**Standard Operating Policy- Personnel Plus, Inc (internal)**

The purpose of this memo is to establish Standard Operating Procedures for all Personnel Plus offices.

**Office work schedule.**

It is necessary that each office establish an approved office hour schedule with the Company president. All office staff must establish an approved work schedule that accommodates the schedule. Hours may very from 6:00am to 7:00pm. The standard lunch break is one hour, unpaid unless approved otherwise. All work schedules must be approved by the office/branch manager. Many of you have adopted a flexible work schedule that does not comply with your required work hours. You need to comply with the set hours of your particular position and work schedule. . .

**Accuracy/lnattentiveness;**

A recent incidence with a Twin Falls construction client has reinforced the need for everyone to comply with established company policy and to be attentive and accurate in ensuring compliance. In the urgency to fill the order, supervisory staff skipped requiring the credit application prior to supplying personnel to a subcontractor. The subcontractor is now asserting that Personnel Plus acted without approval and they are refusing to pay their invoices. In a related manner, I also noticed that the prime contractor's invoices contained the misspelled name of a vice president. Allowing misspelled information on our clients' invoice that is unnoticed and not corrected reflects poorly on our business. It is a requirement that all client billing information, including spelling, be verified and correct. This is a small item but is indicative of the degree of professionalism in our office and is always noticed by clients.

**Job orders/Client information and checklists**

Job orders should be referred to placement personnel if at all possible. The order taker must ensure accuracy in the information obtained including, Company Name, billing and workplace addresses, and supervisor contacts. The order also requires a restatement and agreement on payrates and billrates. All orders must be given top priority and followed up and filled immediately. Accurate information also includes obtaining a complete description of the client, type of industry, workplace, type of work and type of employee(s) they require, job skills, physical requirements, dress requirements, job related environmental factors (i.e. hot, dusty, cold), required job orientation and safety. PPE requirements including gloves, hardhat, steel toed boots, eye and face protection, hearing protection, hairnets, etc. This should also include client required job orientation, tools, safety requirements, drug screening, and safety training, payrate, shift/work schedule, transportation requirement, job site location, job site contacts, timecard completion and handling. Employee required PPE needs to be reviewed and how these are to be handled, whether client issued or Personnel Plus issued.

A Client checklist and procedures must be established and signed by every dispatched employee guaranteeing the completion of all client requirements prior to placement.

All new client job orders must be continually followed up upon with the client and office staff personnel. All pertinent Client information must be timely updated in Temps Plus. The Customer screen must include all pertinent customer and billing info and subsequent job orders contain job order specific information.

**Credit Application**

It is a requirement to complete a Client Credit Application for all new clients, and for all previous clients inactive for over a year. This is to be completed prior to dispatching employees, unless otherwise approved. Clients requiring immediate assistance without first completing and obtaining credit approval shall be required to place an advance deposit in the amount of the first weeks service billings.

**Employee Selection and dispatch:**

Employee selection is an integral part of what we do and is the key ingredient on what sets us apart from our competition. It is the responsibility of the person making the placement to ensure they select a good match, and that the person selected has the required skills and ability for the task. All dispatched employees must receive basic client workplace orientation including jobsite requirements and safety orientation. A checklist must be developed listing all the pertinent client requirements of the job and these must be reviewed with the client. The placement person must ensure the selected applicant fully understands these requirements and that they have the skills and physical ability to perform them. The physical requirements must be communicated and the employee must acknowledge and demonstrate that they can perform these. The placement person must also verify that the applicant has adequate transportation to and from the client workplace. The employee must be able and willing to work the entire scheduled work assignment. Any exceptions must be specifically communicated and approved by the client before placement. All employees must be told of this requirement and that if they leave early, or do not complete the entire assignment, that their pay will be reduced to the minimum for the actual hours worked on the day they leave.

**Customer Service Procedures:**

Placement staff is to constantly update and inform clients of order progress and anticipated fill status. Upon order filling, the initial follow-up call should include verification of employee name, suitability for the job, verification of all other pertinent information including: employee pay, billrate, work schedule, jobsite and billing address, jobsite dress code, adherence to the PPE requirement, completion of orientation and safety requirements; and establish future contacts and follow-up routine.

If possible the employee is to be given a referral card to present to the client. Each morning or at the beginning of the shift employee arrival calls must be made. Immediate replacement must be made if necessary. Continual follow-up calls and/or personal visits to the client worksite must continue throughout the duration of the assignment. Further, Friday checks are to be made weekly with the client. In the event of a problem with a client, the placement staff person must immediately address the issue preferably with a face to face visit. The placement staff must be proactive in resolving the issue to the client's satisfaction. Follow-ups include client calls and visits, along with daily and weekly employee checks, Friday service calls, routine customer service surveys, etc.

**Applicant Notes:**

All staff must be timely and thorough in continually updating employee notes in Temps Plus. All pertinent information including hire, call-in, placement, job acceptance job refusal, tardiness, accident info, safety issues, client comments and employee performance ratings. If someone declines a job, doesn't show, is late, has an injury, returns to work, etc. this all must go in the employee notes.

**Marketing/Sales:**

All internal employees must assist in the marketing/sales effort and continually promote Personnel Plus to existing and prospective clients. This includes always asking clients "is there anything else I can help you with today?" and to constantly be creative in selling our services to existing and prospective clients. It is everyone's responsibility to continually update client and customer files with accurate and current information. Further, all placement and marketing personnel are to maintain daily contact/follow-up logs on a pre-determined basis; and compile on a weekly basis and present to office manage or sales and marketing director.

**Idle time:**

Conducting personnel business on company time is unacceptable and subject to disciplinary action. Staff should also avoid discussing personnel business with co-workers while on company time. Such non-business activities should be conducted before or after work, or on ones' lunch period. In the event the office is slow, you should ask your supervisor for additional work to

perform. All positions must be productive or be subject to a reduced schedule and reduced hours, or layoff. Productive efforts should include ensuring that all orders are filed, and that unfilled orders are receiving proper attention. Other areas requiring assistance are assisting with accounts receivable, updating employee files, updating applicant notes, filing, purging and updating files, making sure the office is neat and presentable, ensuring employee and client database records are updated, and participating in addition marketing/sales endeavors. Additional marketing efforts include distributing flyers, assisting with telemarketing campaign, locating potential clients and gaining them as new clients.

**Professionalism:**

All staff must seek to be professional in everything you do from the appearance of the office, to the way we dress to the way we answer the phone, to the way we handle our employees, and interact with our clients. It is everyone's responsibility to conduct them in a highly professional manner and put forth the best possible image for our company.

Signed:. Date: