



Welcome

Welcome to Encadria Staffing Solutions.

As an employee of Encadria Staffing Solutions, we benefit more when you benefit.

As a staffing service, we provide solutions for companies with staffing challenges. Our answer is you. We're fanatical in getting to know our applicants. We review the skills of our employees carefully and find the best match for each job. This helps us make the best placement decisions. Encadria Staffing Solutions is an Equal Employment Opportunity Employer. We are confident that when you are selected as an Encadria employee and placed on an assignment, you will be a very professional representative. We even offer our Clients a guarantee. If we make a mistake and send you on a job that you're not qualified to perform, we don't bill the Client. And we're still obligated to pay you. If this happened often, we wouldn't be in business very long.

That's just one reason why we have quality control checks on your work. When you take an assignment, we follow your performance on the job. This allows us to give you an evaluation on how you're doing. And we are interested in how we are doing also. Evaluations are sent to you for feedback on assignments and employment with Encadria Staffing Solutions. If you receive an evaluation please complete and return to Encadria Staffing Solutions immediately.

We're glad you've come to Encadria Staffing Solutions. We want you to do your best to reflect the outstanding image of Encadria Staffing Solutions. We'll do our best to keep you happy and satisfied with our relationship.

Read through this entire brochure. It will give you important information that can help you do the best job possible. However, although this brochure sets forth the policies of Encadria Staffing Solutions, these policies may change without notice. Please check our website for any updates or changes. It is also important to understand that nothing in this brochure is intended, nor shall it be considered, as creating terms or conditions of an employment contract, either expressed or implied, and can be changed at any time. If you have questions, call Encadria Staffing Solutions.

It is the policy of Encadria Staffing Solutions that the employment of any employee can be terminated with or without cause, at any time, at the option of the employee or at the option of the Company. No employee or representative of Encadria Staffing Solutions has any authority to enter into any agreement guaranteeing or extending the employment of any employee for any specific period of time, or to make any agreement contrary to the foregoing.



Employment Policy

Encadria Staffing Solutions is an equal opportunity employer. All personnel will provide equal employment opportunity and equal treatment to employees and applicants for employment based on individual merit. Individual merit shall be judged on such factors as qualifications for and interest in the job in question, attendance record, cooperativeness, work habits and behavior, length of company service where appropriate, and the ability to do the job in a satisfactory, safe and dependable manner.

There shall be no unlawful discrimination because of a person's race, color, religion, national origin, sex, sexual orientation, age, veteran status, genetic information, disability or any characteristics as mandated by federal and state law.

Encadria Staffing Solutions personnel will provide equal employment opportunity and equal treatment in all decisions affecting the following: recruiting, hiring, job assignments, promotions, benefits, discipline, overtime, pay and other forms of compensation, and all of the terms, conditions, and privileges of employment. Further, we will exert a good faith effort to provide a work environment for all employees that is totally free from all types of unlawful discrimination and harassment, including sexual harassment. Our policy also includes efforts to make reasonable accommodation so that qualified applicants and employees with disabilities can perform the essential functions of the job.

Questions or complaints: Employees and applicants who have questions or complaints regarding this policy or its application, are encouraged to discuss their questions or complaints with a Manager or Supervisor of Encadria Staffing Solutions. Valid complaints will be addressed as promptly as possible. All complaints of illegal discrimination and harassment, including sexual harassment, will be treated in the strictest confidence and a prompt investigation will be initiated. Individuals who bring their legitimate questions or complaints to management in this fashion will not have their employment opportunities jeopardized in any way. Following are the names and titles of the company officials that may be contacted.

Eddie Ray
General Manager

Sue Strong-Gossage
Assistant General Manager

(404) 652-5493

Office Hours: 7:30 a.m. - 5:00 p.m. EST

Employee Benefits

As a preferred employer, Encadria Staffing Solutions offers its employees a variety of competitive benefits. Benefits include:

Health Insurance

Vacation Bonus

Holiday Pay

Direct Deposit

Referral Bonus Opportunities

“Employee of the Month” Program

Employee Newsletters

Skills Enhancement Opportunities

Service Credit for Vesting Purposes in Georgia-Pacific Retirement Benefits

For further explanation of benefits, check out www.encadria.com

Additional benefits may be available in your local market. Ask an Encadria Staffing Solutions supervisor for additional information and/or specific details.

Assignments

Encadria Staffing Solutions is your employer on each and every assignment. You are not an employee of any Client of Encadria Staffing Solutions or any Parent or Subsidiary of Encadria Staffing Solutions. You are paid by Encadria Staffing Solutions and become our representative to the Client.

Assignments may last a day, a week, a month or even longer. Clients call Encadria Staffing Solutions with a description of the position they need filled and we choose the most qualified person. When we call you for an assignment, we'll tell you everything we know about the Client, the job, the length and your pay rate for the assignment. (Rates vary with assignment and are determined by the skill level needed to perform the assignment.) At this point, please consider any conflicting plans or appointments you may have. It is vital that you are available to complete assignments that you accept. You are under no obligation to accept any assignment. However, your flexibility to accept assignments when called will increase your opportunities with Encadria Staffing Solutions. Just let us know what your plans are and when you'll be available for work. Please call the Encadria Staffing Solutions office any day you would like to be considered for work assignments. An Encadria Staffing Solutions supervisor is available to take your call Monday through Friday, during standard business hours. Hours vary by office location. It is also important to contact our office when an assignment is complete if you are available for other assignments. If you do not call to inform us of your assignment ending, and that you are available for another assignment, we will consider you to have voluntarily ended your employment with Encadria Staffing Solutions. Such action could affect your unemployment status.

Please make note of all the important details such as the Client's name, location and any complicated directions, the starting date and time to report as well as the person reporting to and, if necessary, the department. Review time keeping procedures and make note of necessary assignment numbers.

Important Note: Always allow plenty of time for transportation. You'll need extra time for heavy traffic periods and special parking situations. And remember, it's very important to report early on your first day.

Important Reminders

When to Call your Encadria Staffing Solutions Supervisor

- If you are going to arrive late or can't make an assignment.
- When you finish an assignment or the length of the assignment is altered.
- If you encounter a major problem with the Client.
- If the Client requires far more advanced skills or a much heavier workload than explained in your job description.
- If the Client asks you to work overtime and you are unable to work.
- If you are injured or disabled during an assignment.
- If you are unsure of any procedure of Encadria Staffing Solutions.
- If for any reason you are dissatisfied with the assignment.
- After an interview with the client.
- If the Client offers you a full-time position.
- If you have a complaint of discrimination or discriminatory harassment.
- If you have problems or questions about reporting your hours worked.
- Any day you wish to be considered for employment.

Also: To report change of name, address or telephone number.



Assignment Advice

Dependability/Punctuality. If you treat every temporary assignment as a full-time position, you can be proud of your work. Attendance is extremely important. Report to work on time every day and complete the assignment. The first day you'll need to report early to learn all about your new position.

Our Clients have requested flexible staff because of a definite need which may or may not be obvious to us. Because of this, if you accept an assignment, you are expected to be at work each scheduled day. We consider perfect attendance the norm, not the exception. Failure to report for and remain at work as scheduled, including late arrival, leaving early and all time lost from the job whether approved, excused or unexcused may be cause for termination from the assignment. Continued absenteeism or tardiness could result in termination from Encadria Staffing Solutions. Many client companies have specific attendance policies you must adhere to. Failure to do so may be cause for termination from the assignment and from Encadria Staffing Solutions.

In the event of emergencies, like running late or illness, call Encadria Staffing Solutions immediately. **Do not contact the client unless your Encadria supervisor has given you specific instructions to do so.** We'll handle all messages. In the event your assignment begins outside of standard business hours, discuss with your Encadria Staffing Solutions Supervisor who to call & when. Accepting an assignment and failing to report to work without personally contacting our office is grounds for termination.

Attitude. To make the most of every assignment, be very flexible. A helpful, flexible attitude creates more job opportunities, as a satisfied Client may ask for you on future assignments. Many times a Client will fail to inform us of extra duties involved, like filing. If it is something that you can handle, accept the extra responsibility. If you finish a project, it's best to go back and ask for something else to do. The Client is sure to notice your eagerness to help.

Client Policies. Once on the job, observe the actions of other employees and follow their example. A valuable Encadria Staffing Solutions employee can always fit in with the culture. Follow the Client's policies on breaks and lunch, dress, smoking and so forth. Overtime must always be approved by your supervisor. Telephones should be answered

promptly. When answering, please identify yourself and your department or company immediately. Accurate messages are also important. AND ALWAYS HOLD PERSONAL TELEPHONE CALLS FOR LUNCH OR BREAK TIMES. Client equipment or products such as copiers, office equipment, office supplies and company stationery should not be used for personal use or removed from the client company's premises without the proper approval.

Another thing to remember in work situations is that you may become privy to confidential or unpublished information. You are responsible for the security of confidential material. Revealing certain information could be damaging to the Client and could result in disciplinary action, up to and including termination. We prohibit solicitations, collections, the posting or distribution of printed, written, or electronically transmitted data or materials, by either employees or non-employees, at any place or time on client premises.

Never, of course, bring, possess, buy, sell or use alcoholic beverages or illegal or illicit drugs or substances on work time or on a client company's premises. Being under the influence of alcoholic beverages or illegal or unlawfully used drugs or substances at work or at other times to adversely affect your performance, the performance of others or the company's reputation is likewise prohibited and is grounds for termination. To obtain a copy of the Encadria Staffing Solutions Corporate Drug and Alcohol Testing Program (Non-DOT) please visit www.encadria.com.

Employment Screening. All Encadria employees are required to complete a criminal background investigation prior to beginning an assignment. Many of our clients also require a drug screen prior to placement. Employees are also subject to a quarterly random drug testing program.

Appearance

Professionalism is measured by courtesy, cooperation, conscientious work habits and responsible behavior. It is also reflected in your personal appearance. Personal hygiene and proper grooming are the basic qualities which contribute to an individual's overall appearance. All employees are encouraged to dress appropriately for specific client company environments.

Office Environments

We encourage professional dress when assigned to an office environment. Take cues from other employees and follow their trends. If more casual attire is permitted, dress appropriately the next day. Business clothing should convey neatness and professionalism. To get a clear understanding of our dress code, we've established guidelines to clear up any confusion about what is and what is not considered appropriate work attire.

Acceptable examples include:

Dress slacks, skirts or dresses;

Shirts with collars for men;

Casual shoes;

Sports coats

Selections should be appropriate for a professional business environment.

Business dress does not include:

Denim pants, skirts, shirts or jackets of any color;

Short pants of any length (including shorts, skorts or capri pants);

Athletic clothing, sweat shirts, sweat pants, tee shirts, tank tops;

Sheer blouses or dresses;

Athletic shoes (either canvas or leather) or casual sandals

Safe Industrial Environments

Safe industrial assignments may dictate more casual attire such as jeans, work pants, or fingertip length shorts during the summer months. An Encadria Staffing Solutions supervisor will cover specific clothing requirements before beginning an assignment.

If you question whether an outfit is “workplace friendly” chances are it is not – but check with your Encadria Staffing Solutions supervisor or your assignment supervisor for clarification before wearing it. Remember, first impressions are important, so be sure to dress for success.



Encadria Staffing Solutions Important Policies

Prohibition of Discriminatory Harassment

Encadria Staffing Solutions prohibits all forms of unlawful discriminatory harassment based on:

- Race
- Color
- Religion
- National Origin
- Sex
- Sexual Orientation
- Age
- Disability
- Genetic Information
- Veteran Status
- Or any characteristics as mandated by federal or state law.

Discriminatory harassment includes any verbal or other conduct which disparages any individual or group and which creates an offensive, intimidating or hostile working environment. All forms of such conduct are prohibited - whether in the form of pictures, cartoons, teasing, jokes, e-mail, epithets, name-calling, offensive gestures or hostile working environment. It is the responsibility of every employee to follow this policy against unlawful discriminatory harassment, and to bring to Encadria Staffing Solutions attention any actions which do not comply with this policy. Retaliation against those who report violations of this policy in good faith will not be tolerated.

Complaint Process

Employees who have questions or complaints regarding this policy or its application are encouraged to discuss these questions or complaints with either:

An Encadria Staffing Solutions supervisor,

Eddie Ray, General Manager (404) 652-5493 or

Sue Strong-Gossage, Assistant General Manager (920) 499-1545

All complaints of unlawful discrimination and harassment will be investigated promptly and in as confidential a manner as possible. Individuals who bring their questions or complaints to management in good faith will not jeopardize their employment opportunities in any way. Employees and applicants will not be subjected to harassment, intimidation, threats, coercion, or discrimination because they:

- File a complaint.
- Assist or participate in any investigation or other activity related to the administration of any federal, state, or local equal employment opportunity or affirmative action statute.
- Oppose any act or practice made unlawful by federal, state, or local law requiring equal employment opportunity or affirmative action.
- Exercise any other employment right protected by federal, state, or local law or its implementing regulations.

Sexual Harassment

It is the policy of Encadria Staffing Solutions that all employees should be able to enjoy a work environment free from all forms of unlawful sex discrimination, including sexual harassment. Employees who engage in sexual harassment not only may hurt others, but they also may expose both themselves and the company to potential legal liability. Consequently, Encadria Staffing Solutions will not condone or tolerate any conduct in the workplace on the part of its employees—whatever their positions—if that conduct violates the right of someone else to be free from sexual harassment. Any employee who violates this policy will be subject to appropriate discipline, up to and including discharge.

Sexual harassment includes any unwelcome sexual conduct that is either made a condition of employment or that creates an offensive, intimidating or hostile working environment. As the Equal Employment Opportunity Commission guidelines state:

Unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature constitute unlawful sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- submission to or rejection of such conduct is used as a basis for an employment decision affecting the employee; or
- such conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creating a work environment which is intimidating, hostile, or offensive to the employee.

All forms of unwanted sexual conduct—whether they are unwelcome sexual advances; suggestive or lewd remarks; sexually oriented teasing or joking; unwanted hugs, touches, kisses or other physical contact; displays of sexually explicit pictures, cartoons or other materials; request for sexual favors; or any other unwelcome sexual behavior or attention—constitute sexual harassment when they are made a condition of employment or create a hostile working environment.

If you feel you are a victim of sexual harassment, you should bring the matter to the immediate attention of Encadria Staffing Solutions Management. Employees who

become aware of possible sexual harassment—even if they are not themselves victims—should bring the matter to the attention of their Encadria Staffing Solutions supervisor.

All allegations of sexual harassment will be investigated promptly and in as confidential a manner as possible. Persons who complain about sexual harassment or who bring this type of information to the attention of management in good faith will not jeopardize their employment opportunities within the company in any way. Retaliation against such persons will not be tolerated by Encadria Staffing Solutions.



Family Medical Leave Policy

It is the policy of Encadria Staffing Solutions. to grant an unpaid leave of absence under the provisions of the federal Family and Medical Leave Act (FMLA) to an eligible employee for:

1. The birth or placement for adoption or foster care of a child; or
2. To care for the employee's family member (child, spouse, domestic partner or parent) who has a serious health condition; or
3. Because of the employee's own serious health condition that renders the employee unable to perform his or her job functions; or
4. Military Family Leave

Concurrent with this policy, Encadria Staffing Solutions will comply with any and all provisions of state or local laws that provide greater family or medical leave rights than established by the FMLA. If the employee determines that he/she may be eligible for leave under state family and medical leave law, the employee should contact Encadria Staffing Solutions Corporate Office for assistance in determining total leave eligibility. Any leave that the employee is entitled to take under such laws will run concurrently with leave taken under this policy.

Employees are required to verbally notify their Encadria Staffing Solutions Supervisor of the need for leave as soon as possible.

Electronic Usage Policy

Client company-provided electronic communication tools include e-mail, instant messaging tools, voice mail, telephone services and systems, printers and scanners, copiers, Internet access, intranets, electronic file systems, fax services, personal computers, cell phones, personal digital assistants, servers, mainframes, and computer networks. The tools enhance a company's competitive advantage in the marketplace.

Some acceptable uses of electronic communication tools are:

- Internal communications with other employees on company business matters.
- External communications with customers, suppliers and business partners.
- Accessing information for appropriate business, technical and/or research and development purposes.
- Limited personal use of electronic communication tools that does not result in additional costs, such as long distance charges, or introduce unnecessary security risks.

Some inappropriate uses are:

- Misrepresenting yourself as another individual or company.
- Sharing, compromising, or revealing proprietary or confidential information, or intellectual property owned or licensed by the client or by another person or company.
- Accessing, distributing, or storing materials that could be considered unethical, inappropriate, offensive, disrespectful, or abusive to others.
- Conducting personal business or business for other companies or organizations.
- Conducting illegal activities.
- Sending (uploading) or receiving (downloading) information in violation of copyright laws.

*****The internet is the electronic tool most often abused. Use good judgment; if you wouldn't want others to see what you're browsing online, then don't go there. Limited personal use is acceptable in most cases. Limited means that the use is brief, infrequent and appropriate. Excessive non-business use impacts**

overall performance of business systems. Use of non-business sites that continually “stream” information to your desktop (audio/video, chat, weather, etc) are prohibited.

Computer and information security is each employee's responsibility. Users are responsible for the security of the information with which they have been entrusted. Employees must also be aware that:

- Computer system logon IDs must be secured by using a password.
- In most cases, password(s) should not be shared with others. Employees are responsible for all activity performed using their system logon user IDs.
- Employees are prohibited from accessing client systems or information using another employee's logon user ID (or other methods) without proper authorization.
- If the need arises to exchange confidential or sensitive business information using electronic communication tools, consider securing using encryption tools provided by the company.

Employees should understand that use of client-company provided electronic communication tools is not private. Company representatives may monitor any and all tools.

Employees of Encadria Staffing Solutions who knowingly violate the Electronic Usage Policy may be subject to disciplinary action up to and including termination.

Safety

Safety is a number one priority of Encadria Staffing Solutions. If you are asked to complete a task that you feel is unsafe or have not been given proper safety instruction on, please contact an Encadria Staffing Solutions supervisor immediately.

A safety orientation manual will be provided to any employee of Encadria Staffing Solutions working in a safe industrial environment. Read through the entire safety orientation manual and keep it on hand to refer back to should you have questions. You may also be required to view Encadria's standard safety orientation video. Safety is important to us and should be to you, please call Encadria Staffing Solutions with any questions. Additional copies of the safety manual are available from your Encadria Staffing Solutions Supervisor.

If you are injured on an assignment, notify your Encadria Staffing Solutions supervisor at once. If it is an emergency situation, obtain necessary medical treatment and have someone contact Encadria Staffing Solutions immediately.

As we said, safety is a number one concern of Encadria Staffing Solutions. If there is a work-related accident or illness, we have a worker's compensation program.

Workers' Compensation refers to the state statutes that provide for a program that is designed to provide certain benefits in the event of employment-related injuries and illnesses. Workers' compensation laws vary by state.



Time Sheets and Payment

Encadria Staffing Solutions utilizes multiple time and attendance systems. Please check with an Encadria Staffing Solutions supervisor for specific information on the client company's time and attendance system you may use. The most commonly used systems include: an online time collection system, a badge swipe collection system or paper-based time sheets.

Our work week is Monday through Sunday. If you start an assignment in the middle of the week, submit time for days worked through Sunday, even though you'll be continuing the assignment. The following week, starting on Monday, will begin a new week for which time will be submitted. And remember, if you work for different Clients, hours must be entered separately. Hours worked which are recorded on a document other than an Encadria Staffing Solutions approved time and attendance method may delay payment. Any misrepresentation of time worked will result in immediate termination.

Payment. Your salary is paid by Encadria Staffing Solutions and payment is only made for hours actually worked. We take only those deductions required by law, which include taxes and social security. Encadria Staffing Solutions payroll is processed on Mondays only. Encadria Staffing Solutions' standard payroll delivery is direct deposit. Payment may be direct deposited to a single account. Enrollment forms are available from your local office or online at www.encadria.com. Click on Employee Info then Employee Forms. The Direct Deposit form must be printed, completed and submitted to your local office.

Group time sheets may be used on safe industrial assignments. Instruction will be given before the assignment begins.

Again, we're glad you've come to Encadria Staffing Solutions. Keep this brochure to refer to when questions arise. Always contact an Encadria Staffing Solutions supervisor if needed. Remember, we want you to do your best to reflect the outstanding image of Encadria Staffing Solutions and we'll do our best to keep you satisfied with our relationship. Thank you!

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