



TABLE OF CONTENTS

SECTION I : INTRODUCTION

- A. Welcome 2
- B. Contact Information 2
- C. Purpose of This Handbook 3
- D. Equal Opportunity Employment 3
- E. Anti- Harrassment Policy 3
- F. Nature Of Employment 4
- G. Open Door Policy 4

SECTION II : ASSIGNMENTS

- A. Starting a New Assignment 5
- B. When to contact Horgen 6
- C. Attendance 7
- D. Employment With Other Staffing Services 7
- E. Employee Safety & Reporting of Injury 7
- F. Personal Appearance 8

SECTION III : BENEFITS

- A. Jury Duty 8
- B. Leave of Absence 9
- C. Insurance 9
- D. 401K Plan 10
- E. Referral Bonus Plan 10

SECTION IV : GENERAL POLICIES

- A. Pay Procedures 10
- B. Overtime 12
- C. Expense Reimbursement 12
- D. Reassignment 12
- E. Termination 12
- F. No Smoking 13

SECTION V : EMPLOYEE CONDUCT

- A. Conduct & Work Rules 13
- B. Problem Resolution Process 14
- C. Drugs and Alcohol 14

SECTION V : EMPLOYEE CONDUCT

- A. Acknowledgement of Receipt of Handbook 15
- B. Acknowledgement of Receipt of Anti-Harrassemnt Policy 16



I. INTRODUCTION

- A. Welcome
- B. Contact Information
- C. Purpose of This Handbook
- D. Equal Employment Opportunity
- E. Anti-Harassment Policy
- F. Nature of Employment
- G. Open Door Policy

A. WELCOME

We are pleased you have decided to join Horgen Personnel Consultants, LLC, a subsidiary of Horgen Solutions Management Group, and we sincerely hope our association will be long and mutually beneficial. This policy handbook has been prepared to help you understand some of our general policies, working rules, benefits and compensation. These benefits and policies are designed to make Horgen Personnel Consultants a great company for which to work. Please read the entire manual carefully. It will be a valuable reference resource during your employment.

Horgen Personnel Consultants takes great pride in serving the recruitment & staffing needs of businesses and organizations in the Dallas/Ft Worth metro area and we have established relationships with a solid network of organizations in our industry across the US to enable us to serve our clients, employees and candidates in a more efficient manner.

Our mission

We want to be 'the best' in our industry - a premier recruitment company with the 'care' of a small boutique and the delivery scope of a major player.

"Big enough to deliver, small enough to care".

To provide quality services and employment opportunities such that our clients choose to call us first for recruitment, staffing & consultancy services and our candidates choose to call us first for employment opportunities.

As you can see, fulfilling our mission requires your commitment. Above all, we seek to set the standard of excellence in our industry by distinguishing ourselves in the performance of our mission.

If you have questions regarding the benefits or policies outlined in this handbook, the Human Resources Administrator will be happy to assist you and can be reached by calling **1-800-82-HORGEN** or 972-387-7432.

B. CONTACT INFORMATION

The corporate office for Horgen Personnel Consultants is located in Addison, TX and can be reached by calling **972-387-7432 or 800-82-HORGEN**.

Email communication can also be directed to the following locations;

Payroll@HorgenSolutions.com (for the payroll department), and **EVP@HorgenSolutions.com** (for the Executive Vice President, Human Resources). Please make note of any important contact information for your branch office and Recruiter including any after hours or emergency numbers.

C. PURPOSE OF THIS HANDBOOK

This handbook is designed to acquaint you, our employee, with Horgen Personnel Consultants, LLC, also referred to as “Horgen” or “Company,” and to provide information about working conditions, employee benefits and some of the policies affecting your employment. The primary objective of these benefits and policies is to provide a work environment that is conducive to both personal and professional growth. Your understanding and compliance with the outlined provisions will help ensure a successful experience with our Company. The Company and its managers have the responsibility to interpret and apply the policies and practices discussed in this handbook in their good faith judgment. However, if any policy or practice or its application conflicts with the laws of the state or locale where you work, the law will supersede Company policies.

This handbook replaces any previous handbook or personnel policies, practices and guidelines. The policies stated in this handbook are guidelines only and are subject to change at the sole discretion of Horgen, as are all other policies, procedures, benefits or programs of Horgen. This handbook does not create contract rights as to the policies, benefits or procedures contained in or referred to in the handbook. Information concerning changes in policies or benefits may be distributed in the future or obtained from our website at **www.HorgenSolutions.com**

Questions, feedback and ideas concerning employee benefits are welcome and may be submitted to any member of management or the Human Resources Administrator. Horgen requires all employees to sign the Acknowledgement of Receipt of the Horgen Personnel Consultants Handbook form, which indicates that you have read and understand this Employee Handbook and agree to abide with the policies of the Company. We wish you success in your assignments with Horgen, and we hope that your association with our Company will prove to be a rewarding one.

D. EQUAL EMPLOYMENT OPPORTUNITY:

It is Horgen’s policy to provide equal employment opportunity for all current and prospective employees, to ensure that employment, training, compensation, transfer, promotion and other terms, conditions and privileges of employment are provided without regard to race, color, religion, national origin, sex, marital status, age, disability or handicap as defined by the Americans with Disabilities Act and the Supreme Court. Equal Opportunity Employment means that all personnel decisions are to be made based on nondiscriminatory factors. The Company seeks to ensure that each individual can participate equally in all employment opportunities at Horgen.

E. ANTI - HARASSMENT POLICY

Harassment of any kind is prohibited and will not be tolerated. This policy applies to all employees. Violation of this policy will subject an employee to disciplinary action and possible termination of employment. Harassment is defined as verbal or physical conduct which:

1. Denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, gender, national origin, age, veteran status, marital status, familial status or disability/handicap or that of his/her relatives, friends or associates;
2. Has the purpose or effect of creating an intimidating, hostile or offensive working environment;
3. Has the purpose or effect of unreasonably interfering with an individual's work performance;
4. Adversely affects an individual's employment opportunities. Harassing conduct includes, but is not limited to, epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts that relate to race, color, religion, gender, age, national origin, veteran status, marital status, familial status or disability/handicap. Harassing conduct also includes written or graphic material that is placed on walls, bulletin boards or elsewhere on the premises or that is circulated in the workplace.

This policy also prohibits sexual harassment. Sexual harassment is defined as:

1. Unwelcome sexual advances;
2. Requests for sexual favors and all other verbal or physical conduct of a sexual or otherwise offensive nature, particularly where:
 - a. Submission to such conduct is made explicitly or implicitly a term or condition of employment;
 - b. Submission to or rejection of such conduct is used as a basis for decisions affecting an individual's employment; or
 - c. Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.
3. Sexually offensive jokes, innuendoes and other sexually oriented statements or behavior.

If you experience or observe any harassment, promptly report the incident to the Executive Vice President, Human Resources. This includes not only actions among supervisors and subordinates, but also actions between coworkers, vendors, clients or other non-employees.

If you believe it would be inappropriate to discuss the matter with the Executive Vice President, Human Resources, you may report the matter directly to the President of Horgen Personnel Consultants. Your complaint will be investigated and kept confidential to the extent possible. Individuals who make complaints have an obligation to assist and cooperate with the Company's investigation.

If the Company determines that an employee has harassed another employee, appropriate remedial action will be taken against the offender, up to and including termination, as necessary.

The Company prohibits any form of retaliation against an employee for lodging a bona fide complaint under this policy or for assisting the investigation of a claim of harassment.

F. NATURE OF EMPLOYMENT

Employment at Horgen is on an at-will basis, meaning that you can resign at any time, and that similarly, Horgen may terminate the employment relationship at will at any time, with or without notice or cause or reason.

Only the President of Horgen has the authority to enter into any agreement for employment for a specific period of time, and any such agreement will not be enforceable unless it is in writing and signed by the President and the employee.

This handbook does not create or imply a contract as to the policies or benefits contained in or referred to in this handbook. The policies and benefits stated herein may be amended or deleted at any time at the Company's sole discretion. These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the President of Horgen.

G. OPEN DOOR POLICY

Horgen maintains an Open Door Policy that encourages employees to discuss with Company management any ideas, suggestions, recommendations, concerns or other issues that they feel are important to improve the Company and its services. Any time you have a problem or complaint with regard to a Company policy or its administration, please bring it to the attention of the Executive Vice President, Human Resources. If you continue to have concerns or questions, you may also contact the President. It is the Company's belief that anyone having a problem or complaint must have an opportunity to be heard and to have the matter resolved without fear of recrimination or penalty. You can expect and will receive prompt, fair and courteous consideration. All information regarding an issue will be treated as confidential by employees, management and the Executive Vice President, Human Resources and will be divulged only to persons who have a business need to know in order to resolve the concern.

II. ASSIGNMENTS

A. Starting a New Assignment

B. When to contact Horgen

C. Attendance

D. Employment with Other Staffing Services

E. Safety and Reporting of Injury

F. Personal Appearance

Updated 5/2011

High standards of quality and integrity are very important to us. You have been interviewed and an assessment has been taken in order to evaluate your skills. You will be matched with the needs of our clients based on your experience, skills, abilities and job preferences.

Having the skills necessary for the job is only part of being a Horgen employee. You **ARE** Horgen to every client where you are assigned. Therefore it is important that at the least, you get along with all of our employees, live up to the Horgen name.

A. STARTING A NEW ASSIGNMENT

As preparation for starting a new assignment, you will be provided with the following information. Be sure to keep this information with you to have it available on the first day of your assignment:

1. The client company's name;
2. The location, hours, and length of the assignment, due to the nature of temporary work the duration of the assignment is subject to change;
3. The specific tasks you will be doing;
4. Your hourly pay rate;
5. The name of the person to whom you will report at the assignment; and
6. Any other details that will help you on your assignment.

Here are a few tips to ensure your success on every assignment:

1. Research the client company to which you have been assigned. Understand the business industry they are in and the role you are going to play for their company.
2. Communicate all necessary and foreseeable time off you may require with your Recruiter prior to accepting and starting an assignment.
3. Know and prepare for any dress code requirements. (see also: Personal Appearance)
4. Sharpen any skills you will be utilizing and discuss possible training options with your Recruiter if necessary.
5. Arrive 15 minutes early the first day of your assignment.
6. Smoking, lunches and breaks are determined by the client company where you are assigned. Please follow their rules and schedules.
7. Please do not make or receive personal calls while on assignment, except during lunch or breaks. This includes use of personal cell phones.
8. If our client offers you a full or part-time position working directly for the client company, please contact our EVP, Human Resources, so that proper arrangements can be made.
9. Horgen is not responsible for lost or stolen personal items. Please limit the personal items you take to a job site to only those that are necessary.

B. WHEN TO CONTACT HORGEN

Please contact us at anytime with questions you may have concerning Horgen or your specific assignment. Following are some examples of when to call Horgen:

1. If you cannot report to work or will be late for any reason. **(See the Attendance policy for detailed information on call-in procedures.)**
2. If you have a change in your personal information, such as name, telephone number, address, marital status or number of dependents (for tax purposes), or person to be notified in case of an emergency.
3. On the first day of a new assignment to let us know you have arrived safely. Also leave your name and workplace phone number and/or email so that we can reach you as necessary.
4. If you are requested to perform any duties or tasks other than the ones outlined when you accepted the assignment, or if there is any problem with your assignment. Do not discuss this with the client or co-workers at the client site. At an appropriate moment, please call our office; many times the problem can be solved with a phone call.
5. If you are injured while on assignment.
6. As soon as you become aware that your assignment is ending, contact our recruiting staff and update your availability status for reassignment. **Important:** failure to contact our office and

update your available status may affect your eligibility for reassignment and possibly unemployment benefits.

7. If you believe you are experiencing any type of harassment or unlawful discrimination, please notify us immediately.
8. If you have questions concerning payroll, timecards or paychecks. (See Pay Procedures in Section IV for detailed information)
9. If you need verification of your employment information. Please note that requests from a third party must be in writing and that Human Resources will verify employment dates, salary and positions held only.

C. ATTENDANCE

Horgen's work schedules and hours are based on client service requirements. As a condition of employment, all employees are expected to adhere to attendance and punctuality requirements as established by their assignment.

If you are going to be late for your assignment or have an emergency or illness that prevents you from coming to work, you must call your Recruiter at Horgen prior to the start time of the assignment. Horgen will call the client and manage the situation. Such notification should include a reason for the absence and an indication of when you can be expected to report for work. Leaving a message in the Company's voicemail is not sufficient notification; you must follow up and personally speak with a Recruiter or another member of management. A doctor's note may be required for medical excuses or illnesses, and other documentation may be requested for various other excuses resulting in missed days from work.

It will be at the discretion of Horgen and our client to determine what will be considered excessive tardiness and/or absenteeism, which is grounds for termination from the assignment and Horgen..

Once you have accepted an assignment, Horgen and our client expect you to complete it. Remember, our clients are depending on **YOU!** Poor attendance and excessive tardiness will lead to disciplinary action up to and including termination. Failure to properly notify Horgen of your absences or changes to your schedule will lead to disciplinary action up to and including termination. Employees who are absent from work for one day without giving proper notice to the Company will be considered as having voluntarily resigned and will not be eligible for rehire by Horgen.

Updated 5/2011

D. EMPLOYMENT WITH OTHER STAFFING SERVICES

If you are registered with other staffing services, you should be aware of proper ethics for accepting an assignment. When you accept an assignment with Horgen, you have made a commitment to us and to our client. This commitment includes accepting the terms of the assignment such as the work hours, salary, and duration of the assignment.

A conflict can arise if another service offers you work while you are committed to an assignment with Horgen. Because our client has invested time in training you for the position, it is disruptive and costly to us and to our client to replace you.

It is a serious infraction for you to leave a Horgen assignment in order to take another service's assignment. Such action will result in immediate termination, and Horgen will no longer consider you for further assignments.

E. EMPLOYEE SAFETY AND REPORTING OF INJURY

In the event of a serious medical illness or injury, your immediate welfare is paramount. All injuries, no matter how minor, must be reported immediately to the Horgen Human Resources Administrator, who will provide you with the name of the designated medical facility for treatment, if necessary. Unless the injury is life threatening, you must contact the Human Resources Administrator prior to obtaining first-aid at a local hospital or clinic, unless state laws dictate otherwise.

If, after medical examination, the physician indicates that you cannot return to your regular job assignment, you must notify the Human Resources Administrator immediately. Safety in the workplace is a top priority of Horgen. We strive to provide work environments that are safe for all employees and to maintain procedures designed to prevent occupational injuries. The safety of our employees depends upon the personal commitment to these procedures by all employees. In your day-to-day activities there are four safety requirements for which you are always responsible:

1. Follow all posted safety rules and guidelines;
2. Wear any protective equipment issued to you and required for job tasks;
3. Do not operate any piece of equipment unless you have been trained to do so; and
4. Immediately report all injuries, no matter how minor, to your on-site client supervisor and the Horgen Human Resources Administrator.

F. PERSONAL APPEARANCE

When working for Horgen Personnel Consultants, LLC, it is important to remember that a professional representation and appearance is expected. Whenever you are on a Horgen Personnel assignment, you are expected to present a clean and neat appearance and to dress in attire appropriate to the client site and assignment. Dress, grooming and personal cleanliness contribute to the morale of all employees and affect the business image Horgen presents to clients and visitors.

Appropriate dress may vary with the amount of public contact, the nature of the assignment and the industry in which you work. Check with your Horgen Personnel Recruiter if you have any questions about appropriate attire.

NOTE: In all cases attire must be appropriate to the workplace, and therefore excludes tank tops, midriff tops, cut-offs, shorts, sweat suits, swimwear, transparent clothing or any attire that is dirty, patched, ripped or torn.

Employees who do not follow appropriate dress guidelines may be asked to return home to change clothes. The time away from work will not be compensated. Repeat violations of the dress code policy will lead to disciplinary action and may affect your eligibility for reassignment.

Updated 5/2011

III. BENEFITS

A. Jury Duty

B. Leaves of Absence

C. Insurance

D. 401(k) Plan

E. Referral Bonus Program

A. JURY DUTY

Horgen Personnel encourages all employees to meet their civic responsibility by serving on a jury when called upon to do so and by serving as a witness if subpoenaed for any matter. If you are summoned to serve on a jury or subpoenaed as a witness, you will be granted unpaid time off to fulfill your responsibilities. Absence due to jury duty will not be deducted from your benefit eligibility accrual.

If you receive a jury duty summons or subpoena, you must present it to your Horgen Recruiter as soon as possible so that arrangements can be made to accommodate your absence. You will be expected to report for work whenever the court schedule permits, and if you are required to call in to the court on a day-to-day basis, you will be required to keep your Recruiter informed of your court schedule and when you will be available to work.

B. LEAVE OF ABSENCE

Horgen Personnel recognizes that personal situations may require employees to be away from work for a prolonged period of time. If an injury, illness or disability is likely to keep you away from work at least five (5) consecutive calendar days, you must request a leave of absence. Most situations for which you would request time off are covered by the Family and Medical Leave Act (FMLA) or a personal leave.

1. Family and Medical Leave of Absence

The FMLA provides up to 12 weeks of unpaid, job-protected leave for eligible employees for certain family and medical reasons. You are eligible if you have been employed by Horgen for at least one year (12 months), and have worked 1,250 hours during the previous 12 months. You are also required to provide 30 days advance notice when the leave is foreseeable. Up to 12 weeks of leave may be taken during a rolling 12 month period for one or more of the following reasons:

- The birth of a child;
- The adoption of a child or placement of a foster child;
- To care for a sick spouse, child (under 18, unless the child is incapable of self care due to a mental or physical disability) or a parent who has a serious health condition; or
- Because of your own serious health condition.

Pursuant to recent amendments to the federal Family Military Leave Act (FMLA), employees may now take up to 26 weeks of combined unpaid leave in a 12 month period to care for their family members who serve in the military and have suffered from serious injury or illness. For more information about your rights and responsibilities or to request a FMLA leave, please contact the Horgen Personnel Human Resources Administrator.

Updated 5/2011

2. Personal Leave of Absence

For employees not eligible for FMLA, unpaid time off will be granted for medical leaves of absence, for the length of time the employee is disabled, up to 30 days. Your physician must document the need for and the expected duration of the leave.

Personal leave of absence for non-medical purposes may also be granted for up to 30 days, and additional leave time may be granted at the discretion of the President. After a leave, every effort will be made to return you to your former position, however a return to work is not guaranteed.

C. INSURANCE/ SAVINGS PLAN

You are eligible, after completing 30 days of service, to participate in the Company's Basic Care Program. This program offers you the opportunity to choose from Medical, Dental and Term Life/Short-Term Disability insurance. These plans are affordably priced and premium payments are deducted directly from your paycheck. Information regarding our insurance program is available upon request. Questions regarding insurance should be directed to the Human Resources Administrator.

D. 401 (k)

E. REFERRAL BONUS PROGRAM

We are always looking for top talent like you to fill our positions. It has been our experience that “**top notch**” people know other “**top notch**” people and we consider you an ideal recruiting resource. You can get unlimited referral bonuses at Horgen by referring to us any friends or acquaintances that may be interested in joining the Horgen Personnel workforce. You can earn up to \$500 per referral. Ask your Recruiter for more information.

IV. GENERAL POLICIES

A. Pay Procedures

B. Overtime

C. Expense Reimbursement

D. Reassignment

E. Termination

F. No Smoking

A. PAY PROCEDURES

All employees are paid for work performed during the previously completed week. A workweek runs from Monday through the following Sunday. Payroll is processed weekly on Tuesday, unless payday should fall on a holiday, in which case paychecks are processed on the last working day prior to the holiday.

1. Standard Deductions from Your Pay

The law requires that Horgen Personnel make certain deductions from your pay. These deductions include applicable federal, state and local income taxes, as well as Social Security taxes on your earnings up to a specified limit that is called the "Social Security Wage Base." Horgen matches the amount of Social Security taxes paid by each employee. You may also arrange for special tax treatment programs for which you qualify, such as Earned Income Credit, and you may add additional deducted amounts for your tax payments. When you apply for employment with Horgen, you will fill out appropriate tax reporting documents indicating your withholding status, and you will have the opportunity to select the tax treatments at that time. If you have questions concerning why deductions were made from your pay or how they were calculated, the Human Resources Administrator can assist in getting your questions answered.

2. Time Submittal

When on an assignment, you are required to submit your time to Horgen for payment each week.

- You alone are responsible for ensuring that Horgen receives your complete timecard in a timely manner.

- Timecards must be received no later than 12:00p.m (Central Standard Time) on Monday following the work week in order to be processed in payroll. Horgen will not be responsible for late or incomplete timecards.

Time submitted after the deadline will be processed in the following week's payroll and will delay your check by a week.

- Because our clients will not pay invoices without a signed timecard, we do not accept hours given over the phone.
- The following **MUST** be shown correctly on your timecard:
 - A. Your name.
 - B. Your social security number.
 - C.) The week-ending Sunday date.
 - D. Your time starting at work, out for lunch, in from lunch, and out for the day. Please use exact time and do not round or estimate your time. You should also record the beginning and ending time of any split shift or departure from work for personal reasons.
 - E. Any expenses submitted for reimbursement such as parking or per diem
 - F. The date for each day you worked.
 - G. Your total hours (in hours and minutes) for the week.
 - H. Your signature.
 - I. Your supervisor's signature.
 - J. The client company name, division, and Job Order #.

Any timecard that has missing or incorrect information could affect your electronic submittal and delay your paycheck. If your timecard is missing any of the information outlined above or if the timecard contains White Out, mark outs or changed information, the timecard will be mailed back to you. This will almost certainly delay the issuance of your paycheck. Questions can be directed to payroll@HorgenSolutions.com

3. Paychecks

- A. Paychecks are mailed on Thursday. Horgen is not responsible for delays or lost checks caused by the US Postal system.
- B. Direct Deposit and Paycard transaction funds are not available until Friday. Horgen Personnel is not responsible for processing delays caused by the bank.
- C. When you receive your first Horgen paycheck, please review it carefully to make sure all information is correct – especially your name, address and social security number. If you have any changes, please call our office immediately.
- D. A stop payment and request to re-issue a lost check can be made in writing and submitted to payroll@HorgenSolutions.com 7 work days after the initial check was mailed. **Note:** Horgen is not responsible for any stop payment fees incurred as a result of the stop payment.

4. Electronic Funds

- A. Horgen Personnel prefers to deposit your paycheck into your checking or savings account automatically unless you require a paper check. If you do not have a traditional bank account, we can issue you an ATM payroll debit card (“Paycard”). All employees will be asked to authorize Direct Deposit or Paycard accounts, except as prohibited by law. Be

- sure to read authorization forms carefully and ask the Recruiter or Human Resources Administrator for clarification if you have questions.
- B. Direct Deposit requests must have the appropriate request form filled out and submitted to payroll with a voided check attached to the form (deposit slips are not acceptable). Initial enrollment and changes to your Direct Deposit can cause a delay of fund availability.
 - C. You are responsible for verifying fund availability from your bank or Paycard provider, Horgen is not responsible for fees incurred by incorrect fund availability or overdraft charges.

B. OVERTIME

You may be required to work overtime whenever it is deemed necessary by your on-site client supervisor or manager, and you are not permitted to work overtime without the prior approval of your on-site client supervisor or manager.

Overtime is calculated at a rate of “time and one-half” of your hourly wage for any hours in excess of 40 hours per week. Overtime is NOT paid for hours in excess of 8 hours per day.

Overtime pay is based on actual hours worked. Time off for sick leave, vacation, holidays or any leave of absence will not be considered hours worked for purposes of calculating overtime.

Updated 2/2011

C. EXPENSE REIMBURSEMENT

Some expenses incurred during the course of your assignment may qualify for reimbursement as a result of travel or special needs. Those expenses eligible for reimbursement must be discussed, outlined in writing and approved by your Recruiter prior to the submittal for payment. Expenses eligible for reimbursement that are submitted to payroll for payment must be accompanied by a receipt or verification of the expense unless otherwise specified in writing.

D. REASSIGNMENT

Your eligibility for reassignment is based on your work record with Horgen, including whether appropriate notice was given when you left your last assignment, past supervisor’s evaluations, qualification for the position applied for, and whether a possible new assignment poses any conflict of interest.

Remember to contact your Recruiter when you are available for reassignment, whether you are ending an assignment or returning from a short period of being inactive. Weekly notification is required to insure consideration for available assignments. Important; failure to contact our office and update your available status may affect your eligibility for reassignment and possibly unemployment benefits.

Updated 5/2011

E. TERMINATION

- **Two Weeks Notice**

Employees who voluntarily terminate employment with the Company while on an active assignment are requested to submit a written resignation to their Recruiter at least two weeks prior to the last day worked. Failure to provide proper notice will result in ineligibility for rehire.

- **Letters of Reference**

Horgen Personnel Managers or Recruiters are not permitted to provide letters of reference or to comment or provide written evaluation on any current or former employee. Please refer all requests for such references to the Horgen Personnel Human Resources Administrator or the EVP, Human Resources.

- **. Exit Interview**

When you leave the company, you may be asked to participate in an exit interview. The purpose of the interview is to give you an opportunity to communicate to us your views regarding your work with Horgen, including job duties, training, supervision and benefits.

E. NO SMOKING

In keeping with Horgen's desire to provide a safe and healthful work environment, smoking is prohibited throughout Horgen's workplace, except in designated smoking areas. This policy applies equally to all employees, clients and visitors. Employees are required to follow the smoking rules of the client company while on assignment.

V. EMPLOYEE CONDUCT

A. Conduct and Work Rules

B. Problem Resolution Process

C. Drugs and Alcohol

Updated 5/2011

A. CONDUCT AND WORK RULES

Horgen employees are expected to observe certain standards of job performance and good conduct to ensure orderly operations and to protect the safety of all employees. The guidelines set forth in this policy are intended to provide employees with fair notice of what is unacceptable conduct. Such rules, however, cannot identify every type of unacceptable conduct and performance. Therefore, you should be aware that conduct not specifically listed below but which adversely affects or is otherwise detrimental to the interests or property of Horgen, other employees or clients may also result in disciplinary action.

Employees may be disciplined for misconduct, including but not limited to:

1. Insubordination.
2. Dishonesty.
3. Theft from the Company, employees or clients or inappropriate removal or possession of Company property.
4. Discourtesy or unprofessional behavior.
5. Excessive absenteeism or any absence without notice and approval.
6. Misusing or destroying Horgen or a client company's property or the property of another person on Horgen or a client's premises. This includes negligence or improper conduct leading to damage of property belonging to Horgen, a client or another person.
7. Violating conflict of interest rules.
8. Disclosure of business "secrets" or the use of confidential or proprietary information without authorization.
9. Falsifying or altering Horgen or a client company's records, business forms, timesheets, employment applications or expense claim forms.
10. Interfering with the work performance of others. This includes, but is not limited to, altercations, fighting, threatening violence and boisterous or disruptive activity in the workplace.

11. Harassing, including sexually harassing, employees or clients.
12. Being under the influence of or possession, distribution, sale, transfer or use of alcohol or illegal or controlled substances while on Horgen or a client company's property, while conducting Horgen's business, while on duty or while operating client-owned vehicles or equipment.
13. Gambling on Horgen or a client company's premises or while conducting Horgen or a client company's business.
14. Sleeping on the job or leaving the job without authorization.
15. Smoking in prohibited areas.
16. Possession of dangerous or unauthorized materials, such as explosives or firearms, or other concealed weapons on Horgen or a client company's property or while conducting company business.
17. Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well being of the company, its employees, clients or property.
18. Failing to report to the company within five days any conviction under any criminal drug statute for a violation occurring in the workplace.
19. Unauthorized use of telephones, mail systems, the Internet or other Horgen or client-owned equipment.
20. Violation of personnel policies.
21. Unsatisfactory performances or conduct.
22. Failure to comply with any governmental compliance rule or regulation. Nothing in this guideline is intended to alter the "at-will" status of employment with Horgen. Employment with Horgen is based on mutual consent and both the employee and Horgen have the right to terminate employment at will for any reason or no reason, with or without cause or advanced notice. In addition to the general rules listed above, disciplinary action may be taken for failure to adhere to company policies or departmental standards as set forth by your client supervisor. Corrective action may include one or more of the following: a verbal warning, a written warning, suspension or termination.

B. PROBLEM RESOLUTION PROCESS

Horgen has an **"open door policy"** that encourages employees to participate in decisions affecting them and their job responsibilities. You are also encouraged to discuss job related concerns or complaints with the EVP, Human Resources, or the Human Resources Administrator or other management representative with whom you feel comfortable.

Horgen believes that employee concerns are best addressed through this type of informal and open communication. No employee will be disciplined or otherwise penalized for raising a good-faith concern. This policy, however, should not be construed to prevent, limit or delay Horgen from taking disciplinary action when the company deems it appropriate.

You are encouraged to contact the EVP, Human Resources or other management representative with your concerns as soon as possible after the event that has caused you concern. Horgen will attempt to keep all such expressions of concern, their investigation and the terms of their resolution confidential. However, in the course of investigating and resolving the concern, some dissemination of information to others may be appropriate.

C. DRUGS AND ALCOHOL

It is the policy of Horgen Personnel to create a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. The use of controlled substances is inconsistent with the behavior expected of employees, subjects all employees and visitors to our facilities to unacceptable safety risks and undermines Horgen's ability to operate effectively and efficiently.

In this connection, the unlawful manufacture, distribution, dispensation, possession, sale or use of a controlled substance or alcohol in the workplace or while engaged in Horgen Personnel's business on premises of Horgen or any client company is strictly prohibited and will subject you to disciplinary action up to and including termination. Such conduct is also prohibited during non-working time to the extent that, in the opinion of Horgen, it impairs an employee's ability to perform on the job or threatens the reputation or integrity of Horgen.

Drug tests are required in all pre-employment situations, based upon the requirements of our clients. You will be notified in such an event. Horgen has a drug and alcohol policy that provides for testing at anytime during employment based on probable cause events and post accident events. Consent and compliance with drug testing requirements is a condition of employment and continued employment is based on the successful passing of testing under company policy.

Employees are encouraged to voluntarily request assistance from Horgen or reputable sources in the community or to request a medical leave of absence as necessary to deal with a personal alcohol or drug-related problem. Volunteering to participate in a treatment program does not excuse or limit the employee's obligation to meet Horgen's policies and standards regarding attendance, job performance and safe behavior on the job, but the Company will consider such efforts by employees in determining whether or not to retain those employees.

VI. FORMS FOR SIGNATURE

- **Acknowledgement of Receipt of the Professional Employment Group Handbook**
- **Acknowledgement of Professional Employment Group Anti-Harassment Policy**

ACKNOWLEDGEMENT OF RECEIPT OF HORGEN PERSONNEL CONSULTANTS HANDBOOK

I acknowledge that I have received, read, and understand the policies outlined in the Horgen Personnel Consultants' Handbook. I agree to conform to the rules and regulations of Horgen as described in the handbook, which is intended as a guide to human resource policies and procedures.

I understand that the company has the right to change the handbook without notice. It is understood that future changes in policies and procedures will supersede or eliminate those found in this book, and that employees will be notified of such changes through normal communication channels.

I also understand and agree that the information contained in these materials does not constitute an employment contract between Horgen and me, and that either I or Horgen may terminate our employment relationship at any time, with or without cause. I understand that no manager or representative of Horgen, other than the President of the company, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.

I understand that I am expected to report for and complete any job assignment or contract position that I accept. If for some reason I'm unable to report to work because of an emergency or illness, I will personally contact Horgen Personnel Consultants prior to the start of my shift. If I do not report to or complete a shift or assignment or give proper notice, Horgen Personnel Consultants should assume that I have voluntarily quit. I realize that I may not be eligible for unemployment benefits under such circumstances.

I have reviewed and agree to abide by the General Safety Rules established by Horgen Personnel Consultants and any additional safety rules of a client. I agree that, if I am injured on the job, I will inform my worksite supervisor and the Horgen HR Administrator immediately. I understand that it is my responsibility to inform Horgen **PRIOR** to accepting a job if I have any previous injury that, or if certain work, could cause me harm.

Date: _____

Print Name _____

Signature: _____

ACKNOWLEDGEMENT OF HORGEN PERSONNEL CONSULTANTS ANTI-HARASSMENT POLICY

Horgen Personnel Consultants strictly prohibits unlawful harassment on the basis of race, color, sex (including pregnancy), gender (including between members of the same gender), religious beliefs, national origin, citizenship status, age, disability, military status, sexual orientation or any other basis protected by federal, state or local law. Horgen Personnel Consultants is committed to a workplace that is free of intimidating or threatening remarks, or behavior. Stalking, violence or the threat of violence and those behaviors are prohibited as well.

While all forms of harassment are prohibited, it is the Company's policy to emphasize that sexual harassment is specifically prohibited. This policy not only refers to supervisory/subordinate actions, but also actions between co-workers. In addition, harassment between our employees and non-employees, including vendors, clients and business prospects, in connection with the work is also prohibited.

Please review the information below and sign the acknowledgment at the end of the memo. Retain a copy for yourself and return one copy to Human Resources to place in your personnel file.

Each manager and supervisor has a responsibility to maintain the workplace free of any form of sexual harassment. No manager or supervisor shall threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, wages, advancement, assigned duties, shifts or any other condition of employment or career development. Nor shall any manager or supervisor favor in any way any applicant or employee because that person has performed or shown a willingness to perform sexual favors for the manager.

Other sexually harassing conduct in the workplace, whether committed by managers, supervisors, or non-supervisory personnel, is also prohibited. Such conduct includes, but is not limited to: sexual flirtations, touching advances or propositions; verbal abuse of a sexual nature; graphic or suggestive comments about an individual's dress or body; sexually degrading words to describe an individual; and the display in the workplace of sexually suggestive objects or pictures.

1. Any employee who believes that the actions or words of a manager, supervisor, fellow employee or non-employee constitute unwelcome harassment has a responsibility to report or complain as soon as possible to the Human Resources Administrator, EVP Human Resources or President of Horgen Personnel Consultants.
2. All complaints of harassment will be investigated promptly and in an impartial, and in

as confidential a manner as possible by the manager, the Human Resources Administrator or the President. If an employee is not satisfied with the handling of a complaint or the action taken by the manager, the employee should bring the complaint to the attention of executive management. In all cases, the employee will be advised of the findings and conclusion.

3. Any employee, supervisor or manager who is found, after appropriate investigation, to have engaged in harassment of another employee will be subject to appropriate disciplinary action, depending on the circumstances, up to and including termination.

4. No one is allowed to retaliate against anyone who has reported harassment or helped investigate a harassment complaint. Anyone who retaliates or interferes with an investigation may face corrective action up to and including termination of his or her employment with Horgen Personnel Consultants.

5. Any employee that improperly uses the harassment complaint procedure for improper, malicious or ill-intended purposes may have disciplinary action taken, up to and including termination from his or her employment with Horgen Personnel Consultants. This also includes knowingly lodging a false complaint of harassment or by knowingly giving false information during the course of an investigation.

I have read and understand the Company's policy on Anti-Harassment.

NAME:

PRINT NAME:

SIGNATURE:
