

MyStaf
Employee Handbook

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Welcome

Welcome to MyStaf. We pride ourselves on bringing employers and excellent employees together. Our relationship with our customers is determined by the quality of people we send them. We chose you for an assignment based upon your knowledge, skills and work ethic. We hope you find your assignment satisfying.

Mission Statement

MyStaf believes in placing people above policies and profits. By ensuring that those who come through our doors seeking employment are matched with clients who have specific staffing needs, our success is inevitable, and profits will surely follow. Our philosophy is one of quality and service. The customers we serve, both our temporary employees and our business clients, are our most important asset.

Introduction

This handbook applies to all employees placed in client companies. This handbook is not meant to be a rule book of do's and don'ts but rather a clear communication of our current normal business practices. No manual can cover every issue. We must all use good judgment, clear communication and fairness.

This handbook is designed to acquaint you with the company and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the company to benefit employees.

This handbook supersedes any statement regarding employment, whether written or oral, express or implied, which may conflict in any way with the "at will" employment policy of the company.

These policies are provided to inform employees of current policies but do not constitute a legal guarantee that the employer will continue the practices described in the written policies. Any exceptions made to the policies stated in the handbook must be made in writing and approved by the owner, Bert Huff.

Nature of Employment

Employment with MyStaf is at-will. The relationship is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, the company may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between

the company and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at the company's sole discretion.

Business Ethics and Conduct

The successful business operation and reputation of the company is built upon the principles of fair dealing and ethical conduct of our employees. Integrity and excellence require careful observance of the spirit and letter of all applicable laws and regulations, as well as, the highest standards of conduct and personal integrity.

The company will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, discuss the matter with your recruiter.

While you are on assignment, it is crucial you do not put your own interests above those of MyStaf or the company you are assigned to.

Equal Employment Opportunity/Sexual Harassment

Equal Employment Opportunity

The company is an equal opportunity employer that maintains a policy of nondiscrimination with respect to all employees and applicants for employment. All personnel actions, such as recruitment, hiring, training, promotion, transfer, layoff, recall, compensation and benefits, discipline, termination, and educational, recreational, and social programs are administered without regard to race, color, sex, religion, national origin, age, disability of otherwise qualified individuals, or any other status protected by law. Employment decisions, subject to the legitimate business requirements of the company are based on the individual's qualifications, merit and performance. MyStaf expects all customers to adhere to the same standards.

Harassment

The company will not tolerate harassment of its employees, whether committed by a customer, fellow employee, a member of management, or a visitor to your workplace, such as a vendor, supplier or customer. All employees are responsible for ensuring that the workplace is free from harassment, especially when such conduct is based upon gender (including same-sex harassment), race, color, religion, national origin, age, disability or any other unlawful basis. This policy also applies to work-related settings outside of the workplace, such as during business trips, business meetings and business-related social events. All employees, including managers and supervisors, will be subject to corrective action, up to and including discharge from employment, for any act of harassment they commit.

Examples of prohibited harassment include, but are not limited to:

- Use of slurs, epithets, and words that degrade an individual or group of individuals, even when used in a joking fashion;
- Unwelcome advances, demands or requests for sexual acts or favors, and other verbal or physical conduct of an offensive nature, such as leering, flirting, touching, gestures and graphic comments about another person's dress, body or personal conduct;
- Display of cartoons, photographs, drawings, pin-ups, posters, calendars, or images that are offensive or degrading to others;
- Conduct which has the purpose or effect of substantially interfering with an individual's work performance or which creates an intimidating, hostile or offensive work environment; or
- Conditioning hire, continued employment, or terms and conditions of employment upon submission to sexual advances or requests for sexual favors.

It is also unacceptable to shun or exclude an individual from participation in work or work-related social events in order to avoid allegations of harassment.

The company strives to maintain a workplace free of harassment and sensitive to its employees. Therefore, the company prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Complaints

If an employee feels he/she is being discriminated against or being sexually harassed, or if an employee has knowledge of discrimination/harassment of a co-worker, he/she should take immediate action. If comfortable doing so, the employee should tactfully advise the offender that his or her behavior is unwelcomed and request that it stop. This approach can be effective in situations where the offender truly does not realize that his or her conduct is offensive to others. If this does not work, or if the employee is not comfortable confronting the offender, notify your MyStaf recruiter. If for any reason the employee does not feel comfortable discussing the matter with the recruiter, he/she should contact Denise Williams at 940-322-5588. All reports will be promptly investigated in as confidential a manner as possible. Based upon the findings of the investigation, the company will take prompt and appropriate action to remedy any violations of this policy.

Investigation of Complaints

The company shall promptly and thoroughly investigate all complaints of harassment or other violations of this policy to determine whether improper conduct has occurred. General Manager is the agent for company personnel issues and matters. All employees are expected to cooperate fully in any investigation. The confidentiality of all complaints will be maintained to the extent possible while allowing the company to conduct a full and fair investigation. The company will take all reasonable steps during the investigation to protect the privacy of, and minimize suspicion toward, all parties concerned.

Disciplinary Action

It is the responsibility of each individual to ensure adherence to the company's policy of equal employment opportunity for all individuals. Any employee found to have violated the policy will be subject to appropriate disciplinary action, up to and including termination of employment or position, depending on the severity of the offense. Verified complaints shall be made a matter of record for consideration at time of annual performance evaluation.

Retaliation Prohibited

No employee who brings a good faith report of discrimination or harassment to the attention of the company will suffer retaliation or other adverse employment action as a consequence. Any employee, including managers and supervisors, retaliating against a co-worker who in good faith reported a violation of this policy will be subject to corrective action up to and including discharge from employment. It is important for employees to report incidents of harassment, because without your assistance, violations could go undetected and un-remedied.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of the company to comply with all Federal and state laws concerning the employment of persons with disabilities.

It is company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

The company will reasonably accommodate qualified individuals with a temporary or long-term disability so that they can perform the essential functions of a job.

An individual who can be reasonably accommodated for a job, without undue hardship, will be given the same consideration for that position as any other applicant.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace, which threat cannot be eliminated by reasonable accommodation, will not be hired. Current employees who pose a direct threat to the health or safety of the other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the employee's employment status.

Management is responsible for implementing this policy, including resolution of reasonable accommodation, safety, and undue hardship issues. Employees who require accommodation will notify their MyStaf recruiter for instructions on requesting an accommodation.

Immigration Law Compliance

The company is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former MyStaf employees who are rehired by MyStaf, must complete a new I-9 form if they have a break of employment of a year or more, or if their previous I-9 is no longer retained or valid.

Personnel Records

Personnel files, including all pertinent employment information, will be maintained for every employee as required. Attendance records, performance appraisals, commendatory and disciplinary memoranda, and signed copies of the Equal Employment Opportunity and Substance Abuse policies, among other employment records, are the type of information normally placed in this file.

It is the responsibility of each employee to promptly notify the company of any changes in personnel data. Personal mailing addresses, personal email addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify MyStaf.

Personnel files are the confidential records and property of the company maintained solely for internal personnel administration purposes. They are not available for review except as may be required under a legal process.

Computer, Email and Internet Use

Computers, computer files, the email system, and software furnished to employees by the client are the company's property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. Email and instant messaging is only allowed for direct business purposes. Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Use of Phones

The telephones at the client company are for business purposes, and personal phone calls should be kept to a minimum. Long distance calls are not permitted.

Personal cell phones must not be used during work hours. The client company retains the right to determine if an employee's phone becomes disruptive to the workplace and to take appropriate action.

Company Property

Company assets are only used for company business. Employees are expected to exercise due care in the use of company property and to use such property only for intended and authorized purposes. Negligence in the care of company property, unauthorized removal of company property or the conversion of company property to personal use will subject the employee to discipline, up to and including immediate discharge. All intellectual property and work product developed during an employee's tenure remains company property.

Each employee will return issued company property at the time of termination of employment or at the request of his/her immediate supervisor or company manager. This includes but is not limited to cell phones, pagers, fax machines, vehicles, tools, sales aids, and any other items acquired during the period of employment.

Use of Equipment and Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Vehicles owned, leased, or rented by the company may not be used for personal use. Employees will not smoke in company vehicles.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair.

Employees will not make any modifications to equipment and will not operate any equipment without being trained on its safe operation. The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Drivers must not use any form of electronic device, i.e. phones or laptops while operating equipment and/or vehicles.

Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by the company may not solicit or distribute literature in the workplace at any time for any purpose.

The company recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image the company presents to customers and visitors. During business hours or when representing the company, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and client company requirements.

Employee Conduct and Work Rules

Every employee is expected to be working in the best interest of the company during all working hours. To ensure orderly operations and provide the best possible work environment, the company expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules, including wearing required safety equipment.
- Sexual or other unlawful or unwelcome harassment
- Lewd or immoral behavior
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Accepting an assignment and not reporting to work or not completing the assignment, without notice
- Excessive absenteeism or any absence without notice
- Excessive or unauthorized use of cell phone
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Any actions that could be considered to be computer fraud or violation of the Company's electronics communications (internet/e-mails/voicemail) policies
- Violation of personnel policies
- Unsatisfactory performance or conduct

Termination of Employment

Just as employees have the right to terminate their employment at will, the company reserves the right to sever the relationship at will.

Employees who voluntarily resign are asked to give at least two weeks' notice to allow for a smooth transition.

If you are released from an assignment for any reason, DO NOT contact the client directly. All client communication is handled through MyStaf.

An employee who resigns will be paid all wages or salary which he/she has earned.

Abandonment

It is your responsibility to contact MyStaf after completing each job assignment. If you do not contact the MyStaf office within 24 hours of completion of assignment, you will be considered unavailable for work and may be subject to disqualification of your employment benefits.

An employee who fails to notify the company of an absence is considered to have abandoned his/her employment voluntarily (quit). The employee will be paid all wages or salary which he/she has earned. However, if the employee walks off the job or fails to return to work after a break, hours worked will be paid at minimum wage, regardless of the agreed pay rate for the job.

Employees currently without an assignment who wish to work are required to contact MyStaf weekly. Failure to do so will be considered a voluntary quit. Completion of an assignment is not considered termination.

Unsatisfactory Performance/Misconduct

An employee discharged for unsatisfactory performance/misconduct will be paid earned wages or salary.

Death

In the event of an employee's death, earned wages or salary will be paid in accordance with state statute.

Compensation Administration

It is the intent of the company to pay employees correctly. If an employee believes an error has been made on his/her pay, he/she is required to contact their staffing consultant promptly when the error is discovered in order to determine correct payment. Failure to notify MyStaf of a known overpayment upon discovery is considered fraud and will be dealt with in accordance with the misconduct policy.

Employment Categories and Classification

It is the intent of the company to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws.

The client company determines the appropriate classification for their position. Employees will be paid accordingly.

Timekeeping

Accurately recording time worked is the responsibility of every employee. Employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved by an employee's supervisor before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Employees should take their MyStaf time sheet to work with them. The employee is responsible for recording the number of hours worked and returning their signed timesheet to MyStaf for payment not later than 1:00 PM on Monday. Employees may drop off their timesheet at the office during normal business hours, place the timesheet in the drop slot, available 24 hours a day, or fax the time sheet to (940) 322-7789. Sometimes the client companies submit the timesheets. Employees are encouraged to verify that timesheets have been received. Keep the yellow copy of the timesheet to verify correct payment. Incomplete timesheets may delay payment. **REMEMBER:** It is the employee's responsibility to make sure their work time is received by MyStaf for processing.

Attendance and Punctuality

All employees are expected to be on time and ready for work at the start of their assigned shift. All employees are expected to leave their work stations and return to their work station on time from breaks or lunch. Employees are expected to be at their work station working until the end of their assigned shift.

From time to time it may be necessary for employees to be absent from work. MyStaf is aware the emergencies, illnesses or personal business that cannot be scheduled outside of work hours may arise. Employees are required to notify MyStaf in advance for prior approval of time off. Employees should notify MyStaf of the need for time off as soon as possible so the time off can be coordinated with the client company. Our clients reserve the right to deny time off.

For emergencies, employees are to call MyStaf at 940-322-5588 for immediate notification. It is your responsibility to notify MyStaf before your designated start time. No Calls, No Shows are considered a voluntary quit. Employees are required to show written documentation for absence such as hospital reports, doctor's notes, and police reports.

If an employee is removed from a MyStaf assignment for attendance issues, he/she will be counseled for the first offense. If released a second time for the same reason, the employee will be considered only for short-term assignments, until such time as they have shown they can be reliable. If you are released a third time for attendance issues, your employment with MyStaf will be terminated.

Rest and Meal Periods

Rest and meal periods are at the discretion of the client company. Employees are expected to comply with the practices of the company to which assigned.

Overtime

The workweek for the purposes of calculating overtime is Midnight Sunday through 11:59 PM Sunday. Only hours actually worked count toward the calculation of overtime.

When operating requirements or other needs cannot be met during regular working hours, employees may be asked to work overtime.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Employees will be paid for all hours worked; working off the clock is expressly forbidden.

Pay Deductions and Setoffs

The law requires that the company make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. The company also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." The company matches the amount of Social Security taxes paid by each employee.

Employees may wish to permit payroll deductions to pay for personal protective gear or other job-related expenses. If so, they would need to sign a payroll deduction form.

Paydays

The payroll period for the company is Monday, midnight, through Sunday at 11:59 PM each week. All employees are paid every week on Thursday by Direct Deposit or Global Cash Card. For extenuating circumstances, employees may request a paper paycheck.

In the event that a regularly scheduled payday falls on a weekend or holiday, employees will be notified in advance when they may pick up their pay cards.

Pay cards will only be released to the employee, unless the employee has authorized someone else to pick up their pay card in writing and the person picking up the pay card has appropriate identification.

Complete a Request for Address Change form to notify MyStaf immediately of any address or phone changes to prevent delay of your Form W-2 or other correspondence.

MyStaf offers direct deposit and recommends all employees use this means of payment. Employees wishing to have their pay automatically deposited into their checking or savings account needs to complete the electronic Direct Deposit form on their MyStaf portal. If an employee changes financial institutions, he/she should notify MyStaf as soon as possible and update their electronic Direct Deposit form to continue direct deposit at another financial institution. MyStaf cannot be responsible for any issues resulting from changes in which there was no notification.

Employees may find copies of their “check stubs” online at www.mystaf.net under the “Employee Information.” Enter username (usually ‘firstname.last name’) and your unique password. If you need assistance re-setting your password, please call MyStaf at 940-322-5588.

Holidays

Paid holidays are at the discretion of the client company. Most do not pay temporary workers for holidays. Employees will not work on days designated as holidays by the client company.

Employees should note that the MyStaf office will be closed on certain holidays—emergencies can be called in to the emergency contact number. The holidays the MyStaf office is closed are:

New Year’s Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day and the day after Thanksgiving
Christmas Day

If the holiday falls on a Saturday, MyStaf will be closed on the Friday before the holiday. If the holiday falls on a Sunday, the office will be closed on the Monday following the holiday. Employees will be given advance notice about when they can pick up their payroll check if the MyStaf office is closed on Friday.

Vacation Bonus

Employees may be eligible for a vacation bonus after completing 1,200 hours worked within a 12-month period. Vacation will be paid the week following the payroll in which the employee completes the 1,200-hour threshold.

Employees may contact the MyStaf office to find out the exact number of hours worked. Employees must give a minimum of 2 weeks' notice before taking any vacation. Once the vacation bonus has been granted, the accrual of vacation hours starts over for the purpose of calculating the next vacation bonus. The longer an employee works for MyStaf, the larger the vacation bonus. Bonuses are calculated as follows:

Hours Completed	Vacation Bonus
First 1,200 hours	\$200.00
Second 1,200 hours	\$225.00
Third and subsequent 1,200 hours	\$250.00

Referral Bonus

MyStaf offers a \$25.00 referral bonus to employees who refer another qualified person to MyStaf for placement. In order to qualify for the bonus, the person referred has to put the employee's name on their application and the person has to work for 40 hours. To receive the bonus, notify MyStaf when your referral has worked 40 hours.

Family Medical Leave

The company complies with the Federal Family Medical Leave Act (FMLA) of 1993. The company reserves the right to designate FMLA leave as needed to any eligible employee and to require employees to use first all available paid time off as qualifying FMLA time toward the 12 week limit. The FMLA entitles eligible employees to take up to 12 weeks of paid or unpaid, job protected leave in a 12-month period for:

- The birth or placement of a child for adoption or foster care.
- To care for an immediate family member (spouse, child, or parent) with a serious health condition.
- To take medical leave when the employee is unable to work because of his/her own serious health condition.

Eligible Employees:

To be eligible for FMLA, an employee must have worked for the company for at least one year and have completed 1,250 hours worked over the 12 months prior to the commencement of the leave. The 12-month period during which an eligible employee may take up to 12 weeks of unpaid leave will be calculated on a rolling calendar basis.

Procedure:

An eligible employee who wishes to take FMLA must provide his/her staffing coordinator with 30 days advance notice when the leave is foreseeable. Once FMLA is requested by the employee or designated by the company, the employee will receive an information packet containing the full policy, forms, rights, and duties of the FMLA for both the employee and the company.

In most cases, the eligible employee must submit medical certification to support a request for leave. Employees returning from FMLA within the 12-week period will be restored to their original job, or to an equivalent job with equivalent pay and benefits

Employees returning from a medical FMLA may be required to present medical certification of fitness for duty. Failure to provide a medical certificate of fitness for duty may result in a denial of job reinstatement until medical certificate release is provided. FMLA may be taken in increments as small as one hour.

Contact your staffing coordinator for a full explanation of your rights. FMLA is unpaid.

In addition to the above reasons for FMLA, eligible employees may also apply for Service member FMLA leave to take leave for a covered family member's service in the Armed Forces.

Eligible employees may take Service member leave for either (or both) of the following reasons:

- A "qualifying exigency" arising out of a covered family member's active duty or call to active duty in the Armed Forces. Leave duration: up to 12 work weeks of leave during any 12-month period.
- To care for a covered family member ("next of kin") who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the member's office, grade, rank, or rating. Leave duration: up to 26 work weeks of leave during a single 12-month period. (Leave may not exceed 26 weeks in a single 12-month period when it is combined with other FMLA-qualifying leave.)

Veterans: The 2009 amendments extend military caregiver leave to close family members of veterans who were members of the Armed Forces (including the National Guard or Reserves) at any point in time within five years preceding the date on which the veteran undergoes medical treatment, recuperation, or therapy.

Service member FMLA runs concurrently with other leave entitlements provided under Federal, State, and Local laws.

Employees who cannot return to work at the conclusion of the FMLA leave will have their employment terminated, unless a reasonable accommodation is made under the Americans with Disabilities Act applies.

Jury Duty

The company encourages employees to fulfill their civic responsibilities by serving jury duty when required. Time off for jury duty is not paid.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Either the company or the employee may request an excuse from jury duty if, in the company's judgment, the employee's absence would create serious operational difficulties.

Employees are expected to report for work whenever the court schedule permits. On any full or partial day you are not required to serve, employees will be expected to return to work.

Military Leave

As required by the Uniformed Services Employment and Reemployment Rights Act of 1994 ("USERRA"), the company's applicants and employees who apply for or perform military service, whether on a voluntary or involuntary basis, will not be denied initial employment, reemployment, retention in employment, promotion or any benefit of employment on the basis of the performance of United States military service.

Eligible military service includes performance of a duty on a voluntary or involuntary basis in a United States uniformed service, including active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, a period of time for which the employee is absent to determine fitness for duty or to perform funeral honors duty, or service as an intermittent disaster-response appointee upon activation of the National Disaster Medical System or as a participant in an authorized training program.

An employee who is absent due to U.S. military service will be granted a military leave of absence. To qualify for reemployment, the employee must have:

- Given the company written or verbal notice in advance of service, unless the giving of notice is precluded by military necessity;
- A cumulative length of absence, including any previous military absence while employed by the company, which does not exceed five years; and
- Applied for reemployment with the company according to these guidelines:

Length of Period of Service	Reapply No Later Than
Less than 31 days	Next regular work day after completion of service and time to travel from place of service to residence, plus eight hours.
More than 30 days, but less than 181 days	14 days after completion of service.
More than 180 days	90 days after completion of service.

Upon reemployment, the employee will be placed in the position he or she would have attained were it not for the break in employment, unless the employee is not qualified to perform that job and cannot be trained through reasonable efforts of the company. If not so qualified, the employee will be placed in the position the employee held when the military leave commenced, or a position of like seniority, status and pay. If a disability incurred during or aggravated by military service prevents the employee from performing the job he or she would have held were it not for the break in service, despite the company's efforts at reasonable accommodation of the disability, the employee will be placed in a position of like seniority, status and pay, if one is available. If no such position is available, the employee will be placed in a job which is the nearest approximation of like seniority, status and pay.

Military leaves are unpaid, but the employee may use accrued vacation and personal days during the absence. Upon reemployment, any break in employment due to military service will not be treated as a break in service for purposes of determining forfeiture of accrued benefits and accrual of benefits under any retirement plan. Employees will also have rights to make contributions upon return to work after the military absence and to receive employer contributions, if any. Employees should refer to their summary plan descriptions to learn about these additional rights.

Voting Leave

The company encourages its employees who are eligible voters to exercise their right to vote in general, primary and special elections at the federal, state and local level. The company will provide time off in which to vote, but only if the employee has less than two consecutive nonworking hours while the polls are open on Election Day.

If an employee does not have two consecutive nonworking hours while the polls are open, and have not voted early or absentee, he/she must notify the supervisor at least one day before Election Day, in order to be eligible for voting leave. The supervisor will designate a time, either at the start or end of the employee's normal shift, during which he/she may be absent to vote. The employee will receive his/her normal pay for the portion of the absence that coincides with his/her regular work hours, up to a maximum of two hours' pay. The employee may be asked by the supervisor to provide proof that the employee has voted, if the employee was absent during regular work hours. Time off for voting leave is not "hours worked" for purposes of calculating overtime pay.

Safety

MyStaf is committed to ensuring that every employee receives maximum protection from controllable hazards. MyStaf is totally committed to safety and loss control and it is our intention that each employee will work under the safest conditions possible. In partnership with our customers, we strive to maintain a safe workplace that is free from recognized hazards. We will ensure you are provided with appropriate information, training, supervision and as needed, personal protective equipment so you can perform your job in a safe manner.

Most accidents can be avoided by using common sense and personal initiative. We do not intend for you to perform any task that you believe is unsafe. Supervisors in charge of each operation at your job assignment have been instructed to teach and guide employees on safe operations and practices. Many accidents occur when employees take shortcuts and ignore safety rules when performing their tasks. Safety rules and regulations are to be followed at all times.

Your safety and that of your co-workers is the responsibility of each and every individual employee at the company. Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

On every new assignment, locate aisles, stairways, fire extinguishers and emergency exits.

Workplace Accidents

In the event an accident occurs, it is the employee's responsibility to report the injury immediately to your supervisor and to go to the doctor that day for treatment. We require drug testing after each work-related injury or illness. Should the drug test show a positive, workers' compensation insurance will be denied, and the employee will be responsible for any follow-up treatment.

If you have an injury and need medical treatment, a MyStaf representative will either transport or make arrangements for treatment, unless it is an emergency.

Workers' Compensation Insurance

The company provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses must inform their MyStaf recruiter immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Employees who are unable to work have a qualification period under the worker's compensation insurance.

The company is committed to providing a safe workplace for our employees. Preventing workplace injury is our primary goal. If an injury should occur, our policy is to provide

opportunities for every employee to remain at work or to return to work as soon as medically possible following an injury. If you are not able to do all or part of your regular work while you are recovering, we will attempt to provide other work assignments in accordance with your doctor's instructions. The injured employee will be notified of available modified duty by phone or regular mail and will be required to sign a Bona Fide offer for Modified Duty in order to participate in the program. If an injured employee refuses to participate in the Modified Duty program, their worker's compensation claim may be affected, and the employee may not be compensated.

Neither the company nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the company.

Substance Abuse

The company is dedicated to providing its employees with a safe and productive workplace. It is recognized that alcohol, drug or other substance abuse by employees will impair their ability to perform properly and will have serious adverse effects on safety, efficiency and the productivity of other employees and the organization as a whole.

Policy

The manufacture, distribution or dispensation of any controlled substance in the workplace is prohibited. Possession or use of any controlled substance is permitted only when a physician prescribes the substance for the user, and it is actively being used in the manner prescribed.

For the purpose of this policy, "Controlled Substance" includes alcohol and prescription drugs as well as illegal drugs.

Employees may not work while under the influence of alcoholic beverages or drugs that could adversely affect their job performance, jeopardize their safety or that of other persons, or endanger company property.

Any violation of this policy will result in disciplinary action, up to and including discharge from employment.

As a condition of employment with company, every employee must abide by the terms of this policy.

Drug testing will be as required by the client company, so the requirement may change from assignment to assignment. Therefore, depending upon the job, the following types of drug testing may be required:

- Pre-assignment
- Post-accident
- For cause

Any company employee who misrepresents facts during a urinalysis, a blood test, a blood alcohol test or tampers with a urine or blood sample will be immediately suspended from work without pay pending investigation and possible disciplinary action up to and including discharge.

A company employee who refuses to submit to a search, inspection, urinalysis, blood test, blood alcohol test, or is found to be in possession of or distributing illegal drugs, non-prescribed prescription drugs or alcohol or has the presence of illegal drugs, alcohol or misused prescription drugs in their bodily system without an explanation satisfactory to the company will be immediately suspended from work without pay pending investigation and possible disciplinary action up to and including discharge.

Workplace Violence Prevention

MyStaf is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, the company has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the company without proper authorization. Note that in Texas, employees are permitted to keep a legal gun in their locked vehicle in company parking lots.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your MyStaf recruiter. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

The company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Vehicle Safety

Individuals who drive company vehicles must have a clean driving record and are expected to comply with all traffic laws. In addition, employees who use their personal vehicle for company business should be aware of safe driving habits. The company does not condone the use of cell phones while operating your vehicle, unless using a hands-free device. No texting is permitted while operating a vehicle. If you need to use the phone, the company recommends parking your vehicle.

The following are requirements for operating company vehicles:

- Only company employees are to drive or ride in company vehicles.
- The driver is responsible for checking the vehicle for any signs of mechanical problems and promptly notifying his/her supervisor of any discrepancies noted.
- All occupants of the vehicle are required to wear seatbelts at all times when the vehicle is in operation.
- Drivers of company vehicles may not use a laptop while operating a vehicle. Drivers will not use a cell phone while operating a company vehicle unless using a hands-free device.
- Drivers of company vehicles must report any tickets received while on or off duty to his/her supervisor.
- Report vehicle accidents promptly.

CLAIM FORM



WORKWELL, TX

Health care network information | As of January 1, 2018



Dear Employer,

At Texas Mutual Insurance Company, we are committed to the safety of Texas workers. WorkWell, TX serves as an extension of that commitment, ensuring quality care for employees who are injured on the job.

WorkWell, TX is a workers' compensation health care network certified by the state of Texas. By choosing the network option from Texas Mutual, you keep your costs low with a network discount and our focus on getting injured workers well and back on the job. Our providers have been chosen to treat your employees because of their proven record of success with work-related injuries and illnesses.

A network that offers high-quality care, better results, and savings is a win-win for you and your employees.

To help introduce your employees to WorkWell, TX, this packet offers information and resources, which they must read and sign. Start by reviewing the checklist below to discover what you and your workforce will need to know and do in case an injury occurs.

Employer Checklist

1. Review this packet.
2. Post the **Notice of Network Requirements** in a common area where your employees will see it.
3. Distribute the Notice of Network Requirements to employees when you begin the program, within 3 days of hiring a new employee, and at the time of injury. Keep a record of how, when, where and to whom you delivered the Notice of Network Requirements.
4. Have all employees sign the **Employee Acknowledgment** form and keep it in the employee's personnel file. (An employee who refuses to sign remains subject to network requirements. Document a refusal to sign the acknowledgment in the employee's personnel file.)
5. When an injury occurs, report it immediately to Texas Mutual and if necessary, provide or arrange transportation for the injured employee to the network provider, or emergency facility if appropriate.
6. Work-related injuries must be treated by network-approved physicians. Review the online provider directory on texasmutual.com for a list of network providers. If you or an injured employee needs help locating a provider, you may call WorkWell, TX at (844) 867-2338.

Thank you for choosing WorkWell, TX. If you have any questions, please contact us at (844) 867-2338 or visit texasmutual.com.

Sincerely,

WorkWell, TX Support Team
(844) 867-2338



WORKWELL, TX



WORKWELL, TX

Notice of Network Requirements (Post in visible area for all employees)

Your employer has chosen WorkWell, TX as its certified workers' compensation health care network in partnership with Texas Mutual Insurance Company, a workers' compensation insurance carrier. WorkWell, TX will manage the health care and treatment you may receive if you are injured on the job or diagnosed with an occupational illness while employed here. WorkWell, TX doctors are trained in treating work-related injuries and illnesses and getting people back to work and back to a productive life.

The information in this packet will help you to seek care for your injury and describes what to do if you are injured while on the job.

What to do if you are injured while on the job

If you are injured at work, tell your employer right away. Your employer will help with any questions you may have about seeking treatment through WorkWell, TX. You may also contact Texas Mutual if you have any questions about your treatment. Our shared goal with your employer is to return you to work as soon as it is safe to do so.

A list of network doctors in your service area is available on texasmutual.com or by downloading the WorkWell, TX mobile app. You may contact us at (844) 867-2338 or at the address below for assistance.

WorkWell, TX
Attn: Network Services
PO Box 12029
Austin, TX 78711-2029

In case of an emergency

If you are injured and it is an emergency, you should seek treatment at the nearest medical care facility immediately. This also applies if you are injured outside the service area. Emergency care does not require preapproval. Texas law defines "medical emergency" as a medical condition that comes up suddenly.

After you receive emergency care, you may need ongoing care. Select a network doctor from the WorkWell, TX network. The doctor you choose will oversee the care for your injury. You must obtain referrals to see another health care provider or specialist from your treating doctor, except for emergency care.

Non-emergency care

Report your injury to your employer as soon as you can. Find a network treating doctor on texasmutual.com or by downloading the WorkWell, TX mobile app. Go to that doctor for treatment.

Treatment prescribed by your doctor may need to be approved in advance. Your doctor needs to request approval from the network for a specific treatment before the treatment or service is provided. You may continue to need further care after completing the approved treatment.

Choosing a treating doctor

If you are hurt at work and it is not an emergency and you live in the network service area, you must choose a treating doctor from the WorkWell, TX network. This is required so that WorkWell, TX covers the costs for the care. If you belong to a health maintenance organization (HMO) at the time of your injury, you may choose your HMO primary care doctor as your treating doctor. You must have chosen the doctor as your primary care doctor before your injury. We will approve the choice of your HMO doctor if they agree to the terms of the network contract and to abide by applicable laws.

For a list of network doctors available in your area, please visit texasmutual.com or download the WorkWell, TX mobile app. The WorkWell, TX provider directory is updated monthly. Doctors who speak Spanish or who are no longer taking new patients will be flagged with an icon on their record.

If your treating doctor leaves the network, we will notify you in writing. You will have the right to choose another treating doctor from the network directory. If your doctor leaves the network and you have a life threatening or acute condition for which a disruption of care would be harmful to you, your doctor may request to continue your treatment for an extra 90 days.

If you live outside of the service area, you may request a service area review by calling WorkWell, TX. You should provide proof to support your request. WorkWell, TX will inform you of its decision within seven days of receiving your request. If you disagree with WorkWell, TX's final decision, you have the right to file a complaint with the Texas Department of Insurance. Your complaint must include your name, address, phone number, a copy of WorkWell, TX's decision and any proof you sent to WorkWell, TX for review. A complaint form is available on tdi.texas.gov or you may ask for a form by writing to:

Managed Care Quality Assurance Office
Mail Code 103-6A
Texas Department of Insurance
PO Box 149104
Austin, Texas 78714-9104

When waiting for WorkWell, TX to make a decision or for the Texas Department of Insurance to review your complaint, you are still expected to use the network for all health care. You may be required to pay for health care services received out of the network if it is decided you do live in the network's service area.

Changing doctors

If you are not satisfied with your first choice of a treating doctor, you can select a different treating doctor from the network directory. We will not deny your choice to see a different treating doctor. Before you can change treating doctors a second time, you must get permission from the network by calling (844) 867-2338.

Referrals

You do not have to get a referral if you have an emergency. All other health care and specialist referrals should be made through your treating doctor. All health care services that you request will be made available by the network on a timely basis, as required by your medical condition. This includes referrals. All health care services, including referrals, will be made available within 21 days after your request.

Out-of-network approvals

WorkWell, TX must approve all of your treating doctor or specialist's out-of-network referrals before you visit the provider. If you need to request approval, please call (844) 867-2338.

Payment for health care

Network doctors have agreed to seek payment from Texas Mutual for your treatment. They will not look to you for payment. If you receive treatment from a doctor who is not in the network without prior approval from WorkWell, TX, you may have to pay for the cost of that care. Medical costs for treatment by non-network health care providers may be covered only if one of the following situations occurs:

- Emergency care is needed. You should go to the nearest hospital or emergency care facility.
- You do not live within the service area of the network.
- Your treating doctor or specialist refers you to an out-of-network provider or facility and WorkWell, TX approves the referral.
- You have chosen your HMO primary care doctor. Your doctor must agree to abide by the network contract and applicable laws.

Preauthorization, adverse determination and independent review

A list of the procedures and services that need preauthorization is on texasmutual.com. The list in this packet is not intended to be all-inclusive; health care is an evolving science. Procedures and treatments requiring prior approval will also evolve. Treating providers should verify preauthorization requirements by referring to the updated list on texasmutual.com.

If WorkWell, TX denies the request, you or the requesting doctor may ask for a review of that decision. If still dissatisfied, you, your provider or a person acting on your behalf may request an independent review. The preauthorization agent will provide any relevant medical records related to the injury to the independent review group. They may also provide any treatment guidelines used and a list of the doctors who provided care to you.

Complaints

We take your concerns seriously. If you are dissatisfied, you can file a complaint with WorkWell, TX. You may do this if you are not satisfied with any aspect of the network, including care you received. You must file your complaint within 90 days after the date of the event that is the basis for the complaint.

If you have questions about the complaint process you can reach the Grievance Coordinator by phone at (844) 297-5723, by fax at (512) 224-8800, by email at wwtxcomplaints@texasmutual.com, or by mail at the address below.

WorkWell, TX
Attention: Grievance Coordinator
PO Box 12029
Austin, Texas 78711-2029

Texas law does not permit WorkWell, TX to retaliate against you if you file a complaint against the network. We will not retaliate if you appeal the decision of the network. The law does not permit us to retaliate against your provider if they file a complaint against the network or appeal the decision of the network on your behalf.

You have the right to file a complaint with the Texas Department of Insurance. The Texas Department of Insurance complaint form is available on the department's website at tdi.texas.gov or you may request a form by writing to:

Managed Care Quality Assurance Office
Mail Code 103-6A
Texas Department of Insurance
PO Box 149104
Austin, Texas 78714-9104

WorkWell, TX Preauthorization List

Hospital/ASC

All non-emergency hospital or ASC (inpatient, outpatient, and observation) admissions including principle scheduled procedures and length of stay. Preauthorization request should include specific hardware, implantables, external delivery system, etc. to be utilized.

Surgery/Procedures/Integral Devices

All non-emergency surgeries represented by AMA CPT codes 10010-69990 and/or G codes which represent a surgical procedure performed in a setting or place of service other than the doctor's office [POS 11]. Preauthorization request should include specified hardware, implantables, external delivery system, etc. to be utilized.

- All botox injections
- All spinal injections (including but not limited to):
 - » Epidural steroid injections
 - » RFTC or cryotherapy/cryoablation
 - » Sacral iliac joint injection
 - » Facet injection
 - » Medical branch block
- Trigger point injections (AMA CPT 20553)
- Bone growth stimulators
- Discograms
- Implantable drug delivery system
- Investigational or experimental procedures or devices as determined by ODG or listed as an AMA category III code. Stimulator devices (including, but not limited to):
 - » TENS units
 - » Interferential units
 - » Neuromuscular stimulators
 - » Dual units
 - » Spinal cord stimulator
 - » Peripheral nerve stimulator
 - » Brain stimulator

Physical Medicine

- All chiropractic treatments
- Manipulations under anesthesia (MUA)
- All PT/OT (unless requestor or rendering provider/facility is participating through Align)
- Biofeedback

Diagnostics

- All initial and repeat MRI and CT scans
- Bone density scans
- Surface electromyography (EMG)
- Unless otherwise specified in this list, all repeat individual diagnostic studies (series) having a billed amount greater than \$350.
- Surface electromyography (EMG)

Other

- Durable medical equipment (DME), prosthetics and/or orthotics, greater than \$500.00 billed (purchase or accumulated rental or combination of rental/purchase)
- Gym memberships
- Texas Department of Insurance, Division of Workers' Compensation (DWC) Pharmacy Closed Formulary per 28 TAC §134, Subchapter F.

Alternative Treatment

- Acupuncture outside ODG
- Acupressure
- Yoga

Rehab Programs

- Work conditioning
- Work hardening
- Chronic pain management program
- Medical rehabilitation
- Brain and spinal cord rehabilitation
- Chemical dependency programs
- Weight loss programs

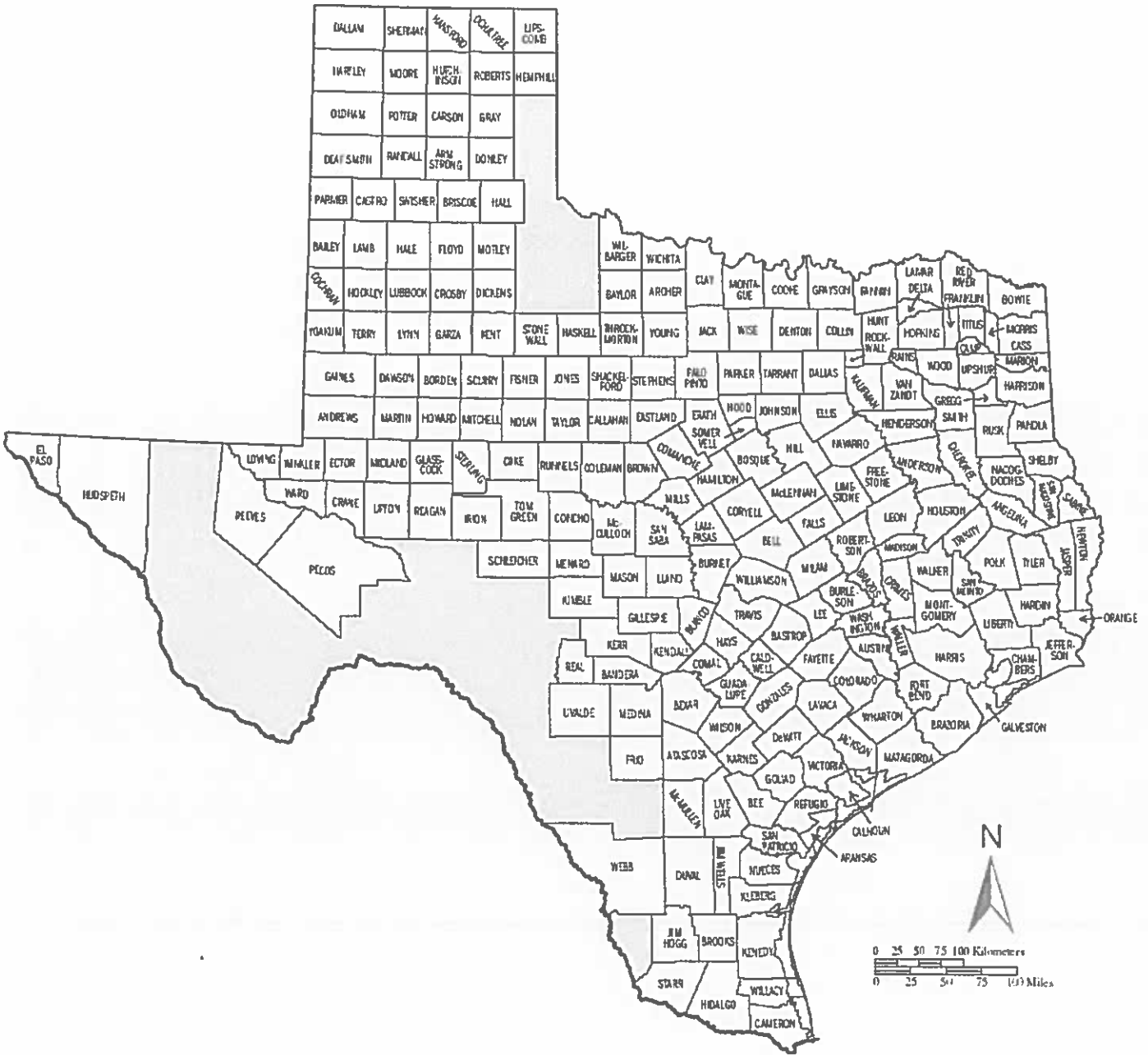
Nursing Home

- Skilled nursing facility, including skilled care within the same facility
- Convalescent care
- Residential care
- Assisted living/group homes

Psychological Testing and Psychotherapy

- Subsequent evaluations
- Subsequent tests or testing
- Therapy
- Biofeedback

WorkWell, TX Service Area Map



WorkWell, TX Service Area County List

A

Anderson
Andrews
Angelina
Aransas
Archer
Armstrong
Atascosa
Austin

B

Bailey
Bandera
Bastrop
Baylor
Bee
Bell
Bexar
Blanco
Borden
Bosque
Bowie
Brazoria
Brazos
Briscoe
Brooks
Brown
Burleson
Burnet

C

Caldwell
Calhoun
Callahan
Cameron
Camp
Carson
Cass
Castro
Chambers
Cherokee
Clay
Cochran
Coke
Coleman
Collin

Colorado
Comal
Comanche
Concho
Cooke
Coryell
Crane
Crosby

D

Dallam
Dallas
Dawson
Deaf Smith
Delta
Denton
Dewitt
Dickens
Donley
Duval

E

Eastland
Ector
El Paso
Ellis
Erath

F

Falls
Fannin
Fayette
Fisher
Floyd
Fort Bend
Franklin
Freestone
Frio

G

Gaines
Galveston
Garza
Gillespie
Glasscock
Goliad

Gonzales
Gray
Grayson
Gregg
Grimes
Guadalupe

H

Hale
Hall
Hamilton
Hansford
Hardin
Harris
Harrison
Hartley
Haskell
Hays
Hemphill
Henderson
Hidalgo
Hill
Hockley
Hood
Hopkins
Houston
Howard
Hudspeth
Hunt
Hutchinson

I

Irion

J

Jack
Jackson
Jasper
Jefferson
Jim Hogg
Jim Wells
Johnson
Jones

K

Karnes

kaufman
Kendall
Kenedy
Kent
Kerr
Kimble
Kleberg

L

Lamar
Lamb
Lampasas
Lavaca
Lee
Leon
Liberty
Limestone
Lipscomb
Live Oak
Llano
Loving
Lubbock
Lynn

M

Madison
Marion
Martin
Mason
Matagorda
McCulloch
McLennan
McMullen
Medina
Menard
Midland
Milam
Mills
Mitchell
Montague
Montgomery
Moore
Morris
Motley

N

Nacogdoches

Navarro
Newton
Nolan
Nueces

O

Ochiltree
Oldham
Orange

P

Palo Pinto
Panola
Parker
Parmer
Pecos
Polk
Potter

R

Rains
Randall
Reagan
Real
Red River
Reeves
Refugio
Roberts
Robertson
Rockwall
Runnels
Rusk

S

Sabine
San Augustine
San Jacinto
San Patricio
San Saba
Schleicher
Scurry
Shackelford
Shelby
Sherman
Smith
Somervell

Starr
Stephens
Sterling
Stonewall
Swisher

T

Tarrant
Taylor
Terry
Throckmorton
Titus
Tom Green
Travis
Trinity
Tyler

U

Upshur
Upton
Uvalde

V

Van Zandt
Victoria

W

Walker
Waller
Ward
Washington
Webb
Wharton
Wichita
Wilbarger
Willacy
Williamson
Wilson
Winkler
Wise
Wood

Y

Yoakum
Young



WORKWELL, TX

Employee Acknowledgment of Workers' Compensation Network

I have received information that informs me how to get health care under my employer's workers' compensation insurance.

If I am hurt on the job and live in a service area described in this packet, I understand that:

- I must choose a treating doctor from the list of doctors in the network. Or, I may ask my HMO primary care physician to agree to serve as my treating doctor. If I select my HMO primary care physician as my treating doctor, I will call Texas Mutual Insurance Company at (844) 867-2338 to notify them of my choice.
- I must go to my treating doctor for all health care for my injury. If I need a specialist, my treating doctor will refer me to a specialist. If I need emergency care, I may go anywhere.
- Texas Mutual will pay the treating doctor and other network providers for the treatment for my compensable injury.
- I may have to pay the bill if I get health care from someone other than a network doctor without prior network approval.

Knowingly making a false workers' compensation claim may lead to a criminal investigation that could result in criminal penalties such as fines and imprisonment.

Signature

Date

Printed name

I live at: _____

Street address

City

State

Zip code

Name of employer: _____

Name of network: WorkWell, TX

To the employer:

Each employee must sign this form when you begin the program or within 3 days of being hired, and at the time an injury occurs. Please indicate at which point this acknowledgement was completed.

- Initiating the network program (companywide)
- Initial employee notification (new hire)
- Injury notification (Date of injury: / /)

Keep this completed form in the employee's personnel file. It could be requested by Texas Mutual.