

# Guide to Manpower Services

Welcome to Manpower! Whether you need 100 temporary workers for peak season or 3 permanent employees with specialized skills, we have the talent you need to accelerate results. Manpower is the global leader in contingent and permanent recruitment workforce solutions. By leveraging our vast network and trusted brand, we'll provide the people you need, when and where you need them.

## A Partnership You Can Count On

Working with Manpower is easy. Your team of experts is at your service – simply call your local branch to reach your representatives.

This guide will provide you the information you need to maximize your Manpower services and know what to expect when working with Manpower.

We are thrilled to welcome you aboard and look forward to partnering with you!

## Requesting Temporary Talent

Our temporary associates can help you achieve agility during your busiest business cycles. To request temporary talent, simply call your local branch.

Please have the following information ready when you place your order:

- Number of associates needed
- Estimated start dates & end dates
- Estimated hours of work needed per associate, per week
- Names and addresses of locations where associates will work
- Job duties and skills
- Dress code and personal protective equipment needs
- Names, phone numbers and email addresses of the people who will manage the associates
- Specific instructions on where the associates should report (such as, door number, side entrance, etc.)
- Names and email addresses of the designated time approvers
- Names, phone numbers and email addresses of invoicing contacts

## Requesting Permanent Talent:

The right talent can make all the difference in your organization. We will find candidates with the skills you need through our recruitment expertise. To request permanent talent, simply call your local branch to reach a representative to discuss the job description, requirements, salary range and our Permanent Placement Agreement.

## Understanding Manpower's Temporary Talent Employment Services:

Manpower is the legal employer of our temporary associates. When we hire our associates, we manage the entire employment process – from assessment and onboarding to development - so that you can spend more time on your core business.

Manpower's Services Include:

- Recruitment and Assessment - sourcing, interviewing and selecting candidates.
- Employment Application Management – performing all policies and procedures required by law.
- Associate Communication - communicating pay rates and benefits.
- Assignment Management - determining assignment start and end dates.
- Performance Management - counseling and/or terminating an associate.
- Payroll Management - paying wages, distributing paychecks, and making all required payroll deductions.

## Driving High Performance:

Periodically, we'll ask you to evaluate the performance and work habits of the associates we place. These confidential evaluations will help us provide you with the highest quality talent and enable our associates to do their best work. We use the information you provide to coach and counsel our associates and reward them for a job well done.

You will also receive requests for service evaluations. By continuously monitoring our levels of service, we will deliver superior customer service.

Do you have a question or concern? We're at your service; simply call your local branch to reach your representative.

## Hiring a Manpower Associate as a Full-Time Employee of Your Company:

Our associates are high-performers. It's no wonder that many of our clients ask if they can hire our associates as permanent employees. We are thrilled when our associates succeed and are more than happy to facilitate the process for you and the associate. If you'd like to hire a Manpower associate, simply call your local branch to reach your representative to discuss our conversion process and pricing options.

## Paying Associates and Managing Time Entry:

Manpower manages the payroll and time keeping of our associates. Our processes are detailed below.

- Manpower associates are paid every Friday by Manpower through [WebCenter](#).
- Associates are responsible for reporting their time no later than the Sunday that follows the week worked.
- Managers will receive their associates' time sheets via email on Monday morning and will need to either approve or reject their hours each week and have until Tuesday, end of business, to approve. A reminder email will be sent on Tuesday morning.
- Questions about the time process? Contact your local branch for more information.

## Billing and Invoicing Procedures:

Please call your local branch to reach your representative to discuss billing and invoicing details.

## Workers Compensation and How to Report an Injury

The safety of our associates is one of our top priorities. We make every effort to prevent injuries; however, not every accident can be prevented. In the event a Manpower associate is injured on the job, the following process should be followed:

- Associate will seek prompt medical treatment for emergency situations or call PC365 (855-690-7299) for nurse triage for non-emergency injuries.
- Associate will immediately contact Manpower of any job related injury or illness no later than 8 hours from the time of occurrence.
- Associate will be instructed to fill out Employee's Report of Injury and sign a medical authorization.
- Associate will be required to take a post-accident drug test.
- Manpower will contact you to verify all the facts of the incident, including the identification of all possible witnesses.

## About Manpower

Manpower is the leader in contingent and permanent talent resourcing, workforce programs, and workforce insight and innovation. For more than 60 years, we have helped our clients succeed by leveraging our industry-leading network, providing them with access to a deeper talent pool, unique market knowledge, and actionable workforce programs to help them enhance their efficiency and profitability. Manpower is part of ManpowerGroup™, the world leader in innovative workforce solutions.

