



**TALENT**  
**SOLUTIONS**

# EMPLOYEE HANDBOOK

*The Right People  
The Right Fit*



# TALENT SOLUTIONS

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# WELCOME

## Congratulations on joining the GSG Talent Solutions Team!

Outlined below is a brief description of the types of services available to GSG Talent Solutions (GSG) employees.

### STAFF QUALIFICATIONS AND SERVICES

Our staff has extensive experience in recruiting, staffing, business development, and career case management. Our Employee Support Specialists are dedicated to assisting GSG applicants and team members navigate their unique path to success. GSG Team Members are eligible for services accessible through the confidential GSG Talent Solutions Employee Support program or, we can provide referrals to external community services that can provide supplemental assistance. GSG Team Members may also access the full spectrum of Goodwill Central Texas resources including career case management, support services, and educational opportunities through The Goodwill Excel Center and the Goodwill Career & Technical Academy. All these services are provided at NO cost to the Team Member. GSG Talent Solutions believes our team members are our greatest resource and goes above and beyond other staffing firms to support our team. Additionally, GSG provides opportunities for increased assignments and pay with successful team member performance.

### CUSTOMER SERVICE INITIATIVE

We are committed to meeting our mission through respectful and courteous customer service for everyone. Our staff is committed to:

- Speaking in a courteous, professional manner.
- Treating everyone with the utmost respect.
- Maintaining a fair, open, and honest assessment of a candidate's skills.
- Providing feedback to help improve skills, presentation, and job opportunities.
- Being transparent with what we are and are not capable of providing for both our candidates and customers.

We value your feedback. Team members and customers may fill out a satisfaction survey by using the link in our monthly emails or at any time by visiting <http://bit.ly/reviewgsg>. This link can also be found in the email signature of any GSG Staff Member.

#### **Austin Branch**

Office Hours: Monday – Friday 8am to 5pm  
1015 Norwood Park Blvd Austin, TX 78653

Main: (512) 637-7106

#### **GSG TALENT SOLUTIONS**

# PURPOSE, MISSION, VISION, & ETHICS

GSG Talent Solutions (GSG) is a subsidiary of Goodwill Central Texas. Below is a brief overview of our history, our mission, and the expectations of our team members.

## OUR PURPOSE

GSG Talent Solutions is a staffing agency that specializes in connecting people facing challenges to sustainable employment to work. In 1995, Goodwill Central Texas piloted a program with State of Texas, placing people with disabilities or other obstacles to employment into jobs – and GSG Talent Solutions was established. The pilot experienced such tremendous success that the program expanded statewide in 1999. Today, GSG is one of the largest staffing firms in Austin and offers job opportunities to anyone needing employment assistance with both state agencies and private sector businesses.

## OUR MISSION

Transforming generations by empowering people through education, career training, and work. We are committed to placing people into jobs that match their career goals and empowering them to be successful.

## OUR VISION

We provide more than staffing. We provide Solutions. We are the premier provider of staffing solutions.

## ETHICS

We strive to operate in an ethical manner, dealing honestly with our customers and our employees so that job orders are matched with the most qualified person available. We monitor our team members' performance and the environment in which they work to ensure that both are conducive to safety and excellence.

# EMPLOYMENT POLICIES AND PROCEDURES

## EMPLOYMENT AT WILL

Employment at GSG Talent Solutions is on an at-will basis. This means that either our employee or the company may terminate the employment relationship at any time, for any reason, with or without notice. Nothing in this employee handbook is intended to or creates an employment agreement, either express or implied. Nothing in this handbook is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act.

## EQUAL EMPLOYMENT OPPORTUNITIES

GSG Talent Solutions is an Equal Opportunity Employer. GSG Talent Solutions complies with laws governing nondiscrimination in employment, training, promotion, transfer, termination, and pay. GSG Talent Solutions will proactively seek qualified candidates with disabilities and/or obstacles to employment for opportunities.

GSG Talent Solutions will not discriminate against individuals with disabilities concerning terms, conditions, and privileges of employment. GSG Talent Solutions will make every effort to provide reasonable accommodations when necessary.

## IMMIGRATION AND EMPLOYMENT ELIGIBILITY

In compliance with the Immigration Reform and Control Act of 1986, GSG Talent Solutions employees must demonstrate they are authorized to work in the United States within three days of hire and prior to placement. All individuals will be required to submit proof of their identity and employment authorization. Employees will also be required to complete Form I-9 and attest the information and documents provided are accurate, valid, and genuine.

All new employee I-9 data will be processed through the Department of Homeland Security (DHS) e-Verify system to ensure the accuracy and validity of the data provided. If employees are authorized to work in this country for a limited period of time, then before the expiration of that period, the employee will be required to submit proof of their continuing employment authorization in order to remain employed by GSG Talent Solutions.

## DRUG-FREE WORKPLACE

In compliance with the Drug Free Workplace Act of 1988, the use of a controlled substance is inconsistent with the behavior expected of employees, future employees, and visitors to our locations. The abuse of controlled substances creates unacceptable safety risks and undermines the company's ability to operate effectively and efficiently. GSG Talent Solutions has a detailed substance abuse policy that is included in this handbook. Please contact your GSG Talent Solutions recruiter if any questions arise concerning this policy.

## COMPENSATION / TIMECARD SUBMITTAL POLICY

Employees of GSG Talent Solutions are paid weekly, on the Friday following the week ending date of the timecard submitted. If that Friday is a GSG Talent Solutions, Goodwill Central Texas, or State holiday, every effort will be made to have checks issued on the last regular business day preceding the holiday.

Employees are paid for the reported and approved hours worked. Employees are responsible for reporting their hours worked in a timely manner to ensure an accurate payroll. All employees using the online timesheet system must submit time no later than 10:00 AM every Monday (unless otherwise instructed). Managers are also expected to approve timesheets by close of business the same day.

Employees who are using paper timesheets must do so by 12:00 PM every Monday. Employees must submit time before leaving work on the last workday of each week.

GSG Talent Solutions will pay its employees either through direct deposit into an employee's account or through a Pay Card. **All employees must choose one of these options during the onboarding process.** With direct deposit, an employee's paycheck is deposited directly into the checking or savings account of his/her choice. Forms for electing direct deposit or the Pay Card will be given out during onboarding and the employee must complete the forms within the first three days of employment.

## OVERTIME COMPENSATION

In compliance with state and federal laws, overtime is paid to non-exempt employees for all hours worked in excess of 40 in a work week, beginning on Monday and ending on Sunday. Overtime is paid at a rate of 1.5 times your base hourly rate of pay. Hours worked means time actually spent on the job. Unpaid leave, holidays, or any other time away from work are not considered hours worked for the purpose of calculating overtime.

For employees working on state contracts, employees are not allowed to work overtime, unless overtime is included on a purchase order and is otherwise approved by GSG Leadership.

### Payroll Deductions

GSG Talent Solutions is required by law to make proper deductions from your earnings on your behalf. The following mandatory deductions are made until the maximum amount is reached:

- Federal Income Tax Withholdings (Based on the number of exemptions on your W-4 form)
- FICA (Social Security)
- Medicare

No money is ever deducted from your pay unless we are required by law to deduct it, or you have provided written authorization for GSG Talent Solutions to make deductions. If an employee believes that an improper deduction has been taken from his or her pay, the employee should immediately report the deduction to his/her recruiter. The report will be promptly investigated and if it is found that an improper deduction has been made, GSG Talent Solutions will reimburse the employee for the improper deduction.

## DIRECT DEPOSITS ISSUED INCORRECTLY

If the amount of pay issued is incorrect, it is the responsibility of the employee to notify the GSG Payroll Team immediately. Email any questions, concerns, or changes of address to [payroll@gsgtalentsolutions.com](mailto:payroll@gsgtalentsolutions.com)

If direct deposit items are returned because of invalid account information or because the account is closed, the paycheck will not be reissued until the original direct deposit funds have been returned to GSG Talent Solutions from the bank. After a check is returned, direct deposit will be cancelled, and paychecks will be issued to a pay card until new or corrected account information is provided.

## FINAL CHECKS

Employees who are terminated will be paid their final check no later than the sixth calendar day, following the date of discharge. For employees who have voluntarily left GSG employment, final paychecks will be received on the next regularly scheduled payday.

## SUBMITTAL OF TIMECARDS

Hours worked are to be submitted using the approved method of reporting time. While most employees will be using the online time and attendance system, some worksites may require the use of hard copy timecards.

Hours worked must be approved by the manager at the site where the employee is working. If using a hard copy timecard, this approval must be part of the submitted timecard.

If the customer in which you are placed requires paper time sheets and does not otherwise use the online time and attendance system for payroll, you may drop off your time cards in person during regular business hours at the Goodwill Community Center reception desk, located at 1015 Norwood Park Blvd, Austin, Texas, 78753.

## GRIEVANCES

Employees should bring any work-related problems and concerns to the attention of GSG Talent Solutions as soon as possible.

1. Present your grievance in writing to your recruiter or a member of GSG Leadership. Contact your recruiter to request a copy of the GSG Talent Solutions Grievance Form, then complete, and submit your form to your recruiter.
2. If your grievance is not resolved within five working days, you may present your grievance in writing to the GSG Talent Solutions Director of Operations. Call GSG Talent Solutions at (512) 637-7106 for more contact information
3. If your grievance has still not been resolved within five additional working days after following step 2 above, you may present the grievance in writing to the Vice President of GSG Talent Solutions. The Vice President of GSG Talent Solutions, or their authorized delegate, will review the grievance and make a final decision.

## DRESS CODE

The actions and professional appearance of GSG Talent Solutions employees reflect on GSG Talent Solutions and contribute to the favorable impression of GSG Talent Solutions throughout the community. The GSG Talent Solutions Dress Code provides guidance regarding appropriate attire and appearance depending on your work location.

The GSG Talent Solutions expectation is that employees will make their best effort to foster positive relationships with the community by presenting themselves in a professional and trustworthy manner. The dress code allows for a wide range of options; there are a few clothing options that are specifically designated as inappropriate for work at GSG Talent Solutions.

### INAPPROPRIATE

- Any jewelry or clothing item that presents a safety hazard
- Open toed shoes/heels in non-office environments
- Exposed undergarments
- Headwear (except where appropriate and as otherwise required by law)
- Torn, discolored, or tattered attire

## PERSONAL GROOMING

Personal Grooming expectations include everything from personal hygiene to body art to clothing maintenance.

- Employees shall maintain a personal grooming regimen to avoid overpowering personal odors, including cologne and perfume.
- Employees are expected to wear appropriate undergarments, including appropriate support garments. Clothing that reveals undergarments is inappropriate at GSG Talent Solutions.
- Employees may not have visible tattoos that contain nudity, profanity, gang insignias, or racial/ethnically offensive language.
- Torn, discolored or tattered clothing is not acceptable work attire.
- Clothing shall fit properly and allow the full range of motions required to perform the essential functions of the job.

## BUSINESS CASUAL DRESS CODE

Employees working in a professional setting will be expected to comply with the following minimum guidelines.

- Dresses and skirts shall be hemmed to a modest length of not more than 3 inches above the knee.
- Dresses, sweaters, blouses and shirts shall be of sufficient length to cover the midriff and fit properly.
- Suits, blazers, vests, and pants in business suitable fabrics.
- Jeans may be worn with appropriate business casual tops.
- Any type of business shoe, including dress sandals.



# BENEFITS

Being a part of the GSG Talent Solutions (GSG) Team means you have access to the Goodwill Central Texas benefit program.

## HOLIDAY PAY

The following holidays will be observed by GSG Talent Solutions:

- New Year's Day
- MLK Day
- Memorial Day
- Juneteenth
- July 4th
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Day

To qualify for holiday pay, employees must have:

- Worked 500 consecutive hours in the 16 weeks directly preceding the holiday.
- Worked 80 hours or more in the 2 weeks preceding the holiday.

Holiday pay is paid at the regular pay rate. Holiday pay is for eight hours. If the employee is on an assignment where the client is requiring them to work on a GSG paid holiday, the employee will receive pay for the hours worked as well as eight hours of Holiday pay. Holidays that fall on Saturdays or Sundays are ineligible for holiday pay unless Saturdays and Sundays are regularly scheduled workdays. Holiday hours worked will be paid at your regular rate. Holiday pay does not count towards overtime.

GSG Talent Solutions performs routine mass audits to determine Holiday Pay eligibility. We do not perform individual time audits on demand.

If you wish to take time off in conjunction with a paid holiday:

- It must be approved by your on-site supervisor in advance.
- An email confirming approval must be sent to your GSG Talent Solutions Recruiter or Payroll Administrator BEFORE payroll for the holiday is processed

Currently, all States Outside of Texas are on a State-by-State basis.

**NOTE:** Taking days off in conjunction with a paid holiday without advanced supervisor's approval will revoke your holiday pay. Failure to provide documentation of advanced approval to GSG before the holiday can result in your holiday pay being delayed.

If you have any additional questions, please contact the GSG Payroll Specialist at [payroll@gsgtalentsolutions.com](mailto:payroll@gsgtalentsolutions.com) or Direct/Text/Fax at (512) 637-7533.

## JURY DUTY

Employees must notify their GSG recruiter and their on-site supervisor upon receipt of a jury summons, and subsequent notice of selection to serve as a juror. Employees are required to be at work on days or partial days when not required to report to jury duty. Failure to report to work on these days revokes the employee's eligibility to receive pay for jury duty. Employees providing this community service will receive their regular rate of pay provided they submit proof of the jury duty request to GSG Talent Solutions. Pay is eight hours per day, up to three days. GSG Talent Solutions leadership must approve employee jury duty leave and all absences due to jury duty must be documented. Employees must send their request via email to their recruiter about the days and number of hours for jury duty pay, along with documentation from the court that proves jury duty was completed. Employees will not be paid for time absent from work when they are personally involved in a civil or criminal proceeding.

## RETIREMENT

A tax-deferred 403(b) retirement plan and/or post-tax Roth Account, an employer-sponsored retirement account that allows an employee to dedicate a percentage of their pre-tax salary to a retirement account. Retirement funds can be invested in a range of stocks, bonds, mutual funds; and is available to all employees at the time of hire. Participants must be at least 21 years old to contribute to the plan. Please note – this is not a regular savings account and any amount withdrawn from the retirement account is subject to the applicable taxes and penalties. All employees must fill out the election form, even if they do not participate. Employees can make decisions regarding the investments of their 403(b) and/or Roth Account assets, including directing the investment options of their contributions. There are several different fund options, including but not limited to; the stock market, fixed, money market, and bond funds. We partner with an independent financial advisor company available to assist you in making decisions to maximize your current and future earnings. All contributions made by employees are always fully vested (owned by the participant).

## INSURANCE

Employees who work an average of 30 hours per week are eligible to sign up for health insurance benefits after 60 days of employment. If an employee qualifies for insurance benefits, they will receive a notice by email, and information will be sent about the various insurance plans offered. If an employee elects coverage, premiums will be automatically deducted from their weekly paychecks. If an employee's assignment ends, they will be responsible for making premium payments directly to GSG Talent Solutions in order to keep benefits active. Failure to pay these premiums will result in termination of benefits.

GSG Talent Solutions/Goodwill Industries of Central Texas reserves the right to modify or change benefit offerings at any time.

## GOODWILL STORE DISCOUNT

**Goodwill store discounts are only applicable to the Central Texas region.** Goodwill Central Texas is not affiliated with any other Goodwill outside the territory of Central Texas.

If you live in the central Texas region, as an employee, you can qualify for a 25% discount at all Goodwill Central Texas stores after you have received your first paycheck. Listed below are the rules to utilize the employee discount:

- Employee must present a company paycheck stub and valid picture I.D. to receive the discount. The paycheck stub must be dated within 4 weeks of purchase date to obtain the discount.
- Payroll deductions are not available for store purchases for temporary employees.
- Employees who have either been terminated or have resigned their position with GSG Talent Solutions are not eligible for the employee discount.
- An employee's family or relatives are not eligible for the 25% discount.
- The 25% discount applies to donated goods only; the discount does not apply to bid items, new items, food, or snacks.
- All employee transactions must be rung by a member of store management. Please advise the associate that you need a member of the management team to ring your transaction when you approach the register with your items.
- Purchases must be paid in full at the time of purchase.
- Purchases may be made by cash, debit/credit card, or Goodwill gift card.

## EMPLOYEE SUPPORT SERVICES

### YOUR RIGHTS REGARDING PRIVACY AND CONFIDENTIALITY

Employee Support Services is required to provide you with this information and to obtain your signature to acknowledge that you have read and understood this form. The Employee Support Services representative will answer any questions you may have. The information you provide is private and confidential to the extent required by state and federal laws. This includes phone calls, text messages, appointments, e-mails, and written communication.

Although your information is private, there are limits to the guarantee of confidentiality. There are a few narrow exceptions to confidentiality which are put in place to protect you and others. We are required by law, and this policy, to reveal information shared during our meetings or discussions to other persons or agencies without your permission when one or more of the following situations occur:

- To regulatory agency personnel in cases of reasonable suspicion of abuse or neglect of a minor or dependent adult
- To law enforcement and/or medical personnel in emergency cases of threat or actual harm to yourself or another person(s)
- Under subpoena or court order

If disclosure of confidential information becomes necessary, only the information necessary to protect you and/or another person will be released.

Goodwill policy also states that information disclosed to Employee Support Services that suggests unsafe working conditions or illegal actions toward Goodwill as an organization must be reported to GSG Talent Solutions Leadership. This policy is in place to protect the safety of all GSG Talent Solutions employees. Examples include but are not limited to; use of controlled substance or impairment on the job, theft, and damage or destruction of property. Employees can report any of these actions to GSG Leadership, a member of the Employee Support Services team, or to the anonymous hotline at (800) 624-9178.

As outlined in the Health Insurance Portability and Accountability Act (HIPAA), we may use or disclose your Protected Health Information (PHI) for the purpose of Health Care Operations. Health Care Operations are activities that relate to the performance and operation of the program, which include activities such as internal and external auditing, accounting procedures, and client tracking system administrative support.

From time to time, Employee Support Services may find it necessary to consult about your case with other support staff to seek additional guidance to best support your needs. In these consultations, your Employee Support Services Representative will make every effort to avoid revealing your identity.

Services provided by Employee Support Services include counseling on issues surrounding family/relationship, financial, work/life balance, mental health, and stress management. The only requirement for utilizing Employee Support Services is that an employee is currently on an active assignment. Time spent with Employee Support Services is unpaid.

If you would like us to release information to someone, we may do so with your consent. You will be asked to sign an authorization for this purpose. The authorization must specify what information can be released, to whom, and for what purpose. The dates during which the authorization is valid must be indicated on the form. You may cancel your authorization at any time in writing.

- You have the right to indicate how you would like the Employee Support Services staff to contact you when needed.
- Employee Support Services records are not part of your Human Resource file or any other personnel files.
- Your personal information is entered into a locked electronic file.
- All paper records are kept secure in locked cabinets in the offices of Employee Support Services.
- Electronic records are also kept secure in encrypted company laptops and computers that are only accessed by your Employee Support Service Representative.
- You may ask to correct the factual information you provided in your first meeting with Employee Support Services at any time.
- You may review your personal information and, if requested, you will be given the opportunity to review your file unless Employee Support Services believes this could be detrimental to you. If you ask to review your file, Employee Support Services may prepare a summary for you to read in their office.

If you believe your privacy rights have been violated, you may file a written complaint with the Vice President of GSG Talent Solutions. GSG Talent Solutions will not retaliate against you in any way if you file a complaint.

# CODE OF CONDUCT

As a GSG Talent Solutions (GSG) employee, you are required to represent the company in a professional and ethical manner and avoid the appearance of impropriety. Any violation may result in disciplinary action, up to and including termination.

Although this list is not all-inclusive, you must adhere to the following standards and use good judgment in all instances:

- Arrive promptly to the start of your shift and do not exceed your designated break and lunch times.
- Dress according to the standards of the workplace where you are assigned. If there is a specific uniform outlined by your assignment, follow those guidelines.
- Acceptance of an assignment means you agree to work the required schedule of the assignment. You also understand that schedules may be changed based on business needs, and whenever possible will be communicated as early in advance as possible.
- Excessive absenteeism and/or tardiness may result in limited future placement opportunities or termination of employment with GSG.
- If you will be late or miss work for any reason, notify both your work supervisor and GSG recruiter immediately. Failure to notify both parties can result in disciplinary action up to and including termination from this assignment and future assignments.
- Do not take any property for personal use. This includes merchandise, supplies, telephones, copy machines, fax machines, computers, etc.
- Do not check your personal email on office computers and do not use the internet for personal reasons. Computers to which you have access may be monitored.
- Do not use your mobile phone during work hours unless it is an emergency.
- Do not conduct personal business during office hours. This includes soliciting, reading personal material, making personal phone calls, eating while on duty, etc.
- Employees are paid for the reported and approved hours worked. Employees are responsible for accurately reporting their hours worked in a timely manner to ensure an accurate payroll.
- Employees agree to maintain confidentiality and privacy of any information made available to them during completion of a temporary assignment. Distribution, dissemination, or improper use of any confidential records will lead to disciplinary action, up to and including termination.
- Notify GSG promptly when you become available for work. Failure to notify us of your availability within one working day after the end of an assignment will affect your eligibility to receive unemployment benefits and future assignments with GSG.
- GSG Talent Solutions may terminate an employee on the first instance of a 'no call, no show' offence. If the employee is not terminated, the employee will be issued a written warning.
- Employees who have a second instance of a 'no call, no show' offence will be escalated to GSG Leadership for a decision on termination.
- 'No call, no show' infractions will reset after 6 months with exhibited improvement. This can be demonstrated through Employment Verification showing 6 months employment somewhere else or by taking a soft skills class.

# REHIRE POLICY

To be eligible for rehire, returning employees must complete the same process as all other applicants to include:

- Submit a new application with a current address, phone number, work, and education history since the last employment with GSG Talent Solutions
- GSG Talent Solutions Leadership will review circumstances of previous employment to determine current eligibility for rehire.
- Recruiter will review qualifications and decide if skills match the position requirements.
- If selected, the returning employee must pass all pre-employment screenings as determined appropriate for the position.

## POLICY FOR ELIMINATING DRUG ABUSE

To help ensure a safe and productive work environment. GSG Talent Solutions prohibits the use, possession, manufacture, distribution, transportation, or sale of controlled substances, inhalants, and/or alcoholic beverages while an employee is on duty or at a job site. GSG further prohibits any employee from working while impaired by the use of such substances. Any violation of this may result in disciplinary action, up to and including termination.

If GSG Talent Solutions has reasonable suspicion that an individual is working while impaired by a controlled substance, an inhalant, and/or alcohol, GSG Talent Solutions may refuse to permit that employee to continue to work, pending further investigation. Should this occur, GSG Talent Solutions will offer to provide transportation for the employee to take a 'Reasonable Suspicion' drug test. If the employee refuses to be escorted and/or to submit to a drug screen, the employee will be deemed to have screened positive which will result in immediate termination. An investigation, which includes a substance abuse test, will be performed in an expeditious manner. The confidentiality of the information developed in such an investigation will be preserved to the extent reasonably possible. However, such confidentiality will not apply to information supplied to law enforcement personnel in their official capacity.

GSG Talent Solutions requires a pre-placement drug screen for individuals who are selected for placement with customers who have made such screening a condition of placement. Where a pre-placement drug screen is subject to government regulations or agency protocol, the appropriate drug screen procedure will be followed.

Employees who incur an on-the-job injury requiring more than basic first aid will be subject to a drug screen concurrent with treatment.

If an individual has a positive result for a prohibited substance, the employee is not eligible for employment and will be subject to termination. Similarly, if an individual refuses to take a drug screen or attempts to tamper with the specimen provided or otherwise alter the sample or results, the individual will be deemed to have a positive drug screen with the same consequences. Where the drug screen is the result of a work-related injury, the Workers' Compensation insurance carrier will be notified of the positive drug screen. The individual may be declined Worker's Compensation insurance coverage for the injury as a result of a positive drug screen.

Pre-employment drug testing may be conducted by GSG Talent Solutions. If additional testing is indicated, the additional testing will be conducted by a National Institute on Drug Abuse (NIDA) certified facility selected by GSG and the collection procedures established by the drug testing facility will be followed. Additional testing may be required if there is reason to believe the individual is under the influence of a prohibited substance not detected by the initial drug test.

# EEO, DIVERSITY and HARASSMENT POLICY

GSG Talent Solutions is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, GSG Talent Solutions expects that all relationships among co-workers will be business-like, free of bias, prejudice, and harassment.

## EQUAL EMPLOYMENT OPPORTUNITY

It is our policy to provide equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy), national origin, age, physical or mental disability, genetics, sexual orientation, gender identity, veteran status, or any other protected status in accordance with applicable federal, state and local laws. Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of GSG Talent Solutions. GSG Talent Solutions will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels that he or she has been subjected to any such retaliation, he or she should bring it to the attention their recruiter.

## COMMITMENT TO DIVERSITY

GSG Talent Solutions is committed to fostering, cultivating, and preserving a culture of diversity and inclusion in which all employees are valued for their skills, experience, and unique perspective. This commitment is embodied in our company policies and in the way we do business. Working together as a diverse and inclusive organization is essential to our success.

We embrace and encourage our employees' differences in age, disability, race, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, religion, sexual orientation, socioeconomic status, veteran status, and other characteristics that make our team members unique.

## DEFINITIONS OF HARASSMENT

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to:

- unwanted sexual advances or requests for sexual favors
- sexual jokes and innuendo; verbal abuse of a sexual nature
- commentary about an individual's body, sexual prowess, or sexual deficiencies
- ogling, whistling, or touching; insulting or obscene comments or gestures
- display in the workplace of sexually suggestive objects or pictures
- other physical, verbal, or visual conduct of a sexual nature

Harassment based on any protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his /her membership in a class protected by law. This would also include the presumption of membership in a protected class or association with others in a protected class, such as relatives, friends or associates, and that:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment
- Has the purpose or effect of unreasonably interfering with an individual's work performance
- Otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; demeaning jokes; and written or graphic material that denigrates and/or shows hostility or aversion toward an individual or group and that is placed anywhere on the employer's premises or circulated in the workplace.

## INDIVIDUALS AND CONDUCT COVERED

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to GSG (e.g., customer). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

## REPORTING HARASSMENT

Every member of management has a duty to maintain a workplace free of harassment. This duty includes discussing the policy with all employees and assuring them that they are not required to endure insulting, degrading, or exploitative treatment.

Employees who believe that they have been subjected to or witnessed harassing behavior by co-workers, our customers, customer's employees or by our staff should report the alleged act immediately to their recruiter, member of GSG leadership, or may call the anonymous employee hotline at (800) 624-9178. If the harassment involves any of these people, the complaint can be taken to the Vice President of GSG Talent Solutions. Investigation of the report will be conducted by Human Resources.

All actions taken to resolve complaints will be conducted in a discreet and confidential manner. Employees shall not be retaliated against for reporting harassment or for participating in the investigatory procedure.

If an investigation results in findings that an employee did harass another employee or client in any form, the employee in question will be subject to disciplinary action, up to and including termination.



## FAMILY MEDICAL LEAVE ACT Policy (FMLA)

The Family Medical Leave Act provides eligible employees with 12 weeks of unpaid leave each year for reasons related to family and medical concerns. GSG Talent Solutions uses a rolling 12-month year to determine eligibility. This year is measured backward from the date an employee requests to use FMLA leave.

An eligible employee is defined as:

1. An employee who has worked for GSG Talent Solutions for a total of at least 12 months,
2. An employee who has worked at least 1,250 hours during the prior 12 months and
3. An employee who has worked at a location where GSG Talent Solutions employs at least 50 employees within a 75-mile radius.

FMLA leave is a protected leave of absence, meaning the employee will be placed in the same or equivalent position upon return or at the end of the 12 weeks. Employees will continue to be covered by benefits during FMLA leave and are responsible for paying their portion of the premiums. If an employee returns to work with an unpaid premium balance, future pay may be subject to additional premium deductions until premiums have been paid.

Employees must request leave to be designated as protected FMLA leave; such leave may be used for the employee's own serious health condition, to care for a family member with a serious health condition, the birth or adoption of a child or other circumstances related to the health and care of a family member in the US Armed Services, for which an employee may be eligible for up to 26 weeks of leave.

# RIGHTS AND RESPONSIBILITIES OF EMPLOYEES

1. You have a right to be treated with dignity and respect at all times, and you are responsible for treating others with respect.
2. You have a right not to be discriminated against based on membership in a protected class, and you are also responsible to treat others fairly and not discriminate against them.
3. You have a right not to be subjected to retaliation, neglect, humiliation, harassment, exploitation (financially or otherwise), abuse in any manner (physical, sexual, psychological, or otherwise), and you are also responsible to work and socialize in an appropriate manner.
4. You have a right to be given access to available software training programs in order to enhance your job performance and you are responsible for utilizing that resource.
5. You have a right to seek medical and other treatment with your own resources, and you are also responsible to inform your supervisor and GSG if you plan to be absent.
6. You have a right to have information regarding your qualifying medical condition kept confidential, and you are responsible to keep private information to yourself.
7. While you are an employee, you have a right to review your personnel file, question and receive timely answers to anything in which you do not agree, and you are responsible to keep private information to yourself.
8. You have the right to access self-help and advocacy support services, and you are responsible for utilizing these services.
9. You have a right to take personal items to your assignment, and you are responsible for their safe keeping and appropriate use.
10. You have a right to receive payment for work that you do and are responsible to put forth your best effort at work and to turn in weekly, legible timecards.
11. You have a right to be referred to other organizations, including legal entities, for services and you are responsible for informing staff if there is something you need.
12. You have a right to communicate with your on-site supervisor and with any of GSG Team Members, and you are responsible for communicating any needs to the appropriate party.
13. You have a right and responsibility to report incidents to your on-site supervisor and your designated GSG Representative, if you believe your rights are being violated. You have the right to use GSG Grievance Procedure and to ask for investigation of any infringement of rights. You are responsible for stating your grievance in a respectful and timely manner.
14. You have the right to accept or refuse any assignment offered, and it is your responsibility to understand how this could affect your unemployment benefits.

# WORKERS' COMPENSATION

We carry insurance covering work-related injuries. Injuries may not be compensable, that is you may not be able to collect benefits if:

- The injury occurred while the employee was intoxicated or under the influence of an illicit substance
- The injury was an intentional effort to cause harm to self or others
- Injury was caused by another for personal reasons
- Injury occurred during voluntary off-work activity
- Injury was an act of God
- Injury occurred during horseplay

Report all on the job injuries to your onsite supervisor and GSG Talent Solutions immediately to ensure you receive proper medical treatment. You must contact GSG Talent Solutions to complete an incident report. Failure to report and complete the required incident report within 24 hours jeopardizes your right to benefits in connection with the injury.

Properly completing the reports, accurately and in a timely manner, allows GSG Talent Solutions to investigate the cause of the injury and identify and remove potential hazards, preventing injury to other GSG Talent Solutions employees, as well as accurately provide Safety Reports according to Federal reporting requirements.

Employees who are out during a period of recovery for Worker's Compensation must adhere to policies for communicating with their supervisor or management.

# WORKPLACE VIOLENCE

GSG Talent Solutions has a Zero Tolerance Policy concerning workplace violence. Any act or threat of physical violence, including any form of intimidation, harassment and/or coercion, which involves GSG Talent Solutions staff or customers, when it occurs in connection with employment will not be tolerated at any time. Violations of this policy will lead to disciplinary action, up to and including termination and/or legal action as appropriate.

# SAFETY PROCEDURES

Your safety is of primary importance to GSG Talent Solutions. As an employee, you are our most valuable asset. As a GSG Talent Solutions employee, you are expected to help yourself and others avoid accidents. Communication is the key to an effective safety program.

While there is no substitute for practicing common sense and being alert to hazards in the work area, you have an obligation to comply with the following requirements to make the workplace safe for yourself and your fellow employees. You must:

- Follow safe practices for the work area and for your job. If you are unsure of policies/practices, then ask your supervisor.
- Report all unsafe work conditions or instructions to your GSG Talent Solutions recruiter immediately for assistance.
- If you are injured or become ill on the job, you must report the injury or illness to GSG Talent Solutions. If you seek medical care in relationship to your injury, please contact GSG Talent Solutions prior to obtaining medical care.

In keeping with policy to provide a workplace free of known hazards and to provide effective safety for all employees, this program is established to help reduce the risk of work-related injury and illness to GSG employees.

In addition to reporting your injury or illness, you must also do the following:

- If it is necessary for you to go to the doctor or hospital, notify GSG of your expected recovery time immediately after you receive primary medical treatment and after each succeeding appointment with the doctor. Provide a completed 'Work Status Report' after each visit with the doctor and submit all paperwork from the physician to your GSG Talent Solutions recruiter or a member of GSG Leadership.
- If possible, contact the GSG Leadership Team for assistance with completing the employee injury report prior to receiving medical care. If placed on work restrictions, we will make every effort to accommodate those restrictions.
- Submit to drug and alcohol screening by the doctor at the time of primary medical treatment.
- Follow the instructions, advice, and medical treatment prescribed by the doctor and keep all scheduled appointments to fulfill the prescribed medical treatment plan.
- Failure to follow these instructions may lead to termination of employment, and denial of your workers compensation claim.

