

Working with Manpower

Welcome to Manpower

Thank you for joining the Manpower team. We're excited to have you on board as one of our valuable associates.

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 find the job that's just right for you. Manpower also offers a variety of benefits and tools to help you keep advancing at work.

This handbook can assist you with any questions about your employment and provide you with information about your benefits. After your review it, bookmark our website at www.mnpwr.com and keep it as a handy resource. And, remember: your Manpower Representative is always available to answer your questions.

Our Commitment/Our Brand. 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 consistent with your interests and abilities
- Supports open communication

We think like you. We know that being successful at work is important – not only for the positive feelings it creates, but also for the better life it brings. We believe that satisfying work is an essential part of an individual's development, self-esteem and personal fulfillment.

Our Promise to You.

- We'll base the work we offer you on your demonstrated skills, knowledge and abilities.
- Through our creative spirit, energy and commitment to service, we'll strive to help our associates and clients achieve their goals.
- We'll treat you with respect and dignity – and we ask that you do the same for us and for the clients to whom you're assigned.

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 goals 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 associates. 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.

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're going to be late or unable to report for work. **Not arriving for work without first telephoning us could be cause for termination.**
- The work you're asked to do is substantially different from the work described to you by your Manpower Representative.
- The work environment appears unsafe.
- You are sick or injured on the job, or 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 Equal Employment Opportunity, Anti-Harassment/Anti-Discrimination Policy is being violated.

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 or serious injury on the job, 911 should be called. For all other injuries, notify your supervisor immediately and call your Manpower Representative as soon as possible the same day.

Attendance Expectations. Dependability is your highest priority as a Manpower associate. We realize that occasionally you may be unable to get to work in a timely manner or not at all. Please schedule appointments during non-working hours or as late in your shift as possible. Missing more than three workdays in a six-month period may be considered excessive.

Seeking Regular Employment with Clients During Assignments. As a courtesy to our clients, we request that our associates do not discuss any employment possibilities with clients while they are actively assigned to that client. This inquiry can put our client into an awkward situation. If you are interested in seeking employment with our client, please consult with your Manpower Representative. Failure to abide by this process may result in disciplinary action.

The Manpower Experience

As a Manpower associate, you'll have a chance to work with a wide variety of organizations, each offering an opportunity to sharpen your skills or learn new ones. You may prefer the flexibility that different assignments provide, as well as the ability to explore different work environments. Or, you may be looking for a direct-hire opportunity. Regardless, Manpower offers a single source solution to finding rewarding employment.

Assignments. To help us assign work specifically matched to your skills and aptitude, we created our Predictable Performance System. We use our understanding of your skills, abilities and work preferences and match them to the specific needs of our clients.

When we receive an assignment that matches your skills, knowledge and abilities a Manpower Representative will contact you.

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

- The company's name and location, along with the directions to the worksite
- Start date, time, hourly wage and projected length of assignment
- Work hours, lunch and break times

- Supervisor's contact information and check-in procedures
- Description of what you'll do on the job
- Dress code, including any required safety equipment

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.

Assignment Availability Policy. To maintain employment status with Manpower, you must keep us informed as to your availability. When you complete an assignment, **notify Manpower by phone immediately.** You are then required to call us weekly to inform us of your availability status. If we do not hear from you immediately after an assignment completion, and once a week every week thereafter until an assignment is started, we will consider you unavailable for work and to have voluntarily resigned from employment. Further assignments may not be offered.

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 to our associates on a monthly or quarterly basis.

Job Satisfaction

Your feedback after an assignment is also 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.

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 are 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 – not the client – 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.