



ASSOCIATE HANDBOOK



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Welcome

Thank you for joining the Manpower team. We're excited to have you on board.

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

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

Our Commitment

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

- Rewards excellence and innovation
- Recognizes individual contributions
- Provides competitive pay and benefits
- Encourages professional growth and development that is consistent with interest and abilities
- Supports open communication

Our Values.

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

Assignments

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

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

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

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

- You are going to be late or unable to report for work. Not showing up for work without first telephoning us could be cause for termination.
- The work you are asked to do is substantially different from the work described to you by your Manpower Representative.
- The work environment appears unsafe.
- You are sick and feel you can't complete a job.
- You are unavailable for a period of time. Let us know in advance if you're planning a vacation or time off for any reason.
- You have changed your address, telephone number, email address or banking relationship that would impact direct deposit.
- You have learned new skills that may qualify you for more assignments or higher pay.
- Your assignment ends. **You must call us within 48 hours to let us know of your availability for your next assignment.**
- You feel Manpower's Anti-Harassment/Anti-Discrimination Policy is being violated (See page 9).

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

1. Notify your supervisor immediately. Tell him or her what happened and how you are feeling.
2. Your supervisor should call **Manpower at 810-347-9344**. Manpower will ask for the site location and an overview of what happened. If your supervisor is not available, you may call Manpower directly.
3. Manpower will then ask you for details about the injury and your medical symptoms.
4. Manpower will recommend a course of action, depending on your injury and symptoms.
5. Most injuries can be treated with first aid in the company's first aid room.
6. Failure to follow any of the above steps may jeopardize your worker's compensation benefits.

Getting Paid

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

- Keeping your employee identification number
- Accurately reporting all hours worked.
- Reporting your time every week by Midnight on the Sunday of the week you work. Manpower's standard work week is Monday through Sunday and Manpower's payday is Friday following the week you worked.
- Submitting your time for approval to the client by one of the methods discussed below.
- Completing your report accurately in a timely manner.

Time Reporting. Depending on the client and area where you work, you'll be asked to report your time using one of the four methods detailed here.

1. Peoplenet

Peoplenet lets you enter your time in two ways: online or through the automated telephone system. Both submission methods ensure accuracy and speed the payroll process.

• How to record your hours in Peoplenet

• Go to www.mypeoplenet.com. Click on "Create an Account" to register using your name, email address and the last four digits of your Social Security Number. Even if you'll be calling in your hours, we ask you to set up your Peoplenet account. There are tutorials available on the website to guide you through how to easily enter your hours online.

1. Going forward, log into your Peoplenet account, choose the correct work weekending date and enter your hours. If you did not work, select "Did Not Work".
2. Once all hours for the week are recorded, hit Submit. That's it! Simple, flexible, mobile.

You can also call in your hours. Simply dial **phone number: 1.888.329.8434**. Follow the voice prompts. If you have any questions about the time entry system, please visit your local Manpower office or call us.

- Manpower Associate Care Center, 1.800.561.6934

Benefits of the System

- Simple. Submit the hours you worked and see the status of your timesheet.
- Flexible options. Enter your time online via computer, tablet or smartphone. Or call in your hours.
- Convenient dashboard view. All of your active assignments will be on one page.
- Reminder messages. You'll receive weekly reminder emails to enter your time.

2. Swipe Clock

You may be asked to use a badge to swipe a clock to record your "in" and "out" times while on assignment.

3. Paper Timeslips

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

4. Vendor Managed Systems (VMS)

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

NOTE: If you are assigned to a client who uses Peoplenet, 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.

About Your Pay. You'll be paid your wage determined by both your skills and our client's work requirements. Your wage may vary from job to job. Your Manpower Representative will tell you how much the job will pay before you accept the assignment. 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.

Direct Deposit Convenience. Direct Deposit, Manpower's preferred method of payment, offers you convenient, reliable, safe and easy access to your pay. You don't need to wait for your paycheck to arrive in the mail, wait in line to deposit it and wait again for it to clear. 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. You'll receive an Earnings Statement via email which shows your deductions, and the amount that was deposited into your account (statements available to be sent US Mail if requested). Plus, your financial institution will provide a record of the deposits made to your account.

Manpower provides you with Direct Deposit at **no charge**. To enroll, complete the Direct Deposit Authorization Form, which is available from your Manpower Representative. Completing and signing this form gives Manpower the authority to deposit your pay to your account. Staple a voided check to the form for verification of all financial institution information. Return both the form and voided check to 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 provided below.**

Other pay options that may be available to you include:

- **Manpower Paycard.** This debit card allows you convenient access to your funds at ATMs and retail locations. Note: Your Manpower PayCard relationship is with the card provider, not Manpower.
- **Paper Check.** Delivered by the US Postal Service

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 Associate Care Center at associate.care@manpower.com or via phone at 1-800-561-6934.

Our Clients' Costs. You should know that our clients are charged an hourly rate that's more than your hourly pay rate. Our bill rates include the additional costs of selection, administration, employer contributions for Social Security, Unemployment taxes, Workers' Compensation, insurance, corporate income tax and profit. Only FICA (Social Security & Medicare), and Federal, State, & local (where applicable) taxes are withheld from your pay.

Satisfaction & Recognition

Circle of Excellence

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

Job Satisfaction

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

Benefits

Important Information about your Benefits

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

As a Manpower associate, you will find that we offer one of the most comprehensive benefits packages in the industry. Our benefits include Medical/Dental/Vision, Life Insurance and AD&D, 401(k) Plan, and more.

You will be eligible to enroll in benefits after you are issued your first Manpower paycheck.

After you receive your first paycheck, a benefits enrollment packet will be mailed to your home address. This packet will contain a welcome letter and a guide that explains your benefits options and the enrollment process.

You will have 30 days from the date on your welcome letter to complete your benefits enrollment. If you do not receive your enrollment packet within two weeks after your first paycheck, or if you have any questions regarding your benefits, our Benefits Enrollment Counselors are available Monday – Friday 8 am until 5 pm CST at 1-888-886-8998. Your Manpower Representative will provide you with information outlining the specific benefits available for your area.

Paid Holidays.** Manpower associates are eligible to be paid for any of these holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. To qualify for each paid holiday, you must have worked 1800 hours during the 52 weeks prior to the holiday. You must also be currently working on an assignment at the time of the holiday. **Note: To qualify you are required to work your scheduled shift before and after the holiday.**

Referral Bonus. You can earn extra money by helping us find talented people. When you refer someone to Manpower and he or she completes at least 40 hours of work, you may receive a referral bonus. Ask your Manpower Representative if the referral program is available in your area.

**Benefit not applicable to Wagemaster® personnel. 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.

Career Development. Because we're committed to enhancing the skills and careers of our associates, we offer the Training & Development Center (TDC) at <https://manpowertdc.skillport.com/>. As part of a total rewards package you receive while working for Manpower, the TDC offers free access to an extensive range of online courses in several languages.

You can master one skill or customize a complete learning path. The TDC serves as a powerful on-the-job reference tool, which you can use to refresh your skills or quickly learn a new skill. The TDC offers IT, Desktop, Business, Legal Compliance, and Environmental Safety and Health courses.

Visit <https://manpowertdc.skillport.com/> to browse the course catalog. You can register for the TDC through your Secure Self Service account. *** There is a self-registration form that is quick and easy to fill out. You will have TDC access within minutes! If you have questions, contact your local Manpower representative for assistance. After you are on the site, contact the Manpower Customer Contact Center at tdcadministrator@manpowergroup.com for support.



Policies

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

Equal Employment Opportunity. Manpower as an organization can be summarized by the values that guide our daily interactions and we strive to ensure that we represent these values. Manpower does not discriminate against any individual based on age, race, religious beliefs, national origin, gender, sexual orientation, genetic information, disability, veteran status, or any other status protected by law. Equal employment opportunity is the law; it is also an extension of our core values: We care about people and the role of work in their lives and we recognize everyone's contribution to our success.

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

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

- **Notify your Manpower Representative of any requested changes in your job duties or if you're asked to operate equipment or perform a task for which you have not been trained.**
- Understand the safe practices for your general work area and your job.
- Comply with all safe work practices and wear required personal protective equipment for your job assignment.
- Wear clothes appropriate to the job you'll perform. If you have questions about what to wear – or what not to wear – ask your Manpower Representative.
- Immediately report all unsafe working conditions to your supervisor, as well as to your Manpower Representative.
- Operate only those machines, tools or vehicles that your Manpower Representative has indicated are part of your assignment and for which you've received instruction or training.
- Tell your supervisor that you must first contact your Manpower Representative if you're asked to perform an unsafe task, to work on unsafe equipment, or to work on equipment for which you've not received proper training, such as a forklift. Then, contact Manpower immediately. If you're working during a time when you're unable to reach your Manpower Representative, inform the client that you cannot perform those tasks without approval from Manpower. Then, contact your Manpower Representative as soon as possible.
- If you receive a life threatening injury, 911 should be called.
- If you receive a non-life threatening injury, contact your supervisor and together call Manpower. See additional safety instructions on page 2.

Family & Medical Leave Act. Manpower's Family and Medical Leave Act (FMLA) Policy complies with the Federal FMLA and applicable state laws. Following is a summary of this policy. Please note that the policy may vary slightly from state to state depending on state or local law.

To be eligible for FMLA benefits, you must have worked for Manpower:

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

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 arising out of an impending call or order to active duty.

An eligible associate may also be provided up to a total of 26 workweeks of unpaid leave in a single 12-month period for Military Caregiver Leave to care for a covered service member with a serious illness or injury incurred in the line of duty on active duty. If both spouses are employed by Manpower, they are jointly entitled to a combined total of 12 workweeks for birth, adoption or foster care placement of a child, or 26 workweeks of Military Caregiver Leave. Leave for childbirth, adoption or foster care must conclude within 12 months of birth or placement.



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

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

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

- Thirty-day advance notice of the need to take FMLA leave when the need is foreseeable
- Notice of an unforeseeable leave as soon as practical after learning of the need for leave – generally within the usual and customary notice and procedural requirements for reporting absences
- Medical certification supporting the need for leave due to a serious health condition affecting the associate or an eligible family member
- Periodic re-certification (if applicable and necessary)

A complete copy of Manpower's FMLA policy is on the Benefits Service Center website at manpowerbenefits.com for your use and review. Manpower will also inform you of your rights and responsibilities under FMLA once you provide notice of leave. This includes specific information about what is required from you and what might happen in certain circumstances. For more information, please contact your Manpower Representative.

Substance Abuse.

Alcohol and drug abuse can cause health, safety, and security problems. Manpower expects all associates to assist in maintaining a work environment free from the effects of alcohol, drugs, or other intoxicating substances. In addition, associates are prohibited from reporting to work under the influence of drugs or alcohol. Prohibited drugs are drugs or substances that are illegal, including medical marijuana, as well as drugs or substances used other than as directed or prescribed.

Our Policy.

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

Certain Manpower customers, but not all, may require a temporary employee or applicant assigned by the Company to a customer to undergo alcohol and/or other drug screening as a pre-assignment and/or post-assignment condition and the Company may elect to require such screening. Testing methods may include urine, saliva, or hair analysis.

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

For pre-assignment purposes, a temporary employee may be requested to submit to screening. If the employee declines to submit to screening, the Company may refuse to employ or to assign the employee to a job. 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, a temporary employee may be requested to submit to screening at no expense to the employee, based upon reasonable suspicion or after an accident, or as part of a random drug testing program. The employee has the right to decline to submit to the screening, and the Company may terminate the employee's assignment or employment with the Company, if this occurs. If the employee tests positive for the illegal use of a drug or of alcohol, the employee 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 employee may be entitled to if the employee tests positive for alcohol or other drug use or refuses to be tested after a workplace accident.

Legal use of drugs is permitted on the job only if the drug:

- Is prescribed by a physician for the associate taking the drug; and
- Does not impair the associate's ability to perform his/her job effectively and safely

Any associate who is taking an over the counter or prescription drug while working shall notify his/her manager if the medication may affect or impair work performance or safety.

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

- 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 phone calls
- Harassing surveillance or stalking

- The suggestion or intimation that violence is appropriate
- Possession or use of firearms or weapons. 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. ManpowerGroup prohibits weapons in the workplace. For more information about the weapons policy by state or if you have any questions, please contact your Manpower Representative.

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

Solicitation/Distribution. This policy applies to solicitation, distribution and loitering in and on Manpower's and our clients' premises. This policy is deemed necessary because Manpower recognizes the need to restrict and control loitering, solicitations, postings, 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 and other materials by Manpower associates on Manpower's or our clients' premises for any purpose is prohibited during work time. Distribution is also prohibited at all times in Manpower's or our clients' working areas. "Work time" is the time when the person doing the soliciting or distributing, or the person being solicited or receiving the distribution, is or should be working. "Work areas" are those areas where associates and employees are regularly assigned to work duties, confer about workrelated issues, or conduct business. 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.

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 client's IT equipment for non-job-related activities
- Use another person's user I.D., attempt to use a user I.D. for unauthorized purposes, or give your user I.D. or password to an unauthorized person
- Add, change, delete, download, upload or copy software to or from any client equipment
- Copy, distribute or use software or other information without first obtaining permission from the copyright owner
- Modify the software configuration (e.g., add a screensaver)
- Connect, remove or insert technology components or equipment, including floppy disks, CDs, modems, memory or processor chips or cards, unless specifically authorized
- Move equipment without explicit authorization from the client
- Produce, store, display or transmit material that is sexually explicit, suggestive, harassing or otherwise offensive
- Use equipment for any activity that is disparaging, defamatory, profane, maliciously offensive, libelous or slanderous or invades another's privacy
- Use equipment for any activity which would harm Manpower, its client or their images
- Send email to random recipients, email with executable software attached or email anything that contains or has attached any private, confidential or proprietary information 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.**

Confidentiality. All information to which you have access while on assignment by Manpower is considered proprietary to Manpower's clients. You must agree to keep such information confidential and not disclose such information to anyone except those persons expressly authorized to have access thereto. You shall not use or permit the use by others of such information for any purpose(s) other than to perform the work or services as may be directed in conjunction with your assignment. This obligation extends indefinitely beyond your assignment with the client and beyond your employment with Manpower.

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

At-Will Employment. Your employment with Manpower is "at-will." That means your assignment and/or your employment can be terminated for any reason, with or without cause and with or without notice. At the termination of your employment, Manpower is not liable for wages or salary except those you earned prior to the date of termination.

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

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

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

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

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

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

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

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

Anti-Harassment/Anti-Discrimination. All Manpower employees are entitled to work in an environment that is free from harassment, hostility, and intimidation. Manpower strictly prohibits any offensive or unwelcome physical, written, or verbal conduct regarding any person's gender, race, national origin, pregnancy, sexual orientation, age, religion, genetic information, disability, or any other basis protected by law.

Harassment is defined as discriminatory conduct such as intimidation or ridicule based on gender, race, national origin, sexual orientation, pregnancy, age, religion, genetic information, disability, or other basis protected by law that creates an offensive work environment. Examples include, but are not limited to: unsolicited or unwarranted remarks, innuendoes, jokes, verbal abuse, threats, and taunting.

Sexual harassment is defined as unwelcome conduct of a sexual nature where an employee feels compelled to comply with the harassment as part of continued employment, job betterment, or where the harassment interferes with an employee's work creating an intimidating or hostile work environment. Examples include, but are not limited to: unsolicited or unwanted physical contact, leering or staring, sexually explicit or derogatory comments, unwelcome questions or conversations about sexual activities, and the display or circulation of sexually explicit or derogatory pictures or other materials.

Manpower complies with federal and state disability anti-discrimination laws and will engage in the interactive process with qualified individuals with a disability to provide accommodations, as appropriate. Contact your local Manpower office for more information regarding the Disability Non-discrimination Policy and Procedures. In Michigan, a disabled associate must notify the Manpower Representative in writing of the need for an accommodation with 182 calendar days after the associate knew or reasonable should have known that an accommodation was needed.

Manpower requests that you report all incidents of discrimination or harassment to us. Contact your Manpower Representative, and/or Human Resources at 419-248-4000. Manpower endorses an open door policy where all employees should feel free to discuss concerns or other work-related issues with management.

If unsatisfied or uncomfortable, you should contact anyone in Human Resources at 419-248-4000.

Manpower's response to a sexual harassment or discriminatory conduct complaint includes:

- **Confidentiality.** We will maintain confidentiality to the extent possible under the specific circumstances.
- **Investigation and Discipline.** Manpower will promptly and thoroughly investigate all discrimination and harassment complaints. If it is determined that inappropriate conduct has occurred, Manpower will provide an appropriate remedy, including, but not limited to, the discipline and/or termination of the offending employee.
- **Zero Tolerance of Retaliation.** Retaliation will not be tolerated in any form toward anyone who in good faith makes a complaint or participates in an investigation. Anyone who is unsatisfied with actions taken or not taken as a result of a complaint can contact Manpower's Human Resources at 419-248-4000.

Your employment with Manpower is "at-will." That means your assignment and/or your employment can be terminated for any reason, with or without cause and with or without notice. At the termination of your employment, Manpower is not liable for wages or salary except those you earned prior to the date of termination.

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

Professional Conduct

As a member of the business community, Manpower-Toledo requires that all associates conduct themselves in a professional manner. This means that all contact with others on behalf of the Company, whether by phone or in person, be done in a sincere, friendly, courteous or otherwise businesslike and professional manner. Each associate must realize that he or she represents the Company when they have contact with customers or others in the business community. Manpower-Toledo depends on providing efficient, reliable and courteous services to all present and potential customers.

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Tips for Success

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

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

