

WELCOME

Our staffing service was created to give both our employees and our clients the ultimate in service. Our success and reputation are built around our employees. Our employees are valued very highly - **We consider them our greatest asset!**

Our temporary employees enjoy variety and flexibility while receiving many benefits typically only available to regular employees of a temporary staffing agency. Provisional Staffing Services cares about the special needs and concerns of its employees.

Thank you for choosing Provisional Staffing Services ("Provisional"). We look forward to a mutually gratifying and rewarding relationship.

EMPLOYMENT "AT WILL"

Employment with Provisional is with the mutual consent of the employee and Provisional. Consequently, both the employee and Provisional have the right to terminate the employment relationship at any time, with or without cause or advance notice. Our clients may also end an employee's assignment with or without cause or advance notice.

This employment "at will" relationship will remain in effect throughout an employee's employment with Provisional unless it is specifically modified by an express written agreement signed by the employee and Provisional Management. This employment "at will" relationship may not be modified by any oral or implied agreement.

Equal Employment Opportunity Statement

Equal employment opportunity is our policy. Provisional will provide equal employment opportunities and advancement opportunities to all persons, regardless of age, sex, religion, marital status, race, creed, color, national origin, sexual orientation, or the presence of any sensory, mental or physical handicap. Likewise, we expect that our clients will subscribe to the same equal employment opportunity policy.

BENEFITS

Typically, temporary employees do not receive benefits through their staffing service. At Provisional, we value our employees and recognize how important benefits are to them.

Holiday Pay - Employees of Provisional are eligible for holiday pay when they have completed 800 hours of employment in the 20 weeks preceding the holiday. Additionally, employees must work the scheduled day before and the day after the holiday. Official paid holidays are:

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

Vacation Pay - Employees of Provisional may earn one week of paid vacation after completing one year of employment within a twelve-month period. The twelve-month period will begin upon acceptance of the first assignment. Vacation pay is computed at a straight time hourly rate and figured at a weighted average hourly rate. Please ask a Provisional Manager for details.

Medical Insurance Reimbursement - Employees may be eligible for medical insurance reimbursement from Provisional. To qualify, they must work one year of employment without a break in service. The reimbursement is based on the number of hours worked in a month. Each month they will need to submit their insurance premium receipts of payment. Reimbursement will be calculated and processed on a monthly basis. Please contact a Provisional Manager for full details or referral information regarding medical insurance.

Group Benefits Program - Employees of Provisional are eligible to participate in the Group Benefit Program. This exclusive Provisional program offers you the opportunity to choose from the following insurance plans: Medical, Dental and Term Life Coverage. These Plans also cover your eligible dependents, are affordably priced, start 30 days from your date of hire, and premium payments are deducted directly from your weekly paycheck. Please contact a Provisional Manager for details.

Pension Plan - Employees of Provisional are eligible to participate in Provisional's 401(k) Plan if they are 21 years of age and have completed one year of employment in which they work over 1000 hours. Please contact a Provisional Manager for details.

BENEFITS - CONTINUED

Family Medical Leave - There may be circumstances which arise that would entitle an employee to a leave of absence pursuant to the Family and Medical Leave Act (FMLA). In the event that an employee needs to apply for a leave or has any questions about employee rights under the FMLA, they should let us know immediately.

Credit Union Membership - Provisional employees are eligible for Credit Union Membership. Please contact a Provisional Manager for details.

Temporary of the Month - Each month we choose one outstanding temporary employee for special recognition, and we give that person a special gift. We base our choice on flexibility, job performance, and most importantly attitude. Anyone who works is eligible!

New Employee Referral Bonus - An employee will receive a \$100.00 bonus if they refer a friend for employment. That individual must complete 160 hours of employment in any one calendar month within one year after our office receives the application for employment. The individual must specify the name of the employee who referred them on their application at the time they apply. The \$100.00 will be paid upon completion of the 160 hours of employment by the individual referred.

New Customer Referral Bonus - When an employee tells a business about our staffing service and they place their first order with us, that employee is eligible for a \$100.00 bonus. To qualify, the business must give us the employee's name at the time they place an order for a minimum of 40 hours. The \$100.00 will be paid upon completion of the 40 hours.

Note: Break In Service - You will be designated "inactive" if you are separated from employment at Provisional due to the following reasons:

1. Employment terminated by Provisional.
2. At your written or verbal request.
3. If you have not made contact with Provisional within the past thirty days, unless prior arrangements have been made.

Designated "inactive" will affect your benefits, including vacation, holiday, medical insurance reimbursement and 401(k) plan. Please contact a Provisional Manager for details.

EMPLOYEE INFORMATION GUIDE

provisional
recruiting + staffing

Specialty Divisions:
ACCOUNTINGPROS
LEGALPROS
MEDICALPROS
OFFICEPROS
TECHPROS

Visit us for job listings at
www.provisional.jobs

Availability Email: available@provisional.com

Northpark Building • 420 West Dean Avenue
Spokane, WA 99201 • Tel (509) 444-8871
North Idaho Branch • Tel (208) 664-7931
Toll Free 1-800-805-0361 • Fax (509) 323-2898

ASSIGNMENTS

Job assignments vary in length. **You will never pay a fee!** A Provisional employee has the right to turn down any assignment. However, if an assignment has been accepted, we count on the employee to meet that commitment.

If a client asks an employee to continue working beyond their original commitment, we ask that the employee give us a call.

If a client requests that an employee stay, and the employee cannot, we ask that the employee have the client call us so that we can arrange a replacement. In the event that an employee is ill or unable to arrive at an assignment on time, they need to call us by 8:00 a.m. or at least (1) hour before their shift. After hour messages can be emailed to available@provisional.com.

If an employee is asked to drive their vehicle or a client's vehicle on client business, he or she must notify Provisional Management immediately. They are not to proceed without permission from their Provisional Manager.

Our hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Employees need to email their availability weekly to available@provisional.com. Our availability email is checked every hour during normal business hours.

As a representative of Provisional, we will always expect our employees to be professional in both attitude and image. They are to dress professionally, be punctual and avoid using the client's phone for personal phone calls. Remember that an employee's level of professionalism is also measured by their willingness to pitch in and the ability to work with others. Failure to complete a job assignment as agreed upon will be considered a voluntary quit and may make you ineligible for subsequent job referrals.

PAYROLL

Pay for all assignments is based on an employee's online timecard. Therefore, it is important that employees make certain their online timecard is correct and accurate. Please read "TIMECARD INSTRUCTIONS"

Note: Employee is responsible for completing and submitting your timecard by Sunday at midnight each week. Once you click the "Submit" link, your timecard is automatically sent to your Supervisor for approval. Our pay period is weekly and begins Monday and ends on Sunday. Therefore, timecards not submitted by Sunday at midnight may be paid the following week.

Paychecks are distributed at our office on the following Thursday between 12:00 p.m. - 5:00 p.m. We automatically mail all remaining paychecks at 5:00 p.m. on Thursday. **Direct deposit of the paycheck is available to our employees.** Please ask for details.

PAYROLL - CONTINUED

Lost Paychecks. If an employee does not receive their paycheck by mail within 5 business days, they should call or come by the office and speak to Provisional Management.

If a paycheck is lost, the employee can come by our office and we will issue a stop payment and reissue a new check. The employee may be responsible for any applicable bank charges incurred to issue a stop payment order.

Provisional does not accept responsibility for paychecks that have been mailed and are in the care of the US Postal Service.

Deductions. Note that, like any other employer, we are required to make deductions for Social Security, Federal Income Taxes, and any other legally required withholdings.

Problems. Because we are the employer, payroll questions or potential problems should always come to us. We will then address those problems in an appropriate manner.

Employee Changes. The employee needs to notify us immediately of any change in their address to prevent any problems with receiving their paycheck.

If an employee needs to make changes regarding their taxes or personnel information (marital status, exemptions, etc.), they will need to complete a new W-4 form and an employee information change form. This can be done at our office.

Overtime. Overtime is only computed after an employee has worked over 40 hours in one week. The employee needs to contact us and the Client Supervisor at the client's workplace before working overtime. Employees are permitted to work overtime only with the clients request and approval. The client must initial the timecard to verify the overtime hours.

WHEN TO CALL PROVISIONAL

The employee should always call us whenever they have a question or problem concerning their job assignment or employment with us. As the employer, it is our job to address the employee's problems or concerns. The employee is not to contact our client directly unless instructed to do so by a Provisional Manager. *Employees should always call Provisional in the following situations:*

1. If they are **ill** and unable to attend work.
2. If they are going to be **late** for work.
3. If they are **injured** on the job.
4. If they are asked to **drive their vehicle or the client's vehicle** without first receiving permission from their Provisional Manager.
5. If they **cannot complete their assignment**.
6. If they **completed their assignment** and are available for a new assignment.
7. If their **assignment is different from what they expected or changes occur** during the course of the assignment.
8. If they wish to **end** their employment with us.
9. If they are **offered full time, regular employment** by the client.
10. If they have **changes in their address, phone number or withholding**.

TIMECARD INSTRUCTIONS

Provisional uses an online timecard system that enables you to complete and submit your timecard electronically for approval (no faxing or mailing!). This timekeeping tool is very user friendly and will allow you to access your personal timecard information at any time.

To get started, you need to have your Provisional Career Center login ID and password.

If you forgot your login ID and password, simply go to Provisional website: www.provisional.com and follow instructions below:

1. Click tab "REGISTER"
2. Click "Member Login"
3. Click "Forgot Password"
4. Enter information and click "Send me my information" button. Your login ID and password will be emailed to you within minutes.

Next, after you have your login ID and password, follow these ten easy steps:

1. Click "TIMECARD" tab, once at Provisional's website: www.provisional.com.
2. Click "TIMECARD" link.
3. Login using your personal "login ID" and "Password."
4. Click on link "Enter Hours."
5. Click small "Enter Hours" link on left frame.
6. Timecard will display most recent week needing completion. Links in the top right corner of the online timecard allows selection of previous or next week's timecards.
7. If working at multiple locations or projects, fill out location or project line to left of hours fields.
8. Click day of week for time input. Either fill out time in and time out to calculate hours or input the number of total hours in appropriate field.
9. Click "Save" button. Timecard can be saved until week of time is completed. You can edit your time until submitted for approval.
10. Click "Submit" button when ready to submit completed timecard.

Reminders:

1. Make sure you choose the correct week ending (always Sunday of each week).
2. Review the hours worked for accuracy (take one last look before you submit for approval).

You are responsible for completing and submitting your timecard by Sunday at midnight each week. Once you click the "Submit" link, your timecard is automatically sent to your Supervisor for approval. It is that simple!