



ASSOCIATE HANDBOOK



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Welcome

Thank you for joining the Manpower team. We're excited to have you on board as one of our valued Associates.

The opportunities are endless when you work for Manpower. By choosing Manpower you can explore new careers, experience different industries, learn about different companies, and chose the right job for you. Manpower also offers a variety of benefits and tools to keep you advancing at work.

This handbook can assist you with any questions about your employment and provide you with information about your benefits. Keep this handbook as a resource and remember, your Manpower Representative is always available to answer your questions.

This handbook is not intended to be a contract of employment or a guarantee of employment benefits or rights. Manpower reserves the right to modify, suspend, revoke, terminate in whole or in part, any of its policies, procedures, practices or benefits at any time, with or without notice.

Our Commitment

When you become an Associate of Manpower, you not only join a team that is committed to excellence but you also become a member of a company that:

- Rewards excellence and innovation
- Recognizes individual contributions
- Provides competitive pay and benefits
- Encourages professional growth and development consistent with each Associate's interest and abilities
- Supports open communication

Our Values.

- **People.** We care about people and the role of work in their lives. We respect people as individuals, trusting them, supporting them, enabling them to achieve their aims in work and in life. We help people develop their careers through planning work, coaching and training. We recognize everyone's contribution to our success – our staff, our clients and our candidates. We encourage and reward achievement.
- **Knowledge.** We share our knowledge, our expertise and our resources, so that everyone understands what is important now and what is happening next in the world of work – and knows how best to respond. We actively listen and act upon this information to improve our relationships, solutions and services. Based on our understanding of the world of work, we actively pursue the development and adoption of the best practices worldwide.
- **Innovation.** We lead in the world of work. We dare to innovate, to pioneer and to evolve. We never accept the status quo. We constantly challenge the norm to find new and better ways to doing things. We thrive on our entrepreneurial spirit and speed of response; taking risks, knowing that we will not always succeed, but never exposing our associates or clients to risk.

Assignments

When you accept an assignment with Manpower, we'll provide you with:

- The client's name and location of your assignment
- Directions to the worksite
- Start date, time and projected length of assignment
- Work hours, lunch and break times
- Check-in procedures, if required
- Supervisor's name
- Description of what you'll do on the job
- Dress code, including any required safety equipment
- Pay rate

This is your main source of information about your assignment, so feel free to ask as many questions as you wish. We won't pressure you to accept an assignment – the decision is always up to you. When you accept an assignment, remember that we're counting on you to do your best.

Manpower is Your Employer. Whether you're on a short- or long-term assignment with our client, you are still a Manpower employee. Call your Manpower Representative to tell us if:

- You are going to be late or unable to report for work. Not showing up for work without first telephoning us could be cause for termination.
- The work you are asked to do is substantially different from the work described to you by your Manpower Representative.
- The work environment appears unsafe.
- You are sick and feel you can't complete a job.
- You are unavailable for a period of time. Let us know in advance if you're planning a vacation or time off for any reason.
- You have changed your address, telephone number, email address or made a change to your banking relationship that would impact your direct deposit.
- You have learned new skills that may qualify you for more assignments or higher pay.
- Your assignment ends. **You must call us within 48 hours to let us know of your availability for your next assignment.**
- You feel Manpower's Equal Employment Opportunity or Anti-Harassment policies are being violated (See pages 10-11).

If Injured on the Job. Of course, we hope that you're never injured on the job. However, if you are injured, we want you to receive the best, most appropriate care without delay. If you receive a life-threatening injury on the job, 911 should be called. **For all other injuries, follow the process below.**

1. Notify your supervisor immediately. Tell him or her what happened and how you are feeling.
2. You or your supervisor should call the Manpower office immediately.
3. If treatment beyond basic first aid is required, your Manpower Representative will direct you to the nearest approved medical treatment facility.
4. Your Manpower Representative will assist you in completing all necessary forms and reports.

Getting Paid

It is your responsibility to accurately report your time in a timely manner, so that we may pay you the correct amount at the right time. It is your responsibility to report your time by:

- Accurately reporting all hours worked. You must never work “off the clock” and you should report to your Manpower Representative immediately if anyone asks you to do so. In addition, you must never work “extra” hour beyond those authorized, without obtaining approval in advance from your supervisor. If you do work extra hours without permission, you may be subject to discipline, up to and including termination.
- Reporting your time every week by Midnight on the Sunday of the week you work. Manpower’s standard work week is Monday through Sunday and Manpower’s payday is Friday following the week you worked.
- Submitting your time for approval to the client by one of the methods discussed below.

Time Reporting. Depending on the client and site location where you work, you will be asked to report your time using one of the methods detailed here. Your time reporting method will be explained to you by your Manpower Representative prior to your assignment start.

1. WebCenter

Manpower’s Webcenter Portal is where you will enter your time.

You will be issued a username and password which will enable you to access your employment records via the internet. With this access you will be able to view your assignment information and payroll history, enter and submit hours, and review documents.

How to record your hours in WebCenter

Navigate to: www.manpowerillinois.com , Click on the Web Center, key in your username & password.

Find your current assignment at the top of the screen. To create a new TimeCard click *Create NEW timecard for this Assignment*. A wizard will pop open to take you through the steps of creating your TimeCard. When finished, click *Submit Timecard* to submit it to your Supervisor. You will receive confirmation that the Timecard was submitted.

2. Time Clock

To record your “in” and “out” times while on assignment, you may be asked to use a badge to swipe a enter a pin or use facial recognition.

3. Paper Timeslips

Instructions for the completion and submission of paper timeslips are included on your timeslip. Be sure to legibly complete all information and include your Identification Number on each timeslip.

4. Vendor Managed Systems (VMS)

Associates working for clients that use a VMS tool may be asked to track their time using that tool. Instructions to use the tool’s time entry function will be provided to associates at the time of assignment.

About Your Pay. The wage you are paid is determined by your skills and our client’s work requirements and your weekly pay is based on your completed and submitted time. Your wage may vary from job to job. Your Manpower Representative will tell you how much the job will pay before you accept the assignment. As your employer, Manpower will deduct the necessary FICA and Federal, State and local (if applicable) taxes. Manpower complies with all applicable federal, state and local laws regarding minimum wage and overtime pay. It is your responsibility to accurately report all hours worked.

At the termination of your employment, Manpower is not liable for wages or salary except those that you earned prior to the date of termination.

Direct Deposit Convenience. Direct Deposit, Manpower’s preferred method of payment, offers you convenient, reliable, safe and easy access to your pay. You don’t need to wait for your paycheck to arrive in the mail, wait in line to deposit it and wait again for it to clear your financial institution. Once enrolled and confirmed in direct deposit, your pay is automatically deposited into your checking or savings account at the bank or credit union of your choice.

Each week you’ll receive an Earnings Statement via email which shows your deductions, and the amount that was deposited into your account (statements available to be sent US Mail if requested). Your financial institution will have records of the deposits made to your account.

Manpower provides you with Direct Deposit at **no charge**. To enroll, complete the Direct Deposit Authorization Form, which is available from your Manpower Representative. Completing and signing this form gives Manpower the authority to deposit your pay to your account. **Note: Should you choose not to participate in Direct Deposit; Manpower will deliver your paycheck through regular U.S. mail or the other options provided below.**

Other pay options that may be available to you include:

Manpower Paycard. This debit card allows you convenient access to your funds at ATMs and retail locations. Note: Your Manpower PayCard relationship is with the card provider, not Manpower.

Paper Check. If you opt to receive a paper paycheck, it will be delivered to the Manpower office that provided you with your current assignment. Paychecks will be available for pickup on Friday afternoon. Holidays or postal service delays may impact the availability of your paycheck for pickup.

To ensure prompt deposits and statements, you should contact Manpower immediately if you change your address or financial institution. **Remember: Manpower is your employer. Any questions about your pay must be directed to the Manpower office.**

Our Clients' Costs. As is commonly done throughout the employment industry, our clients are charged an hourly rate that's more than your hourly pay rate. Client rates include the additional costs of selection, administration, employer contributions for Social Security, Unemployment taxes, Workers' Compensation, insurance, corporate income tax and profit. Unless otherwise authorized by you or applicable law, only FICA (Social Security & Medicare), and Federal, State, & local (where applicable) taxes are withheld from your pay.

Satisfaction & Recognition

Circle of Excellence

It's important to experience a sense of satisfaction and pride, as well as to receive recognition for a job well done. At Manpower, we recognize our outstanding associates with the Circle of Excellence award. The award is based on a variety of criteria and is given out to associates on a monthly or quarterly basis.

Job Satisfaction

Your feedback after an assignment is very important to us. From time to time, you may be asked to complete an Associate Satisfaction Review that asks you to rate your current and/or past assignments and our service delivery to you. Your candid response helps us make sure we're doing everything we can to meet your employment needs. Remember, should you have questions or concerns you would like addressed immediately, please contact the management at your local Manpower office.

Benefits

Important Information about your Benefits

As benefits may vary from office to office, be sure to check with your Representative for information outlining the specific benefits available for your area.

Paid Holidays.** Manpower associates are eligible to be paid for these holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. To qualify for each paid holiday, you must have worked 1800 hours during the 52 weeks prior to the holiday. You must also be currently working on an assignment at the time of the holiday. **Note: Currently working is defined as working during the week ending prior to the holiday and the week ending of the holiday.** (If you are a wagemaster/payrolled associate, your holiday entitlement may be different. Please contact your local branch office for details.)

Referral Bonus. You can earn extra money by helping us find additional talented people just like you. Ask your Manpower Representative for details regarding the referral program in your area.

Career Development.

To take your education and skills to the next level, Manpower offers MyPath.

MyPath is your set of tools and resources to prepare you for the jobs of tomorrow. The resources available to you at no cost as a Manpower Associate include:

Online skills training through powerYOU – Manpower's global learning platform. PowerYOU gives you access to key business topics, IT knowledge areas and desktop through online courses, books and microvideos. Get started by registering at <https://poweryou.manpowergroup.com/IntegrationCustom/SelfRegistration/Register.aspx> .



The ability to evaluate career opportunities based on job fit. Gain the personal insight you need to find the jobs where you will succeed with this easy and fast assessment. Get started at

<https://www.manpower.com/wps/portal/ManpowerUSA/Root/CEHome/CareerResources/PersonalityAssessment/>

A [Learnability Quotient](#) (LQ) assessment to uncover your ability to learn and adapt your skills in order to stay relevant in today's work world.

Career resource information to help you land the job you want and tips to help you succeed on the job. From developing your resume, to networking and impressing your new boss, you will find the information you need to really shine on www.manpower.com/mypath.

For questions on all our MyPath resources, please email MyPath@manpower.com.

WebCenter. In addition to being the portal for submitting your hours to Manpower, WebCenter is your one-stop resource for:

- Viewing documents, including this associate handbook
- Uploading a current resume
- Retrieving your check stubs
- Retrieving your W2s – you must first “opt in” for electronic W2s by doing the following:

Log in to WebCenter and look near the top of the page. It should look like this:

Your To Do List [My Information](#)
[Manage W-2s](#) ← Click here

You will then need to click on the following (again near the top of the page)

[Click here to receive your W-2's electronically](#) ← Click here
[Click here to receive paper W-2's](#)

You will now be able to get your W2s online. By opting for electronic W2 delivery, you will receive your W2 up to 3 weeks faster than by mail.

Policies

It's essential that you thoroughly understand Manpower's policies. Please review the policies presented here. Indicate your understanding and acceptance of these policies by signing the electronic acknowledgement in our electronic onboarding task or the paper acknowledgement given to you by your Manpower representative. Policies and benefits may vary from office to office. Be sure to check with your local office regarding its policies and benefits

Equal Employment Opportunity. Equal employment opportunity is not only the law, it is an extension of Manpower's core values and guides our daily interactions. Manpower does not discriminate against any individual based on age, race, religious beliefs, national origin, gender, sexual orientation, pregnancy, gender identity genetic information, disability, veteran status, or any other status protected by law. This commitment to equal opportunity extends to hiring as well as other terms and conditions of employment such as job assignments, compensation, discipline and termination. We care about people and the role of work in their lives and we recognize we everyone's contribution to our success.

Any Associate who believes that he or she has been discriminated against in violation of this policy, either by Manpower or by a Manpower client, should immediately report this to his or her Onsite Manpower supervisor (if applicable), the relevant Branch Manager, or Franchise Owner Doug Orear at 309-674-4163. Manpower has an open-door policy where all Associates should feel free to discuss concerns or other work-related issues. These concerns will be investigated thoroughly, and Associates can make reports without fear of retaliation. Associates who believe they have been retaliated against for making a complaint under this policy, should bring this to the attention of any of the contacts listed above.

Safety. Your safety is important to us which is why we strive to maintain and provide safe and healthy working conditions at all times. Manpower will not knowingly assign or allow any associate to work in an unsafe workplace environment. Manpower abides by all safety regulations and guidelines set forth in federal, state and local statutes. Manpower will not tolerate retaliation in any form toward anyone who in good faith reports safety concerns. Additionally, Manpower ensures the existence of sound safety practices and programs throughout all operational activities and procedures throughout the organization.

To make the workplace safe for you and your fellow associates, it's your responsibility to:

- **Notify your Manpower Representative of any requested changes in your job duties or if you're asked to operate equipment or perform a task for which you have not been trained.**
- Understand the safe practices for your general work area and your job.
- Comply with all safe work practices and wear required personal protective equipment for your job assignment.

- Wear clothes appropriate to the job you'll perform. If you have questions about what to wear – or what not to wear – ask your Manpower Representative.
- Immediately report all unsafe working conditions to your supervisor, as well as to your Manpower Representative.
- Operate only those machines, tools or vehicles that your Manpower Representative has indicated are part of your assignment and for which you've received instruction or training.
- Tell your supervisor that you must first contact your Manpower Representative if you're asked to perform an unsafe task, to work on unsafe equipment, or to work on equipment for which you've not received proper training, such as a forklift. Then, contact Manpower immediately. If you're working during a time when you're unable to reach your Manpower Representative, inform the client that you cannot perform those tasks without approval from Manpower. Then, contact your Manpower Representative as soon as possible.
- If you receive a life threatening or other significant injury that requires immediate medical care, 911 should be called.
- If you receive a non-life-threatening injury, contact your supervisor and call Manpower. See additional safety instructions on page 2.

Employee Citations and Written Warnings. Manpower tries to take every precaution to ensure the safety of our associates. These precautionary measures will prove worthless without your complete cooperation. Should you have an accident or become injured on the job, you may be tested for drugs and/or alcohol.

Failure to follow safety guidelines while working for Manpower, or failure to heed any safety rules (even if not specified herein) may result in a written warning and may be grounds for immediate reassignment or termination. Failure to follow safety guidelines may result in a denial of a work injury claim under the Worker's Compensation Act.

Meal and Rest Periods. Manpower is committed to compliance with all legal requirements regarding meal and rest periods. No employee, supervisor or management representative of Manpower or Manpower's client may violate the applicable legal requirements. It is a condition of your employment and continued employment that you agree to abide fully with the law and these rules. This means you must take legally required meal and rest periods. Failure to do so may result in disciplinary action, including the possibility of immediate discharge. Federal law regarding meal and rest period requirements under applicable state law may be provided by your local Manpower representative during onboarding or from the Department of labor at <http://www.dol.gov/whd/state/meal.htm>.

Unless state or local law requires otherwise, when Associates are offered short breaks (usually lasting between 5-10 minutes), the breaks are compensable work hours that should be included in the total hours worked during the workweek and considered in determining if overtime was worked. These rest periods are paid and should not be entered in the time entry system separately. Bona fide meal periods (typically lasting at least 30 minutes) are not work time and are not compensable when no work is performed during that time. Please contact your Manpower representative with any questions about break and rest times.

Family & Medical Leave Act. Manpower's Family and Medical Leave Act (FMLA) Policy complies with the Federal FMLA and applicable state laws. Where any applicable federal, state or local law or regulation gives associates greater rights than Manpower's policy, Manpower will comply with such law or regulation. Furthermore, any leave of absence taken under any applicable state or local law will run concurrently with FMLA leave to the fullest extent permitted by applicable law. To be eligible for FMLA benefits, you must have worked for Manpower:

- For at least 12 months (need not be consecutive)
- A minimum of 1,250 hours during the previous 12 months

Based out of a Manpower location that has at least 50 employees working within a 75 mile radius

An eligible associate may be provided up to a total of 12 workweeks of unpaid leave during any 12-month period for one or more of the following reasons:

- The birth, adoption, or foster placement of a child
- The care of a spouse, child, or parent with a serious health condition
- The care of oneself because of a serious health condition
- Military family leave for a qualifying exigency while the Associate's spouse, son, daughter or parent is on covered active duty status or has been notified of an impending call or order to active duty in a foreign country

The 12-month period for leave as described above is calculated on a rolling 12-month period, which is measured looking backward from the date an Associate uses the FMLA time

An eligible Associate who is the spouse, son, daughter, parent or next-of-kin of a current service member or veteran may be provided up to a total of 26 workweeks of unpaid leave in a single 12-month period for Military Caregiver Leave to care for a covered service member with a serious illness or injury incurred in the line of duty, on active duty or a veteran who was discharged or released under conditions other than dishonorable at any time in the five-year period prior to the date the Associate takes leave to care for the veteran undergoing medical



treatment or recuperation for an injury incurred in the line of duty on active duty. The 12-month period for Military Caregiver Leave begins on the first day the Associate takes military caregiver leave.

An eligible Associate is entitled to a total of no more than 26 weeks of leave in a 12-month period for all types of FMLA leave described above.

If both spouses are employed by Manpower and are eligible for FMLA leave, they are jointly entitled to a combined total of 12 workweeks for birth, adoption or foster care placement of a child or for care of a parent with a serious health condition. If each spouse has used a portion of the 12-week entitlement for one of the above purposes, each is entitled to take the remainder of the 12-week period to care for a child or spouse with a serious health condition or for their own serious health condition. If both spouses are employed by Manpower and are eligible for FMLA leave, they are entitled to no more than a combined total of 26 weeks of leave during the relevant 12-month period to care for a service member with a serious injury, for the birth or placement of a child or to care for a parent with a serious health condition. In no event may they take more than a combined total of 12 weeks for the birth or placement of a child or to care for a parent with a serious health condition.

Leave for childbirth, adoption or foster care must conclude within 12 months of birth or placement.

Manpower will maintain group health insurance coverage for an associate on FMLA leave if the associate was enrolled in the group health insurance plan prior to taking the FMLA leave of absence. Upon being approved for FMLA, you will be advised of the procedure for paying any required premiums. In some instances, Manpower may recover premiums paid to maintain health coverage for an associate who fails to return to work from FMLA leave.

Use of FMLA will not result in the loss of any employment benefit earned or that you may have been entitled to before the FMLA leave. On your return, you will be reinstated to the same or equivalent position as required by law.

When seeking FMLA leave, you're required to provide to a Manpower representative:

- Thirty-day advance notice of the need to take FMLA leave when the need is foreseeable
- Notice of an unforeseeable leave as soon as practical after learning of the need for leave – generally within the usual and customary notice and procedural requirements for reporting absences

Your Manpower Representative will provide you with any additional documents that may be required.

Pregnancy Rights. If you are pregnant, recovering from childbirth, or have a common condition related to pregnancy, you have the right to:

- Ask your employer for a reasonable accommodation for your pregnancy, such as more frequent bathroom breaks, assistance with heavy work, a private space for expressing milk, or time off to recover from your pregnancy.
- Reject an accommodation offered by your employer for your pregnancy that you do not desire.
- Continue working during your pregnancy if a reasonable accommodation is available which would allow you to continue performing your job.

Your employer cannot:

- Discriminate against you because of pregnancy.
- Retaliate against you because you requested a reasonable accommodation.

Substance Abuse. Alcohol and drug abuse can cause health, safety, and security problems. Manpower expects all associates to assist in maintaining a work environment free from the effects of alcohol, drugs, or other intoxicating substances. In addition, associates are prohibited from reporting to work under the influence of drugs or alcohol.

Our Substance Abuse Policy.

Manpower's Substance Abuse Policy prohibits the workplace distribution, sale, purchase, possession, or use of narcotics, drugs, alcohol, inappropriate use of prescription medication, or any illegal or controlled substance. Any associate whose manager/supervisor has a reasonable suspicion that the associate is in violation of this policy may be required to undergo a drug/alcohol test as permissible under state law. Violations of this policy may result in termination of employment.

Certain Manpower clients, but not all, may require employee Associate or applicant assigned by the Manpower to a client to undergo alcohol and/or other drug screening as a pre-assignment and/or post-assignment condition and the Company may elect to require such screening in accordance with applicable law. Testing methods may include urine, saliva, or hair analysis.

If an Associate tests positive, termination will occur, and the Associate will be eligible for rehire after six months and after a negative drug test result or after proof of enrollment in or successful completion of rehabilitation program and a negative drug test result.

For pre-assignment purposes, an Associate may be requested to submit to screening. If the Associate declines to submit to screening, the Company may refuse to employ or to assign the Associate to an assignment. However, refusal to submit to screening will not result in termination from Manpower. Any adulterated specimen will be viewed as a positive result and will be treated as such.

For post-assignment purposes, an Associate may be requested to submit to screening at no expense to the Associate, based upon reasonable suspicion or after an accident, or as part of a random or periodic drug testing program in accordance with state law. . The Associate may decline to submit to the screening, however the Company may terminate the Associate's assignment or employment with the Company, if this occurs. If the Associate tests positive for the illegal use of a drug or of alcohol, the Associate will be terminated from employment with the Company. Any

adulterated specimen will be viewed as a positive result and will be treated as such. State law may allow for a denial or a reduction of any worker's compensation benefits an Associate may be entitled to if the Associate tests positive for alcohol or other drug use or refuses to be tested after a workplace accident. Any Associate who is taking an over the counter or prescription drug while working shall notify his/her Manpower manager or onsite supervisor, if applicable, if the medication may affect or impair work performance or safety.

Violence-Free Workplace. Manpower is strongly committed to providing a violence-free workplace and has adopted a zero-tolerance policy. Violence, threats of violence, or intimidation of Manpower staff or associates, vendors, or client employees will not be tolerated. Examples include, but are not limited to:

- Physical assault such as hitting or shoving an individual
- Threatening harm to an individual or his/her family, friends, or associates
- The intentional damage or destruction of, or threat of damage or destruction to, property
- Harassing or threatening communications
- Harassing surveillance or stalking
- The suggestion or intimation that violence is appropriate
- Possession or use of firearms or weapons under any circumstances on Manpower or client property or elsewhere in connection with employment with Manpower will not be tolerated consistent with applicable state laws. Manpower prohibits weapons in the workplace. For more information about the weapons policy by state or if you have any questions, please contact your Manpower Representative.

Violations of this policy may result in termination of employment. If you experience an actual or perceived threat of physical violence including intimidation, harassment, or coercion, immediately report the incident to your manager/supervisor. In life-threatening or emergency situations, call your local police department or 911.

Solicitation/Distribution. This policy applies to solicitation, distribution in and on Manpower's and our clients' premises.

This policy is deemed necessary because Manpower recognizes the need to restrict and control solicitations, and the distribution of literature on its and our clients' premises for the purpose of avoiding disruption or loss of productivity, and to ensure that Manpower is providing excellent service to our clients.

Solicitation and distribution of literature by non-Associates on Manpower property is prohibited. Solicitation and distribution of literature and other materials by Manpower associates on Manpower's or our clients' premises for any purpose is prohibited during work time. Distribution is also prohibited at all times in Manpower's or our clients' working areas. "Work time" is the time when the person doing the soliciting or distributing, or the person being solicited or receiving the distribution, is or should be working and does not include rest or meal breaks. "Work areas" do not include restrooms, break rooms or cafeterias. This policy must be followed concurrently with any solicitation or distribution policies maintained by Manpower's clients, which may be more specific than this policy. Any violation of this or a Manpower clients' policy may result in discipline, up to and including termination of an assignment or employment with Manpower.

Wiretapping, Eavesdropping and Recording. Permitting Manpower Associates to record or otherwise eavesdrop on each other in the workplace risks damaging employee morale and other legitimate business interests of the Company and its clients. Workforce members are more likely to engage in candid discussions and productive exchanges of views in an environment in which they feel free from recording. Surreptitious audio and video surveillance also may violate reasonable expectations of privacy of Associates and others in the workplace at the Company or at a client. Furthermore, recording may put the Company's and clients' confidential business information at risk. For example, an Associate could capture client trade secrets on a smart phone that might later be lost or stolen, thereby potentially compromising those trade secrets.

Therefore, Associates are prohibited from recording audio or video on Company or client premises without written permission from Manpower management. Additionally, Associates may not record or eavesdrop on work-related conversations without the consent of all participants in the conversation. This applies to conversations in any form, including electronic communications. For example, without consent, Associates may not listen in on work-related telephone calls, intercept instant messages, or auto-forward emails of other employees to themselves.

Associates do not have to participate in a conversation that is being recorded without their consent and can refuse to have a discussion with anyone who insists on such recording. Associates should report recording that takes place without their consent to the Manpower Franchise Owner, Doug Orear at 309-674-4163. Please note that in some circumstances, for example call center Associates answer calls on recorded lines, recording may be a condition of employment.

Any violation of this policy may result in disciplinary action, up to and including immediate termination of employment.

Use of Information Technology Resources. Because you may perform job tasks on laptops, desktops, network stations, mainframe and other Information Technology (IT) resources that belong to Manpower or our clients, you must comply with these rules.

Do not:

- Use Manpower's or our client's IT equipment for non-job-related activities during work time (the time you are expected to be working, which does not include rest, meal or other authorized breaks)
- Use another person's user I.D., attempt to use a user I.D. for unauthorized purposes, or give your user I.D. or password to an unauthorized person
- Add, change, delete, download, upload or copy software to or from any client equipment
- Copy, distribute or use software or other information without first obtaining permission from the copyright owner
- Modify the software configuration (e.g., add a screensaver)
- Connect, remove or insert technology components or equipment, including floppy disks, CDs, modems, memory or processor chips or cards, unless specifically authorized
- Move equipment without explicit authorization from the client
- Produce, store, display or transmit material that is or could be perceived as sexually explicit, suggestive, harassing or vulgar
- Use equipment for any activity that is malicious, threatening, intentionally false, obscene, maliciously offensive, or invades another's privacy
- Send email to random recipients, email with executable software attached or email anything that contains or has attached any private, confidential or proprietary information (defined below) belonging to either Manpower or our client

Manpower and our clients reserve the right to access and monitor your use of their company property, including the use of company data networks, to determine compliance with their policies. **Your failure to comply with these policies may lead to disciplinary action, including termination of employment.**

Our clients may have additional and/or more comprehensive policies/procedures/guidelines related to your use of the client's IT equipment. Manpower expects you to familiarize yourself with those policies/procedures/guidelines and direct any questions you have to your Manpower representative.

Non-Disclosure of Confidential or Proprietary Information Belonging to Manpower or Our Client.

During the course of your employment with manpower and/or assignment to our client, you may gain access to Confidential or Proprietary Information belonging to Manpower and/or our client. Confidential or Proprietary Information includes information and the compilation of information related to the operation of Manpower and/or our client that derives economic value, actual or potential, from not being generally known to or readily available or ascertainable by other persons or entities who can obtain economic value from its disclosure to or use by them. Examples of Confidential or Proprietary Information include promotional methods, techniques and methods of operations, trade secrets (as defined by applicable law), potentially patentable products and processes, financial records, profit, performance reports, processes, projections, business plans, customer information, customer lists, vendor information (including vendor contracts and costs), and personal information (social security number, protected health information, credit card numbers, drivers' license numbers, mother's maiden name, complete date of birth, minor children's names) about any third party or other employee of Manpower or our client to which you gain access through your employment with Manpower and/or assignment to our client.

You agree to keep Confidential or Proprietary Information confidential and not to disclose such Confidential or Proprietary Information to anyone except those persons expressly authorized to have access thereto. You shall not use or permit the use by others of Confidential or Proprietary Information for any purpose(s) other than to perform the work or services as may be directed in conjunction with your assignment.

Our clients may have additional and/or more comprehensive policies/procedures/guidelines related to their Confidential or Proprietary Information. Manpower expects you to familiarize yourself with those policies/procedures/guidelines and direct any questions you have to your Manpower Representative.

Nothing in this policy is intended to prohibit good faith reporting of possible violations of federal law or regulation to any government agency or entity, or in making disclosures where such disclosures are protected under federal law or regulation, and advance notice of such disclosures is not required to be provided to Manpower.

Intellectual Property. Any and all discoveries, inventions (including but not limited to improvements or modifications) or literary or other works relating to the work you perform while on assignment or suggested by matters disclosed in conjunction with your assignment, whether or not patentable, copyrightable or otherwise subject to registration or protection which are made or conceived by you, solely or jointly with others, are works made for hire and shall be the property of Manpower or its designee. You must agree to provide Manpower or its designee with a complete written disclosure of each invention, discovery, literary or other work and further agree to sign necessary documents and give Manpower or its designee all other reasonable assistance necessary to perfect and maintain whatever rights Manpower or its designee deem appropriate, without charge to Manpower or its designee but without expense to yourself

At-Will Employment. Your employment with Manpower is "at-will." That means your assignment and/or your employment can be terminated at any time by you or Manpower with or without cause and with or without notice. This "at will" status can be changed only by a written contract signed by Manpower Franchise ownership or his/her designee.

Attendance. Consistent attendance and punctuality are essential elements for quality service and teamwork. Associates who fail to follow procedures, provide the required notifications, or who have a pattern of regular absenteeism or tardiness that is not protected by law will be subject to corrective action, up to and including termination.

The following policies apply:

- If you are going to be late or absent from work—you are required to notify Manpower prior to the start of your shift.
- If you fail to notify Manpower, your absence may be classified as no call/no show and may result in progressive discipline up to and including termination.
- If you are absent for more than three days or have a poor attendance record, Manpower may require a physician's note.
- If, for two consecutive days, you fail to call or report for work, Manpower will consider that you have voluntarily resigned from your position, and you will be deemed ineligible for rehire.

Assignment Availability Policy. This policy only applies after you have been on at least one assignment with Manpower. To maintain employment status with Manpower, you must keep us informed as to your availability. When you complete an assignment, notify Manpower by phone within 48 hours (exceptions noted below), and then every week until you are placed on a new assignment. If you do not contact us, then we will consider you unavailable for work and to have voluntarily resigned from employment.

Unemployment Compensation. If you fail to comply with the Assignment Availability Policy listed above, Unemployment Compensation benefits may be denied by the applicable state agency.

Manpower Privacy Notice for U.S. Residents. Manpower cares about the privacy of our applicants, employees and clients. This notice contains information about how we handle your personal information. We collect and process your personal information for the following purposes where necessary:

- to maintain our contractual or business relationship with you,
- for employment-related services where applicable,
- to tell you about the products and services we offer,
- to contact and correspond with you,
- for the management and defense of legal claims and actions, compliance with court orders and other legal obligations and regulatory requirements, and as otherwise permitted by law.

Manpower may disclose your personal information for these purposes to other Manpower entities, affiliates, suppliers, subcontractors who perform services on our behalf, clients if you are seeking employment, an acquiring organization if Manpower is involved in the sale or transfer of some or all of its business, and where we are otherwise required to do so, such as by court order.

Manpower collects, processes, and discloses sensitive personal information, such as Social Security Numbers, only if required to comply with legal obligations, if there is a compelling business reason to do so, or with your consent.

If you would like more information about Manpower's privacy practices, please contact management at your local Manpower office, by visiting our website at www.manpowerillinois.com, contact us by emailing us at data.privacy@manpowergroup.com or by writing to us at:

ManpowerGroup • Attn.: Data Privacy Project Manager
100 Manpower Place • Milwaukee, Wisconsin 53212

Reasonable Accommodation. Manpower will work with its clients to make reasonable accommodations for the physical and mental disabilities of otherwise qualified Associates, unless the accommodation would impose an undue hardship. Because the need for an accommodation is often not apparent, it is the responsibility of the Associate to make Manpower aware of the disability and to request an accommodation. Associates should contact their local Manpower office or onsite Manpower representative regarding any accommodation requests. An Associate may be asked to provide medical evidence to support the need for such accommodation.

Anti-Harassment/Anti-Discrimination. All Manpower employees are entitled to work in an environment that is free from harassment, inappropriate conduct, hostility, and intimidation based on gender, race, color, national origin, pregnancy, sexual orientation, gender identity, age, religion, genetic information, disability, veteran status or any other basis protected by law.

Manpower strongly disapproves of and will not tolerate inappropriate conduct or harassment of Associates by supervisors, co-workers or others in the workplace, such as customers or vendors. Manpower is committed to complying with all applicable local, state and federal laws prohibiting harassment in the workplace.

While the law may provide for various interpretations of what constitutes illegal harassment, Manpower realizes that any type of inappropriate conduct or harassing behavior based on gender, race, color, national origin, sexual orientation, gender identity, pregnancy, age, religion, genetic information, disability, or any other category protected by law is inappropriate in the workplace. Therefore, Manpower will not tolerate any behavior that creates an intimidating, offensive or hostile work environment or that interferes with work performance. Examples of inappropriate

conduct or harassing behavior include, but are not limited to: racial slurs, ethnic jokes, stereotyping, the display of posters or other materials that are offensive or show hostility to a group or individual based on a protected category as defined above.

Included in this policy is a prohibition of sexual harassment. Sexual harassment includes but is not limited to:

Unwelcome sexual advances, requests for sexual favors, unwanted physical contact, including touching, patting, pinching, etc., unwelcome comments of a sexual or demeaning nature, the display of sexually offensive posters, pictures or objects.

Any use of an Associate's submission or rejection of the conduct described above as the basis for employment decisions affecting the employee (such as hiring, firing, promotions, compensation or working conditions).

Any explicit or implicit implication that submission to such behavior is a term or condition of the individual's employment.

Manpower requests that you report all incidents of harassment or discriminatory conduct to us. Contact your Manpower Representative, and/or Doug Orear with Manpower of Central Illinois's Employee Relations at 309-674-4163. Manpower endorses an open-door policy where all Associates should feel free to discuss concerns or other work-related issues with management.

Manpower's response to a complaint of harassment or discriminatory conduct will include:

- **Confidentiality.** We will maintain confidentiality to the extent possible under the specific circumstances and in accordance with applicable laws.
- **Investigation and Discipline.** Manpower will promptly and thoroughly investigate all complaints or harassment or inappropriate conduct. If it is determined that inappropriate conduct has occurred, Manpower will provide an appropriate remedy, including, but not limited to, the discipline and/or termination of the offending employee.
- **Zero Tolerance of Retaliation.** Retaliation will not be tolerated in any form toward anyone who in good faith makes a complaint or participates in an investigation. Retaliation is an adverse action taken against an individual who has engaged in protected activity such as making a complaint or participating in an investigation. Manpower requests that you immediately report all incidents of alleged or perceived retaliation to Doug Orear, Employee Relations at 309-674-4163 for investigation under this policy.

BIOMETRIC INFORMATION PRIVACY POLICY. In order to efficiently and securely track associates' time records, Manpower (hereafter referred to as "the Company") may use a biometric timekeeping system. The Company may use third-party timeclock to supply it with biometric timekeeping systems. The Company may also rely on biometric timekeeping systems provided by its clients' timeclock vendors. In order to comply with various laws concerning biometric data (including the Illinois Biometric Information Privacy Act), the Company has instituted the following policy:

Biometric Identifier defined: "Biometric identifier" means a retina or iris scan, fingerprint or voiceprint, or scan of hand or face geometry.

Biometric Information defined: "Biometric information" means any information, regardless of how it is captured, converted, stored, or shared, based on an individual's biometric identifier used to identify an individual.

Biometric Identifier/Information Collection: The Company may utilize biometric technology for the purpose of identifying associates and recording time entries using systems provided by its third-party timeclock, or its clients' timeclock vendors. As part of this system, the Company/Vendor collects and/or stores associates' biometric identifiers and biometric information.

Consent: In order to use Biometric Information, you will be asked to sign a consent form authorizing the Company to use this information. If you work in Illinois, it is a condition of employment with the Company that you sign the consent form.

Disclosure: The Company will not sell, lease, trade, or otherwise profit from an employee's biometric identifier or biometric information. Nor will it authorize its timekeeping vendors or clients to engage in any such activity. Neither the Company nor its timekeeping vendors or clients will disclose or disseminate an employee's biometric identifier or biometric information unless:

- The employee or the employee's legally authorized representative provides consent to such disclosure;
- The disclosure completes a financial transaction requested or authorized by the employee or the employee's legally authorized representative;
- The disclosure is required by state or federal law, or municipal ordinance; or
- The disclosure is required pursuant to a valid warrant or subpoena.

Storage: Once captured, an employee's Biometric Information is converted into an encrypted data string (i.e., biometric template) and stored securely by the Company's timeclock vendors or its clients' timeclock vendors on the timeclock vendors' electronic servers.

Retention Schedule: An employee's Biometric Information (i.e., biometric template) will be retained only until the initial purpose for collecting or obtaining the biometric identifiers or information has been satisfied, or within 3 years of the employee's last interaction with the Company, whichever occurs first.

Tips for Success

Follow these guidelines to be productive and make your assignments with Manpower more enjoyable.

- Be on time every day that you work.
- Introduce yourself to the person to whom you are to report.
- Ask questions to ensure you understand what you're being asked to do. But, try to avoid unnecessary conversation and delay.
- Be polite, cooperative and willing to help whenever you're asked.
- Maintain confidentiality. You should never discuss your work with anyone other than your supervisor.
- Notify your Manpower Representative of any requested changes in your job duties or if you're asked to operate equipment or perform a task for which you have not been trained.
- Do not make or receive personal telephone calls at work, except in the case of a true emergency. You're allowed to make telephone calls during breaks and lunch periods only. Cell phones are not allowed.
- Notify your supervisor immediately when you finish your work. Ask if there's more work you can do. If none is given, use your free time constructively.
- Wear appropriate attire for your assignment.
- Don't walk off the job. If your job is not running smoothly, call Manpower. We are your employer and can help you with any job-related problem. Please keep in close contact with us.
- Report all hours worked, on time, to prevent delays in your pay.

