



ASSOCIATE HANDBOOK

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Welcome

Thank you for Choosing Manpower. We are committed to helping you navigate your career journey and providing you with the tools and resources you need to be successful. As a valued Associate you have the opportunity to:

- Explore new careers.
- Experience different industries.
- Learn about different companies.
- Find a job that's just right for you.

This handbook can assist you with questions about your employment and provide you with information about your benefits so keep it handy as a resource. And remember, your Manpower Representative is always available should you have any questions.

Introduction

The Associate Handbook is not a contract of employment and does not guarantee employment or employment for a specific duration. Your employment is at-will. This means that either you or Manpower can end the employment relationship at any time, for any reason, with or without cause, unless prohibited by law. No manager or supervisor has authority to enter into a contract of employment that changes or alters your at-will status.

Not all of Manpower policies and procedures are set forth in this Associate Handbook. Client and worksite specific policies will be provided in onboarding, at orientation or at the worksite. Manpower reserves the right to modify, suspend, revoke, terminate or change any of its policies, procedures, practices or benefits at any time, with or without notice. If you have any questions or concerns about this Associate Handbook or any other policy or procedure, please reach out to your Manpower Representative.

Nothing in this handbook or in any other document or policy is intended to violate any local, state or federal law. Nothing in this handbook is intended to limit any concerted activities by employees relating to their wages, hours or working conditions, or any other conduct protected by Section 7 of the National Labor Relations Act. Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission ("EEOC"), National Labor Relations Board ("NLRB"), Securities and Exchange Commission ("SEC") or any other federal, state or local agency charged with the enforcement of any laws.

Our Values

People



We care about people and the role of work in their lives. We regard people as individuals, trusting them, supporting them, and enabling them to achieve their goals for work and in life. We help people develop their careers through planning, coaching and training. We recognize everyone's contribution — our Staff, our Clients, our Associates and our Candidates— to our success.

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 worldwide practices.

Innovation

We lead the World of Work. We dare to innovate, pioneer, and evolve. We never accept the status quo. We constantly challenge the norm to find new and better ways of doing things. We thrive on our entrepreneurial spirit and speed of response; taking risks, knowing that we may not always succeed, but never exposing Associates or clients to risk.

Assignments

Assignment Acceptance

Manpower is your employer, not the client to which you may be assigned. When you accept an assignment with Manpower, we will provide you with*:

- Client Information – work location and supervisor’s name.
- Assignment Details – Pay rate, start date, expected end date, work hours, job duties, dress code, safety equipment (if any), meal/break times, time reporting method.
- Safety details including potential hazards
- First Day Instructions, Directions, Check-in Procedures

***Additional information may be provided to you by your local Manpower office as required by applicable state law. ***



We will never pressure you to accept an assignment – the decision is always up to you. However, when you accept an assignment, we ask that you please commit to completing the assignment unless there are extenuating circumstances. Contact your Manpower Representative right away if you have questions or the assignment is not the right fit for you.

Communication Expectations

Call your Manpower Representative to tell us if:

- You are going to be late or unable to report for work. Failure to contact us could be cause for termination.
- You are ill or otherwise feel you can’t complete the assignment.
- The work you are asked to do is substantially different from the work described to you by your Manpower Representative or you are asked to operate equipment or perform a task for which you have not been trained or authorized.
- The work environment appears unsafe
- The work environment appears unsafe.
- You feel Manpower’s Equal Employment Opportunity or Anti-Harassment Policies are being violated
- You have changed your address, telephone number, email address or made a change to your banking relationship that would impact your direct deposit.
- Your assignment ends. You must call us within 48 hours to let us know of your availability for your next assignment.
- 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.

Assignment Expectations

As a Manpower Associate you are expected to:

- Report all hours worked on time and accurately to prevent delay in your pay.
- Be on time and work all assigned hours
- Ask questions to ensure you understand what you are being asked to do but try to avoid unnecessary conversation and delay.
- Maintain confidentiality. You should never discuss confidential Company information with anyone other than your supervisor or those with a business need to know.
- Only make phone calls during working time if it is a true emergency. Personal calls should only be made during breaks, lunch periods or other designated non-working time.
- Comply with the dress code and wear all required safety equipment (if applicable).

If Injured on the Job

Of course, we hope that you'll never be injured on the job. However, if you are, we want you to receive the most appropriate care without delay. If you receive a life- threatening or serious injury on the job that requires immediate medical attention, dial 911 immediately. For all other injuries, follow the process below:

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

Time & Pay

You will be paid on a weekly basis. Manpower's payday is the Friday following the week you worked. To avoid delay in pay, it is your responsibility to:

- **Accurately report all hours worked.** Record the time you start and end work and the time you start and return from any meal period (if required).
- **Report your time every week by midnight on the Sunday following the week you worked.** Manpower's standard work week is Monday 12 a.m. through Sunday 11:59 p.m.
- **Confirm your time has been submitted and approved.** Time must be reported per Client requirements, using one of the methods discussed under the Time Reporting Section.



Time Reporting

Depending on the client and site location where you work, you'll 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.

You must never work “off the clock” or without detailing the time you have worked. You should report to your Manpower Representative immediately if anyone asks you to do so. In addition, you must never work “extra” hours 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.

WebCenter

WebCenter is Manpower's online timekeeping system. You will be issued a username and password which will enable you to access your employment records online. 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 WebCenter, enter your username and 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.

Time Clocks

To record your “in” and “out” times while on assignment, you may be asked to use a badge to swipe a clock, enter a PIN, or use facial recognition (where allowed by law).

Paper Timeslips

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

Vendor Management Systems (VMS)

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

NOTE: If you are assigned to a client who uses WebCenter, a swipe clock or paper timeslips are not to be used. You are required to enter all of your time using the time capture method the client has chosen to receive your pay.

If you have any questions about the time entry systems, please contact your local Manpower office.

Wages

Your wage may vary from assignment to assignment. Your Manpower Representative will tell you how much the job will pay before you accept the assignment. Your weekly pay is based on your completed and submitted time. 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 you earned prior to the date of termination.

Direct Deposit Convenience

Direct deposit 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. Employees are permitted to select payment by paycheck as well.

Manpower provides electronic access to your wages and year end statements (W2) through WebCenter. Each week you work, you'll receive an earnings statement via email which shows your deductions and the amount that was deposited into your account (statements are available to be sent US Mail if requested). Your financial institution will also have records of the deposits made to your account.

Manpower provides you with direct deposit at no charge. To enroll, please work with your Manpower Representative.

Note: Should you choose not to participate in direct deposit, Manpower will deliver your paycheck through regular U.S. mail or the other options described below.

Making Changes to your Direct Deposit

For your safety, changes to your existing direct deposit must be made in person by presenting documentation confirming your account information. You *may* be able to text or email change requests as long as the number or email account you are messaging from matches what is on file at the Manpower office. These extra measures are to maintain the safety and integrity of your pay.

Other pay options that may be available to you include:

- **Manpower Paycard:** This debit card gives you convenient access to your funds at ATMs and retail locations. Note: Your Manpower PayCard relationship is with the card provider, not with Manpower.
- **Paper Check:** If you opt to receive a paper paycheck, it will be sent via U.S. Postal Service, delivered to the address that you have on file with the Manpower office. Paychecks are mailed on Wednesdays. Holidays or postal service delays may impact the delivery date of your paycheck. Failure to notify the Manpower office of an address change will result in a delayed or possibly lost paycheck. The day/time your paper check is received is dependent on the US Postal Service, not Manpower.

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 higher than your own 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.

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 1,800 hours during the 52 weeks prior to the holiday. You also must 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 Manpower 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.

Insurance Benefits

Manpower associates may participate in our health, dental or vision insurance plans effective the first of the month following 60 days of employment. You will receive information regarding your eligibility, pricing and coverage options within your first month of employment and then annually during open enrollment.

401k

Associates who are at least 21 years of age may elect to participate in Manpower's 401k program after their one-year anniversary and at least 1000 hours worked on assignment. To see detailed plan information on this benefit, please check the documents section in WebCenter.

Paid Leave

Effective January 1, 2024, Manpower Associates will earn one hour of paid leave for every 40 hours worked – not to exceed a total of 40 hours annually. Leave may be used beginning the 90th day following the start of employment (or the 90th day after the law is effective, whichever is later). Paid leave may be taken for any reason. Minimum usage is 2 hours. If there is a break in service of less than one year, previously accrued and unused leave will be reinstated and the 90-day waiting period will not apply. Breaks in service greater than one year will not retain previously accrued and unused leave and the 90-day waiting period will apply. Unused leave benefits are not paid out upon termination.

Requesting and reporting leave. An eligible employee must contact their Manpower office with notice of the request to use leave and the expected duration of the leave. If the absence is foreseeable, the eligible employee must provide notice at least **three days** in advance of the work shift to which the leave relates. If three days' notice is not possible, notice is to be provided as soon as practicable. It is the eligible

employee's responsibility to report the use of leave to the Manpower office. Hours may not be used until they are accrued. Eligible employees will not be required to find a replacement worker when taking leave under the Program, nor will they be required to work an alternate shift to make up for the use of leave. If there is any change to the expected duration of the leave, the eligible employee must notify the Manpower office as soon as practicable.

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

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

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 review Manpower's policies. You will be asked to indicate your understanding and acceptance of these policies by signing the electronic acknowledgement in our electronic onboarding or the paper acknowledgement given to you by your Manpower representative.

Equal Employment Opportunity

Equal employment opportunity is not only the law, but also an extension of Manpower's core values and guides our daily interactions. Manpower does not discriminate against any employee or applicant based on the following legally protected characteristics: age, race, color, religious beliefs, national origin, pregnancy (including childbirth, lactation and related medical conditions), sexual orientation, gender, gender identity, genetic information (including testing and characteristics), physical or medical disability, veteran or uniformed service member status, or any other status protected by applicable local, state or federal 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 everyone's contribution to our success.

If you believe you have been discriminated against in violation of this policy, either by Manpower or by a Manpower client immediately report this to your 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. Any reported concern 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. We strive to always provide safe and healthy working conditions. 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 duties.
- Comply with all safety guidelines and wear the required personal protective equipment.
- Wear clothes appropriate to the job duties you are required to 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 onsite 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.

If you are asked to perform an unsafe task, work on unsafe equipment or operate equipment for which you have not received proper training, such as a forklift, do the following:

- Tell your supervisor that you must first contact your Manpower Representative and 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.
- All accidents, regardless of whether they cause an injury or property damage, as well as near misses must be reported to your supervisor and Manpower immediately. Failure to promptly report could lead to disciplinary action up to and including termination.

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 your Manpower Representative. (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.

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.

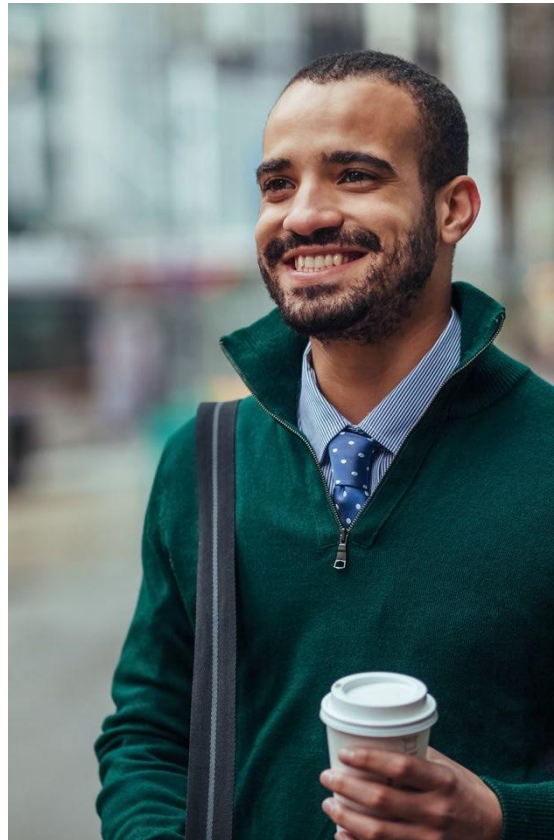
The following attendance policies apply:

- 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 you to have voluntarily resigned from your position and you will be deemed ineligible for rehire.

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 meals and rest periods. Failure to do so may result in disciplinary action, including the possibility of immediate discharge. Federal law does not require meals or rest periods. However, state laws may have additional meal and rest period requirements. Specific information regarding meal and rest period requirements under your 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 5-20 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, depending on state or local law) are not work time and are not compensable when no work is performed during that time. Please contact your local 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 those 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 covered 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 servicemember 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 servicemember 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 work weeks 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 servicemember 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 generally be reinstated to the same or equivalent position as required by law.

When seeking FMLA leave, you're required to provide the following 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

You will need to provide the applicable certification form depending on the leave reasons below; these forms may be obtained from your Manpower Representative and leave the signed photocopy with your medical provider(s).

- **Employee's Own Medical Condition:** Certification of Health Care Provider for Employee's Serious Health Condition
- **Child Care Leave:** Proof of your child's birth or placement, such as a copy of the child's birth certificate or hospital discharge record (for a newborn) or a copy of the foster care or adoption placement record/certificate (for a child placed in your home through adoption or foster care).
- **Care for a Family Member:** Certification of Health Care Provider for Family Member's Serious Health Condition
- **Servicemember Caregiver Leave:** Certification for Serious Injury or Illness of Current Servicemember or Veteran for Military Family Leave/Caregiver Leave
- **Qualifying Exigency Leave:** Certification for Qualifying Exigency for Military Family Leave

Medical certification must be provided to support the need for leave due to a serious health condition affecting the Associate or an eligible family member. Periodic re-certification may also be required (if applicable and necessary).

Manpower takes its FMLA obligations very seriously and will not interfere, restrain or deny the exercise of any rights provided by the FMLA. We will not terminate or discriminate against any individual for opposing any practice, or because of involvement in any proceeding related to the FMLA. If you believe your FMLA rights have been violated in any way, immediately report the matter to your supervisor or to Franchise Owner Doug Orear at 309-674-4163.

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, alcohol and/or other intoxicating substances.

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. Marijuana remains illegal as a matter of federal law, and the use and possession of marijuana and marijuana products on Manpower's premises, during work time, or while representing Manpower off premises, is prohibited. Manpower will reasonably accommodate Associates who use marijuana or marijuana products in accordance with the applicable state medical marijuana program to the extent required by law, but in no case may an Associate use or possess marijuana at work, during the workday, or come to work impaired.

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. 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.

If an Associate tests positive, termination will occur. 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 a rehabilitation program and a negative drug test result.

Violations of this policy may result in termination of employment.

Reasonable Suspicion

If your manager/supervisor has a reasonable suspicion that you may be in violation of this policy, you may be required to undergo a drug/alcohol test as permissible under state law. Reasonable suspicion generally includes displaying two or more symptoms of being under the influence of drugs and/or alcohol. Violations of this policy may result in termination of employment.

Client Requirements

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

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.

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 (including verbal, written, or electronic)
- 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 and 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' work 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 material during working time and in work areas on Company or client premises without permission from the 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 a 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 answering 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 working 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 flash drives, 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 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



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. It is your responsibility 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.

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, driver's 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.

If by virtue of your performance of your job responsibilities have the following information, should not disclose such information for any reason, except as required to complete job duties, without the permission of the employee at issue: social security numbers, driver's license or resident identification numbers, financial account, credit or debit card numbers, security and access codes or passwords that would permit access to medical, financial or other legally protected information.

Confidential Information does not include information lawfully acquired by non-management employees about wages, hours or other terms and conditions of employment, if used by them for purposes protected

by §7 of the National Labor Relations Act such as joining or forming a union, engaging in collective bargaining, or engaging in other concerted activity for their mutual aid or protection. Nothing in this Employee Handbook prohibits an employee from communicating with any governmental authority or making a report in good faith and with a reasonable belief of any violations of law or regulation to a governmental authority, or disclosing Confidential Information which the employee acquired through lawful means in the course of employment to a governmental authority in connection with any communication or report, or from filing, testifying or participating in a legal proceeding relating to any violations, including making other disclosures protected or required by any whistleblower law or regulation to the Securities and Exchange Commission, the Department of Labor, or any other appropriate government authority.

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.

Further, employees are hereby notified that under the 2016 Defend Trade Secrets Act (DTSA): (1) no individual will be held criminally or civilly liable under Federal or State trade secret law for the disclosure of a trade secret (as defined in the Economic Espionage Act) that: (A) is made in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney; and made solely for the purpose of reporting or investigating a suspected violation of law; or, (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal so that it is not made public; and, (2) an individual who pursues a lawsuit for retaliation by an employer for reporting a suspected violation of the law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court or arbitration proceeding, if the individual files any document containing the trade secret under seal, and does not disclose the trade secret, except as permitted by order in that proceeding.

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.

Employee Eligibility and Work Authorization

Manpower employs only individuals who are authorized to work in the United States and who comply with applicable immigration and employment law. As a condition of employment, every individual must provide satisfactory evidence of their identity and legal authority to work in the United States within three business days of commencing employment.

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 of your availability status within 48 hours, 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 Staff, Candidates, Associates and Clients. This notice contains information about how we handle your personal information. We collect and process your personal information for the following purposes when 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.

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 your responsibility to make Manpower aware of your disability and to request an accommodation. Contact your local Manpower office or onsite Manpower representative regarding any accommodation requests. You may be asked to provide medical evidence to support the need for such accommodation.

Anti-Harassment

All Manpower Associates 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 reserves the right to review harassment that takes place electronically between any parties, via text message, email message, social media, and all other forms of electronic communication. 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 race, color, gender, religion, age, sexual orientation, gender identity, national origin, disability, veteran status, genetic information, pregnancy 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 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 to 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 an individual's employment.

Manpower requests that you report all incidents of harassment or inappropriate conduct to us. Contact your Manpower Representative and/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 with management.

Manpower's response to a report or 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.
- **Appropriate Action.** Manpower will promptly and thoroughly investigate all complaints of 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 individual.
- **Good Faith.** The initiation of a good faith complaint of harassment or retaliation will not be grounds for disciplinary action, even if the allegations cannot be substantiated. Any individual who makes a complaint that is demonstrated to be intentionally false may be subject to discipline, up to and including termination.
- **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 the Manpower Franchise Owner, Doug Orear at 309-674-4163 for investigation under this policy.

Resolution Outside of the Company

The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an employee has the right to contact the Illinois Department of Human Rights (IDHR) or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. An IDHR 6 complaint must be filed within 180 days of the alleged incident(s) unless it is a continuing offense. A complaint with the EEOC must be filed within 300 days. In addition, an appeal process is available through the Illinois Human Rights Commission, (IHRC) after IDHR has completed its investigation of the complaint.

Where the employing entity has an effective sexual harassment policy in place and the complaining employee fails to take advantage of that policy and allow the employer an opportunity to address the problem, such an employee may, in certain cases, lose the right to further pursue the claim against the employer.

ADMINISTRATIVE CONTACTS

- Illinois Department of Human Rights (IDHR) Springfield: 217-785-5100 Springfield TTY: 866-740-3953
- Illinois Human Rights Commission (IHRC) Springfield: 217-785-4350 Springfield TTY: 217-557-1500
- United States Equal Employment Opportunity Commission (EEOC) Chicago: 800-669-4000 Chicago TTY: 800-869-8001

An employee, who is suddenly transferred to a lower paying job or passed over for promotion after filing a complaint with IDHR or EEOC, may file a retaliation charge, also due within 180 days (IDHR) or 300 days (EEOC) of the alleged retaliation. An employee who has been physically harassed or threatened while on the job may also have grounds for criminal charges, such as assault or battery.

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 timeclocks 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.

General Rules of Conduct.

Rules of conduct for Manpower associates are intended to promote professionalism at our client locations, as well as protect the rights of all employees. Violations, therefore, shall be regarded as cause for disciplinary action. These rules are published for the associates' information and protection. Ignorance of work rules is not an acceptable excuse for violation. It is each associate's responsibility to know the rules and abide by them. This list is not all-inclusive, and other rules may exist. For violation of any of the following rules, an associate shall be subject to penalties ranging from a formal written warning notice up to, and including, termination.

- Insubordination or refusal to comply with supervisor instructions unless such instructions are injurious to the employee's safety and health.
- Intentional falsification of payroll reports.
- Theft, intentional destruction, or defacing of Manpower's, its client's or employees' property.
- Sleeping on the job

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 willing to help whenever you're asked.
- Maintain confidentiality. You should never discuss confidential Company information with anyone other than your supervisor or those with a business need to know.
- 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 during working time, except in the case of a true emergency. You're allowed to make telephone calls primarily during breaks and lunch periods.
- Notify your supervisor immediately when you finish your work. Ask if there's more work you can do.
- If no additional work is provided, use your free time constructively.
- Comply with the dress code.
- Don't leave your job early. If your job is not going 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.
- Nothing in this handbook is intended to infringe upon employee rights under Section Seven (7) of the National Labor Relations Act (NLRA).