequently communicate with your staffing representative regarding availability, problems, emergencies, etc.
 - When an assignment is given to you, write it down. Be sure that all information is written down correctly. Notify our office the day the assignment is complete.
 - When you accept an assignment, we expect you to be on time, to be dependable, to produce your best effort and to complete the full length of the assignment.

Communication
Call DES

- When your assignment description changes on the job.
- When you have a question or problem.
- Immediately upon completion or termination from your assignment. You will also need to call DES the first normal working day following your previous assignment and call each working day thereafter between 8:00 am to 10:00 am to notify DES of your availability status. Failure to do this may result in the loss of unemployment benefits. (DES is not responsible for managing your unemployment claim.)
- If you have an emergency that is going to prevent you from reporting to your assignment. Please call DES as soon as possible.
- If an emergency situation arises on the job or you are injured on the job. Do not delay, call ASAP.
- If the company to which you are assigned mentions a regular/full-time position to you.
- As early as possible on the first day of an assignment with your extension number so that DES can reach you in case of an emergency.
- If you are unable to work, let us know as soon as possible and update us on a daily basis. We are available 24-hours a day, seven days a week.
- When you have a change in status, address, phone number including emergency number, and dependents for tax or insurance purposes.
- If the employer-client asks you to drive their company vehicle or use your own personal vehicle for company business.
- When you change your address or phone number, you need to notify us of the change immediately. Failure to do so may delay or prevent the arrival of your paycheck.

Failure to comply with Dallas Employment Services, Inc.'s communication rules and regulations will be grounds for disciplinary action up to and including discharge.

Not calling DES when you are going to be late or failing to complete an assignment without prior notification is grounds for termination.

Your success requires timely communication!

Temp To Hire Positions

Temp-to-Hire positions are not a guarantee of regular/full-time employment. Rather, these assignments give the employer-client and the temporary an opportunity to evaluate the situation. At some future date, if there is a mutual agreement, the temporary may become a regular/full-time employee of the employer-client.

Professionalism

Show pride in your work and a willingness to help out and go the extra mile on your assignment. It pays dividends to you.

- Arrive at the job 5-10 minutes early.
- Complete each assignment and work a full day.
- Follow-up with your staffing representative after each assignment.
- Use your personal time for personal matters. Personal phone calls should only be placed at breaks or lunch time. Long distance phone calls should not be made on a client's phone.
- Handle yourself in a professional manner and always remember you are representing DES.

Procedures

- DES cannot issue payment without presentation of a time sheet signed by the employee and the authorized representative of the DES employer-client.
- Complete your time sheet and have your supervisor sign it. It must be received by DES no later than 11:00 on Monday. The fax number is 214-220-8435.
- Call DES daily to let us know of your availability. The hours to call are between 8:00 am and 10:00 am. You may leave this information in voice mail if outside of office hours.
- If you want another person to pick up your paycheck, call our office with the person's name, send a written consent via fax, and notify that person to bring their driver's license when they come to pick up your check. Identification is necessary for us to release the check.
- Inform your staffing representative when the assignment is complete.
- You are restricted from: operating the employer-client's motor vehicle or operating your own personal vehicle for company business, lifting over 25 lbs. or handling the employer-client's cash, negotiables or other valuables without prior written consent from DES.

Business Wardrobe

Your appearance is a direct reflection of the pride you take in your work. On any assignment, you should be appropriately dressed. Professionalism starts with your appearance! If you have a question concerning wardrobe, contact your staffing representative.

Confidentiality

Customer confidentiality is extremely important. **Do not discuss the employer-client's business** with anyone other than your supervisor.

Performance

DES requests performance evaluations from all employer-clients who have DES Temporaries on assignment. They rate you on performance, professionalism and attitude. The evaluation from each of your assignments becomes part of your permanent performance record. Good performance reviews result in future higher pay rates and first consideration for future assignments.

Quality Control

We hire only the best. In order to continually evaluate your performance and ours, we make arrival and quality control calls to employer-clients to ensure the company is pleased with the field personnel (you) we sent to assist them.

Reliability

Once you have accepted an assignment, you will need to arrive 5-10 minutes early and be at your desk and assigned work area before starting time. Take only designated breaks and complete the full day.

Safety

DES has made a commitment to provide a safe work environment for its employees. All employees have a responsibility to work safely, eliminate hazards and aid in the elimination of accidents.

You are restricted from operating the employer-client's machinery, equipment (other than normal office equipment), motor vehicles or lifting over 25 lbs. It is also against policy to operate your own motor vehicle while performing company related duties.

Know the emergency procedures at your work site and **immediately** report all accidents, injuries, and unsafe conditions to the DES Temporary Staffing Division Manager at (214) 954-0700. In addition to this, you must obtain a signed report from your work-site supervisor and immediately forward it to the DES Temporary Staffing Manager. **Failure to do so may jeopardize your benefits.**

If you are the victim of spousal abuse, you have the right to obtain a protective order or restraining order. In the event that you have a protective order or a restraining order filed against someone, you must immediately inform the DES Temporary Staffing Manager.

Watch for information regarding safety awareness programs in your paychecks.

Drug Policy

DES is sensitive to the need to protect the health and safety of its employees. DES is also concerned with and wishes to be responsive to the needs and requirements of its employer-clients, particularly in respect to cooperating with employer-clients who have substance abuse policies and request that we have our employees comply.

DES supports the concept of a drug and alcohol free environment. To implement this, DES forbids employees to bring any illegal drugs or alcohol to any premises to which a DES employee is assigned. If you are taking any prescription medication, it must be kept in its original packaging and you need to notify your DES staffing representative in writing as to the type of drug(s) you are taking and any possible side effects that may adversely affect your ability to perform the job you are assigned to.

Applicants for temporary assignments are informed prior to assignment of any employer-client with substance abuse policies which require drug testing. They are free to decide whether they agree to be tested. A refusal will not preclude an applicant from other assignments. In the event a DES employee or applicant for employment is tested for drugs, the result of any such test shall be held in strict confidence and disclosed only to such person and to a DES staffing representative who needs to be aware of such information.

Drug testing is mandatory following any on-the-job accident.

DES appreciates that there are federal regulations, state statutes and local ordinances affecting the subject of drug screening. Anything contained in this policy statement or in its implementation which violates or offends any governmental prohibition, or future prohibition, shall be deemed severed in any such jurisdiction, and the balance of the policy and the program implementing it shall remain intact. It is the intent of this policy to comply with all applicable laws and regulations.

We at DES join our employer-clients in seeking to protect our workforce and the premises in which they work so as to assure a drug and alcohol free workplace.

Weapons Policy

All applicants, prospective employees, and/or employees of DES are prohibited from using or possessing weapons of any kind, concealed or otherwise, at any time while on the premises of DES and/or while engaged in conducting business on behalf of DES.

An applicant, prospective employee, or employee who violates this policy by using or possessing a weapon in a manner prohibited by this policy, and/or by refusing, obstructing or preventing a search undertaken pursuant to this policy is **subject to disciplinary action, up to and including termination.**