



WPS

WOOD PERSONNEL  
SERVICES

*"Just good people."*



# **WOOD PERSONNEL SERVICES ASSOCIATE HANDBOOK**

## **CONTENTS**

Welcome:	3
Purpose:	4
Employment At Will:	4
About Our Company:	5
Your Responsibilities:	5
Confidentiality, Honor and Integrity:	5
Attendance:	6
Performance Expectations:	6
Communication:	6
Text Messaging:	6
Payroll Process:	6
Affordable Care Act:	7
Associate Referral Program:	7
Safety Policy:	7
Workers Compensation Policy:	8
Substance Abuse Policy:	8
Workplace Violence Policy:	9
Equal Employment Opportunity and Harassment Policies:	10
Holiday and Vacation Pay Policy:	12
A Closing Word:	13

## Welcome to Wood Personnel Services!

Welcome to the Wood Personnel Services team!

You've taken an important step in advancing your career and we applaud your initiative and desire to be a part of the best staffing and recruiting firm in Middle Tennessee.

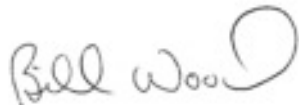
As one of our associates, you should expect to be placed on great assignments with great local companies, to receive fair wages and benefits, and to be treated with respect and appreciation.

At WPS, your well-being and safety are always of great importance to us; please know our staff is always available to help, no matter what the situation is, as your success is fundamental to our mission: "To help people achieve personal and professional goals."

We're looking forward to working with you and connecting you with the very best clients and people in our great community. You are an essential part of the philosophical triad we refer to as "Just good people" and we couldn't be happier to have you on board!

So on behalf of everyone at WPS, congratulations on your new career path and continued success in the days ahead.

Sincerely,

A handwritten signature in blue ink that reads "Bill Wood". The signature is written in a cursive, slightly slanted style.

Bill Wood  
President/CEO

## **Purpose of This Handbook**

The information in this handbook is provided to acquaint you with the policies and procedures of Wood Personnel Services. This handbook applies to external, billable employees (referred to as “Associates”) and does not include internal staff employees (referred to as “Staff”). All associates should read, understand and comply with all provisions of this handbook.

- This handbook does not create a contract, expressed or implied
- This handbook is not all-inclusive and is only a set of guidelines
- This handbook does not alter the "at-will" relationship between employer and employee
- This handbook does not guarantee employment for any definite period of time, nor does it guarantee benefits for any employee
- This handbook supersedes any previous handbook or unwritten policies
- This handbook can be changed by the organization unilaterally, at any time

## **Employment At Will Disclaimer**

No policy or provision in this handbook is intended to create a contract binding the associate or Wood Personnel Services, Inc. (“WPS”) to an agreement of employment for a specific period of time.

Either WPS or the associate can terminate the associate’s employment at any time, for any reason, with or without cause or notice.

No representative or agent of WPS, other than the president, can authorize or sign an employment agreement contrary to the above terms or otherwise make any binding offer of employment for a specific term. To be effective, any agreement altering these terms must be in writing and signed by the president of Wood Personnel Services.

## **About Our Company**

After a quarter century of working with Middle Tennessee's best employers, Wood Personnel Services' direct hire, contract and temporary employment opportunities are among the best jobs in the region. Here's what you can expect when working with Wood Personnel:

- Competitive wages
- Assignments in your preferred area
- Respect, confidentiality and professionalism

Our reputation for helping people achieve personal and professional goals continues to grow. Just as a tree adds growth rings with each passing season, each associate we successfully represent adds strength to our reputation in Middle Tennessee's employment landscape.

## **Your Responsibilities**

Although you will be working at our client's location, you are still an associate of WPS and certain policies and procedures must be followed. It is particularly important that you notify us of:

- Difficulties reporting to work
- Safety concerns in your work environment
- Questions concerning payroll
- Any problems you are having on the job

We also ask that you keep us informed as to:

- Your work availability
- A change in your phone, email or address
- Any additional skills/training you may acquire
- When you complete a job assignment

We need to be informed if you are offered employment by our client, directly or indirectly, resulting from a WPS assignment. You should not accept employment, directly or indirectly, at the client at which you are assigned without written consent of Wood Personnel Services.

## **Confidentiality, Honor and Integrity**

- All client information shared with you must be kept confidential
- Pay rate information must be kept confidential
- Extreme care must be taken when handling the equipment and materials of the companies at which you are assigned
- Company equipment provided to you and not returned will be deducted from your paycheck

Failure to comply with these rules may result in disciplinary action including termination.

## **Attendance**

If you commit to a job or interview and can't go, or you will be late, you must notify us as soon as possible. If you need to contact us after normal business hours, call the office that placed you on your assignment and leave a message. An unexcused absence or being tardy may result in disciplinary action including termination.

## **Performance Expectations**

- Arrive at work on time
- Perform the requested job duties properly
- Follow all policies and procedures of the company
- Show pride in your work
- Be professional
- Dress appropriately based on your job assignment
- Do not text or make personal phone calls on the job
- Complete the entire assignment
- Call us when your assignment is complete

## **Communication**

We are open Monday through Friday from 7am until 5pm (excluding holidays). If you need to contact us outside of those hours, please call the office and leave a message or text/email your WPS Representative. Messages are frequently checked during off hours and are most often returned during normal business hours.

## **Text Messaging**

We will often communicate with you via text messaging which is necessary to quickly inform associates about new job opportunities, changing weather conditions, shift changes and holiday schedules. For these reasons, we ask you to provide your cell phone number and please keep us notified if your cell phone number changes.

## **Payroll Process**

### **Pay Day & Timecards**

Associates are paid on Fridays for the prior week's work. The two options for receiving your pay are direct deposit or pay card. For payroll purposes, our work week is Sunday through Saturday. At the end of a week, or the end of a job assignment, it is your responsibility to complete your timecards and have it authorized by your supervisor. Timecards must be approved and received at our office by 5:00pm on Monday for the previous week's work. If special group timecards, a time clock or online timecards are used at a client company, you

will be instructed on procedures. If you work for more than one company within a pay period, use a separate timecard for each company.

### **W-2 and Pay Stub Distribution**

All associate annual W-2 forms will be available for viewing and printing at <http://Wood.GreenEmployee.com> and pay stubs will be available for viewing and printing at <https://www.WoodPersonnel.com>.

## **ACA – Affordable Care Act**

The Affordable Care Act (“ACA”) imposes requirements on most individuals to have healthcare coverage. Wood Personnel Services is committed to compliance with the ACA.

Wood Personnel offers the following medical benefit options:

A Fixed Indemnity Plan which provides low cost, first dollar benefits that cover the majority of an employee’s day to day medical cost including doctor visits, prescriptions, ambulance services and inpatient/outpatient care.

A MEC Wellness/Preventative Benefit Plan that is ACA-compliant and covers a wide range of over 63 preventive and wellness services including immunizations and routine health screening.

Additionally, dental, vision, term life and/or short-term disability benefits are offered at a separate cost. For rates and details for any of these benefits, please contact your WPS Representative.

## **Associate Referral Program**

If you refer a friend to Wood Personnel, you and your friend are eligible for a \$50 bonus – each! You must be registered with WPS, and your friend must complete 40 hours of work. When you refer a friend, your friend must give us your name during their initial application process.

## **Safety Policy**

The objective of the safety policy is to reduce or eliminate disabling injuries and illnesses. It is the policy of Wood Personnel Services to exercise all precautions necessary to protect associates from all accidents. Management firmly believes that all accidents are preventable.

Associates are expected to take an active role in promoting workplace safety. This includes:

- Keeping work areas clear and clean.

- Not overloading electrical outlets.
- Not blocking aisles, emergency exits or fire extinguishers.
- Leaving a clean neat work area at the end of each work day.
- Always using proper lifting technique; asking for assistance whenever needed.
- Using all safety equipment as instructed.
- Calling your WPS Representative if you are ever in question of a safety practice or witness an accident or unsafe working condition.
- Reporting any workplace accident or injury to your onsite supervisor and WPS Representative immediately.

Other specific rules will apply to individual workplaces; be sure to observe posted rules. You will receive additional safety information from your onsite supervisor. Failure to comply with safety rules is grounds for termination.

You should take note of where the fire extinguishers, first-aid kits, and emergency exits for your worksite are located. If you have any questions or concerns about workplace safety for your worksite, please contact your WPS Representative.

## **Workers Compensation Policy**

Wood Personnel Services is committed to providing a safe and healthy workplace for all its associates. The responsibility for the success of the safety and health program is shared by management and all associates working at Wood Personnel Services.

The following are required for the success of the safety and health program:

- Call your WPS Representative if you are ever in question of a workplace or safety practice, asked to perform an unsafe task, or feel the work environment is unsafe.
- If you are injured on the job, you will immediately notify your onsite supervisor AND Wood Personnel Services so Wood Personnel Services can promptly investigate all claims.
- You will be required to immediately submit to a post-accident drug screen if you are injured on the job.
- Wood Personnel Services will coordinate, with you, treatment for your work related injury.
- You may be responsible for any medical expenses if you seek emergency medical treatment for an injury that is determined not to be work related, if emergency medical treatment is not approved by a WPS Representative, or you seek unauthorized medical treatment.

## **Substance Abuse Policy**

Wood Personnel Services prohibits the presence of illicit substances in the associate's system while on the job or on company or client premises, as well as the possession, sale, purchase or use of controlled substances on company or client property.



As part of Wood Personnel Services' policy, applicants for employment may be required to submit to a chemical screening test. You understand that if you refuse the test or the test confirms a positive result, your application will be denied or your employment will be terminated.

At such time or times prior to or during my employment with Wood Personnel Services, you may be required to provide blood, urine, oral fluid or breath specimens for chemical screening and analysis. At the time of any such examination, you will be required to execute all forms of consent and release of liability as are usual and responsible. Newly hired, as well as current associates, may be asked for a screening specimen or may be searched at any time while on company or client premises or conducting company business.

All associates injured on the job must consent and submit to chemical screening within six hours of being injured. The presence of a detectable trace of any unauthorized substance is grounds for disciplinary action up to and including termination. Cooperation is voluntary and that refusal to submit a specimen within the required time frame is grounds for termination.

There are absolutely no exceptions to this policy.

## **Workplace Violence Policy**

Wood Personnel Services provides a safe workplace for all associates. To ensure a safe workplace and to reduce the risk of violence, all associates should review and understand all provisions of this workplace violence policy.

### **Prohibited Conduct**

We do not tolerate any type of workplace violence committed by or against associates. Associates are prohibited from making threats or engaging in violent activities.

This list of behaviors, while not inclusive, provides examples of conduct that is prohibited.

- Causing physical injury to another person;
- Making threatening remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Intentionally damaging employer property or property of another associate;
- Possession of a weapon while on company property, a company worksite or while on company business;
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

### **Reporting Procedures**

Any potentially dangerous situations must be reported immediately to your WPS Representative and your onsite supervisor.

Reports can be made anonymously and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled and the results of investigations will be discussed with them. Wood Personnel Services will actively intervene at any indication of a possibly hostile or violent situation.

## **Risk Reduction Measures**

**Safety:** WPS conducts annual inspections of the premises to evaluate and determine any vulnerabilities to workplace violence or hazards. Any necessary corrective action will be taken to reduce all risks.

**Individual Situations:** While we do not expect associates to be skilled at identifying potentially dangerous persons, associates are expected to exercise good judgment and to inform their WPS Representative and their onsite supervisor if any associate exhibits behavior which could be a sign of a potentially dangerous situations. Such behavior includes:

- Discussing weapons or bringing them to the workplace;
- Displaying overt signs of extreme stress, resentment, hostility, or anger;
- Making threatening remarks;
- Sudden or significant deterioration of performance;
- Displaying irrational or inappropriate behavior.

### **Dangerous/ Emergency Situations**

Associates who are confronted by or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of yourself or others, such notice should be given.

### **Enforcement**

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any associate determined to have committed such acts will be subject to disciplinary action (up to and including termination) and will face possible legal prosecution.

Non-associates engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

## **Equal Employment Opportunity and Harassment Policies**

Harassment violates an individual's fundamental rights and personal dignity. Wood Personnel Services enforces a zero-tolerance policy toward any type of illegal discrimination or harassment, including discrimination or harassment regarding race, color, religion, gender and national origin.

Wood Personnel Services is committed to providing equal employment opportunity for all persons regardless of race, color, religion, sex, age, marital status, national origin, citizenship status, disability, or veteran status. Equal opportunity extends to all aspects of the employment relationship, including hiring, transfers, promotions, training, terminations, working conditions, compensation, benefits, and other terms and conditions of employment.

Wood Personnel Services will make reasonable accommodations, as defined by the Americans with Disabilities Act (ADA), for associates' and applicants' disabilities of which they are aware. Individuals should contact their WPS Representative to request an accommodation.

Associates who have been subject to prohibited discrimination or harassment should immediately report the incident to their WPS Representative. Complaints are investigated immediately and handled as confidentially as possible. Wood Personnel Services, Inc. ensures that associates following this complaint procedure are protected against illegal retaliation. Any reported violations of EEO law or this policy are investigated. Any associates of WPS found to have engaged in discriminatory conduct, retaliation, or harassment are subject to immediate disciplinary action, including possible termination of employment.

Sexual harassment undermines Wood Personnel Services' deep commitment to the primacy of a reward system based purely on merit, intellectual excellence, and job performance. Wood Personnel Services complies with federal and state equal employment opportunity laws and strives to keep the workplace free from all forms of harassment, including sexual harassment. Wood Personnel Services considers harassment in all forms to be a serious offense.

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an associate's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Engaging in sexually suggestive physical contact or touching another associate in a way that is unwelcome;
- Making sexual or romantic advances toward an associate and persisting despite the associate's rejection of the advances;
- Promising, directly or indirectly, an associate a reward if the associate complies with a sexually oriented request;
- Threatening, directly or indirectly, to retaliate against an associate if the associate refuses to comply with a sexually oriented request;
- Denying, directly or indirectly, an associate an employment-related opportunity if the associate refuses to comply with a sexually oriented request;
- Displaying, storing, or transmitting pornographic or sexually oriented materials using Wood Personnel Services equipment or facilities.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing. Associates are prohibited from harassing other associates whether or not the incidents of harassment occur on Wood Personnel Services premises and whether or not the incidents occur during working hours.

**If associates believe that they have been subject to sexual harassment or any unwanted sexual attention, they should:**

- **Make their unease and/or disapproval directly and immediately known to the harasser;**
- **Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and**
- **Report the incident to your WPS Representative.**

All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness. Publicizing information about alleged harassment without following the reporting procedures or filing a formal complaint might be considered evidence of malicious intent on the part of the accuser and may be subject to disciplinary action.

Associates often can stop or prevent sexual harassment by immediately and directly expressing their disapproval of an individual's sexually oriented attention or conduct. In any case, associates should report all incidents of sexual harassment or inappropriate sexually oriented conduct to their WPS Representative immediately. Our telephone/voicemail system is accessible twenty-four (24) hours a day, seven days a week.

**Associates who violate this policy are subject to appropriate disciplinary action, up to and including termination. Persons who violate this policy also are subject to civil damages or criminal penalties.**

All inquiries, complaints, and investigations are treated confidentially. Information is revealed strictly on a need-to-know basis.

## **Holiday and Vacation Pay Policy**

Wood Personnel Services believes taking time off from work makes for a more productive and happier workforce. For these reasons, WPS is proud to offer vacation and holiday plans. Vacation and holiday time must be requested at least 48 hours in advance and must be approved by your WPS Supervisor in order for it to be paid. Vacation and holiday time can only be used when you are actively working on a job assignment, and it will only be paid when initiated by you. The maximum amount of vacation and/or holiday pay, for any one-week period combined or not, is 40 hours. WPS vacation and/or holiday pay is not accrued or earned; rather it is given on a use-it or lose-it basis in order to encourage and support work-life balance and associate wellness.

### **Holiday Pay**

You must complete 910 regular hours within the consecutive 26-week period prior to a company recognized holiday to be eligible for holiday pay. Associates meeting eligibility requirements for paid holidays must work the day before and the day after the holiday. You are eligible to receive up to six paid holidays within any consecutive twelve-month period.

### **Vacation Pay**

You will be eligible for 40 hours of vacation pay after completing 1500 regular hours of work within any consecutive twelve-month period. Associates meeting eligibility requirements for a paid vacation must work the week before and the week after receiving vacation pay. Once you have qualified, vacation pay must be used within the following twelve months.

## A Closing Word

While this handbook is not intended to state all of the conditions of employment, and all of the principles that will help to guide WPS associates in the performance of their duties, it should provide general information in regard to the policies, procedures, and benefits in effect at this time.

Because our business is constantly changing, we expressly reserve the right to change any of our policies, including those covered in this handbook, at any time. Changes will be effective on dates determined by the Company and may supersede policies described in this handbook. Please feel free to inquire about any part of this handbook with your WPS Representative.

