



Welcome to Manpower!

This Training and Policy Handbook (Handbook) is designed to assist you with questions about your employment. After you review it, **keep this Handbook as a resource**. And remember, Manpower is always available to answer your questions.

Assignments

When you accept a work experience assignment, you'll receive details from your DVR Counselor to prepare you for your assignment, including:

- Work location name and address
- Pay rate, work hours, and start date
- Check-in procedures and supervisor's name
- Description of what you'll do on the job
- Dress code and other important details

Manpower is Your Employer. Even though you are working at a different company location, you are still a Manpower employee. Contact Manpower and your DVR Counselor to tell us if:

- The work you are asked to do is substantially different from the work you were expecting.
- The work environment appears unsafe, or you feel uncomfortable in any way.
- You have changed your address, phone number, email address, or direct deposit account.
- You feel Manpower's Anti-Harassment/Anti-Discrimination Policy, or other policies, are being violated.

Workplace Injuries or Incidents. Of course, we expect that you'll never be injured on the job, however if you are injured, we want you to receive the best, most appropriate care without delay. If you receive a life-threatening injury on the job, 911 should be called. **For all other injuries, follow the process below:**

- Notify your supervisor immediately. Tell them what happened and how you are feeling.
- Notify Manpower and your DVR Counselor as soon as possible. It is your responsibility to report an injury/incident directly to Manpower.
- A Manpower Representative will ask you for details about the injury/incident and your medical symptoms.
- A Manpower Representative will provide information on Manpower's occupational health provider, should medical treatment be necessary.
- A Manpower Representative will advise you of a date and time to complete Manpower's incident/injury paperwork.

We take your safety and well-being very seriously. Please inform Manpower any time you are injured, you experience a near-miss, you see unsafe work practices on the job, or you have any safety concerns whatsoever.

Time Reporting

Making sure you are paid correctly and on time is one of our most important commitments to you, but we need your help. You will be required to log your hours and submit your time online, by smartphone, or by telephone. Instructions are provided in a separate document. To receive your pay quickly and accurately, enter and submit your time before Sunday at midnight each week. **Reports submitted late or inaccurately may cause a delay in your pay. In the event you are overpaid, the overpayment will be deducted from future pay.**

Getting Paid

Your weekly pay is based on your completed, submitted, and approved time. As your employer, Manpower will deduct the necessary FICA and Federal, State, and local (if applicable) taxes, as required by law. **To ensure prompt deposits and statements, you must contact Manpower immediately if you change your address or financial institution.**

Direct Deposit Convenience. Direct Deposit offers you convenient, reliable, safe, and easy access to your paycheck. Manpower provides you with Direct Deposit at no charge. To enroll, complete the Direct Deposit Authorization Form. Completing and signing this form gives Manpower the authority to deposit your pay to your account.

PayCard. This debit card allows you convenient access to your funds at ATMs and retail locations. Note: Your PayCard relationship is with the card provider, not Manpower.

Paper Check. Manpower's paper check option is available in special circumstances, but is discouraged, as U.S. Postal Service delays may impact the delivery date of your paycheck.

Satisfaction

Job Satisfaction. Your feedback after an assignment is important to us. From time to time, you may be emailed a Manpower Associate Satisfaction Survey that asks you to rate your current and/or past assignments, job duties, and Manpower's service. **We consider anything below a "9" or "10" rating to be an unsatisfactory rating.** Remember that if, at any time, you have comments or concerns you would like addressed, please contact your local Manpower office.

Benefits

Maine Earned Paid Leave (EPL). Manpower associates accrue 1 hour of Earned Paid Leave for every 40 hours worked, up to 40 hours in a calendar year. Our full policy can be found by scrolling down [here](#).

Career Development. PowerYOU, Manpower's on-line training and development tool, offers free access to an extensive range of courses and serves as a powerful on-the-job reference tool. Curriculum includes computer, business, and professional development courses. Learn more about PowerYOU [here](#).

Safety

Your safety is important to us. Manpower will not knowingly assign or allow any associate to work in an unsafe work environment. Manpower abides by all safety regulations and guidelines set forth in federal, state, and local statutes. Manpower will not tolerate retaliation toward anyone who in good faith reports safety concerns. To make the workplace safe, it's your responsibility to:

- Understand the safe practices for your general work area and your job and follow them.
- Comply with all safe work practices and wear required personal protective equipment for your job assignment.
- Attend and participate in worksite specific training
- Wear clothes appropriate to the job you'll perform. If you have questions about what to wear – or what not to wear – ask your Supervisor and DVR Counselor.
- Immediately report all unsafe working conditions to your supervisor, as well as to your DVR Counselor and Manpower.
- Operate only those machines and tools that your DVR Counselor and Manpower have indicated are part of your assignment and for which you've received instruction or training.
- Notify your DVR Counselor and Manpower 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.
- If you are asked to perform a task which you feel is unsafe, contact your DVR Counselor and Manpower immediately. If you're working during a time when you're unable to reach your Manpower Representative, inform your supervisor that you cannot perform those tasks without approval from Manpower.
- If you receive a life-threatening injury, 911 should be called.
- If you receive a non-life-threatening injury, notify your supervisor, and contact your DVR Counselor and Manpower as soon as possible.

Safety Training

Hazard Communication - Global Harmonization System (GHS). This Occupational Safety and Health standard is intended to address the classifying of potential hazards of chemicals and the proper communication of information concerning the hazards and protective measures to employees. Manpower provides you with an overview of the Hazard Communication requirements. You will receive specific chemical information and training at the job site. There are five major components to this OSHA standard:

1. **Hazard Communication Written Program.** Manpower's client is responsible for developing, maintaining, and implementing, a written hazard communication program for the workplace, this includes a list of hazardous chemicals present in the workplace, labeling of containers, safety data sheets and how the worksite will train all employees.
2. **Chemical Inventory.** Manpower's client is required to identify and maintain a list of hazardous chemicals in the workplace. This inventory is generally an electronic list of chemicals in the work environment. You, as a Manpower associate, have a right to review this inventory list. Ask your supervisor.

3. **Labeling.** Chemical manufacturers and importers are required to provide a label for each chemical that includes a harmonized signal word, pictogram and hazard statement for each hazard class and category. Never handle a container if you do not know what it contains.
4. **Safety Data Sheet.** Each worksite is required to maintain a safety data sheet for each hazardous chemical and make each one accessible to all Manpower associates. The safety data sheets have a specified 16-section format that must be completed by the manufacturer and accompany the shipment of the chemical to the client worksite.
5. **DVR Client Training.** OSHA requires training be provided to all DVR Clients who will be working around or have the potential to be exposed to hazardous chemicals. Manpower's orientation includes training on the overview of the hazard communication standard, labeling requirements, and safety data sheets. You will receive client specific hazard communication training upon your arrival at the work location.

Lifting. It is important for our associates to be aware of the basics of safe lifting to avoid injury. Follow the steps below:

1. Size up the load. Test the weight by moving one of the corners to determine if it is too awkward or heavy to lift alone. Get assistance from a co-worker or break down the load into smaller parts.
2. Make sure you can carry the load where you need to go before attempting to move it. Make sure your pathway is clear from obstruction.
3. Bend your knees. This is the single most important rule when lifting. Position your feet close to the load, center yourself over the load, bend your knees and get a good handle on the load, straighten your legs, and lift straight up. Allow your legs, not your back, to do the work. Do not twist; turn your whole body. When setting the load down, follow the same steps in reverse.
4. When moving product always push and do not pull where you are able, pushing places less stress on your back

Computer - Video Display Terminal (VDT). If your job is to work at a computer for more than four (4) consecutive hours each day, please review the following training.

Your workstation should be comfortable.

1. **Your Chair:** Height should be adjusted so feet rest flat on the floor or footrest. Arms should rest at a 90-degree angle to the keyboard. Backs of knees should not rest directly on the chair cushion. The lower back should be well supported.
2. **The Screen:** The top of the screen should be just below eye level, so the head remains neutral. The VDT screen should be at arm's length from the sitting position. Avoid glare by using a glare screen or by shielding windows.
3. **Keyboard:** Forearms should be parallel to the floor in an "L" shape. Wrists should be straight on the home row keys and in a relaxed and neutral position.
4. **Work Surface:** Wrists should not rest on the edge surface. Use a document holder to position the document at the same height and distance as the VDT screen.

Proper Posture is important.

1. **Your Head:** Keep your head in an upright position. Leaning forward or back could cause strain to your neck and shoulders. Having your computer screen and document at eye level will aid in keeping your head in the correct position.
2. **Your Shoulders:** Shoulder muscles work harder and are at higher stress levels when rounded forward. To lessen fatigue, allow for shoulders to drop to a relaxed position. If your shoulders feel raised, you may find your chair or keyboard is too high.
3. **Your back:** Leaning forward may feel more relaxing than sitting in an upright position, however, a forward lean adds strain to back muscles. You should be able to sit in your chair with your back against the backrest and work comfortably in an upright position.

Exercises and Stretches can help you stay healthy.

1. **Neck Exercises:** Tip your chin in and slowly roll chin across chest from shoulder to shoulder. With body facing forward, turn and look over each shoulder.
2. **Back and Shoulders:** Stand and lean back with your hands holding your lower back or hips. Hold for a few seconds. Hold your arms straight out in front of you and rotate your arms so the backs of your hands face each other, slowly rotate so that palms face each other. Bend from side to side with your arm raised over your head. Circle shoulders forward and then backward.

3. **Hands and Wrists:** While sitting or standing, drop your arms to your sides and shake your arms and hands for a few seconds. Spread your fingers wide and circle your wrists inward and then outward. Press your palms together as in a prayer position. Gently apply pressure by raising your elbows, then release.

Policies

In any job, it's important to understand the policies. Please review the policies presented here and indicate your understanding and acceptance of these policies by signing the acknowledgement.

Equal Employment Opportunity. Manpower does not discriminate against any individual based on age, race, religious beliefs, national origin, gender, sexual orientation, genetic information, disability, veteran status, or any other status protected by law. Any employee who believes that he or she has been discriminated against in violation of this policy, either by Manpower or by a Manpower client should immediately report this to Manpower as soon as possible.

Family & Medical Leave Act. Manpower's Family and Medical Leave Act (FMLA) Policy complies with the Federal FMLA and applicable state laws. Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period according to the FMLA law. More details can be found [here](#).

Drug and Alcohol Policy. Manpower is committed to providing and maintaining a healthy and safe workplace free from the effects of drugs, alcohol and other substances that impair an employee's ability to work safely and productively. Employees are prohibited from using or possessing alcohol and illegal drugs either at work or while working, including all forms of marijuana. For the purposes of this policy, illegal drugs are drugs that are illegal under either state or federal law.

The legal use of prescription medications by an employee is permitted while working provided that it is done under the supervision and approval of a medical provider, and such use does not impair an employee's ability to perform the essential functions of the job in a safe manner. The use and possession of medical marijuana is not permitted while working.

Certain Manpower customers, but not all, may require a Manpower applicant to undergo alcohol and/or other drug screening as a pre-assignment condition. A complete copy of Manpower's Substance Abuse Testing Policy may be obtained from Manpower.

- By signing the "Acknowledgement Receipt of DVR Client Training & Policy Handbook", I hereby voluntarily authorize and consent to being subjected to drug and/or alcohol testing as provided by Manpower's approved substance abuse testing policy or any of their client's approved policies. I understand that I may be required to be drug tested for each assignment. I also authorize and consent to the release of the results of such drug and/or alcohol tests to employees, agents and representatives of Manpower, the client and drug testing laboratories.
- If I have been on an assignment for Manpower previously, I waive the applicable requirements for "employees" under the Maine Substance Abuse testing statute and rules and agree to be subject to the approved drug testing policy of the company I am assigned to, so long as I have not been assigned to work at that company in the 30 days prior to the date I sign this document. No adverse action will be taken against any individual for refusing to sign the waiver, except that the individual will not be permitted to work for that client company.
- I hereby release and hold Manpower's medical facilities, testing laboratories and medical review officers harmless for their parts in the administration of this program and for their release of any related information to Manpower and its clients, consistent with this program. I also release and hold harmless Manpower, their officers and employees, and their clients, for their parts in the administration of this program and for their use of the information described above for the purposes described above. In the event that an assignment with Manpower for which I am applying entails the provision of services to Manpower clients or other entities, I agree that Manpower may disclose alcohol and other drug screen results (or any summaries thereof) to any such clients or other entities.

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

- hitting, shoving, or threatening harm to an individual or his/her family, friends, or associates.
- the intentional damage or destruction of, or threat of damage or destruction to, property.
- harassing or threatening using phone calls, surveillance, stalking, or social media.
- the suggestion or intimation that violence is appropriate.

- possession or use of firearms or weapons. Possession or use of firearms or weapons under any circumstances on Manpower or client company property or elsewhere in connection with your employment will not be tolerated, consistent with applicable state laws. Manpower prohibits weapons in the workplace. Violations of this policy may result in termination of employment.

If you experience an actual or perceived threat of physical violence including intimidation, harassment, or coercion, immediately report the incident to your manager/supervisor and your DVR Counselor and Manpower. In life-threatening or emergency situations, call 911.

Solicitation/Distribution/Loitering. Selling items and/or distributing literature and other materials at the workplace for any purpose is prohibited during work time. Also, you are expected to be at client worksites only during your working hours, and not other times.

Wiretapping, Eavesdropping and Recording. You are prohibited from recording audio or video on Manpower or client premises without permission from Manpower's Legal Counsel. This applies to conversations in any form, including electronic communications.

Use of Information Technology Resources. Because you may perform job tasks on laptops, desktops, network stations, mainframe, and/or other Information Technology (IT) resources that belong to Manpower or our clients, you must comply with these rules. Do not:

- use Manpower's or our client's IT equipment without authorization or for non-job-related activities
- use, or attempt to use, another person's user I.D. for unauthorized purposes, or give your user I.D. or password to an unauthorized person
- add, change, delete, download, upload, or copy software to or from any client equipment
- copy, distribute, or use software or other information without first obtaining permission
- modify the software configuration (e.g., add a screensaver)
- connect, remove, or insert technology components or equipment, including external storage, CDs, modems, memory or processor chips or cards, unless specifically authorized
- move equipment without explicit authorization from the client
- produce, store, display, or transmit material that is or could be perceived as sexually explicit, suggestive, harassing, or vulgar
- use equipment for any activity that is malicious, threatening, intentionally false, obscene, maliciously offensive, or invades another's privacy
- send email to random recipients, email with executable software attached, or email anything that contains or has attached any private, confidential, or proprietary information belonging to either Manpower or our client

Manpower and our clients reserve the right to access and monitor your use of their company property, including the use of company data networks, to determine compliance with their policies. Your failure to comply with these policies may lead to disciplinary action, including termination of employment.

Confidentiality. All information to which you have access while on the job is considered confidential. Sharing any confidential information is prohibited and could be grounds for termination from the job.

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

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

Manpower may disclose your personal information for these purposes to other Manpower entities, affiliates, suppliers, subcontractors who perform services on our behalf, clients if you are seeking employment, an acquiring organization if Manpower is involved in the sale or transfer of some or all of its business, and where we are otherwise required to do so, such as by court order. Manpower collects, processes, and discloses sensitive personal information, such as Social Security Numbers, only if required to comply with legal obligations, if there is a compelling business reason to do so, or with your consent. If you would like more information about Manpower's privacy practices, please contact us.

Reasonable Accommodation. DVR Clients should contact their DVR Counselor and Manpower regarding any accommodation requests. You may be asked to provide medical evidence to support the need for such accommodation.

Anti-Harassment/Anti-Discrimination. All Manpower associates are entitled to work in an environment that is free from harassment, inappropriate conduct, hostility, and intimidation based on gender, race, color, national origin, pregnancy, sexual orientation, gender identity, age, religion, genetic information, disability, veteran status, or any other basis protected by law.

We ask that you report all incidents of harassment or inappropriate conduct to Manpower. Manpower has an open-door policy where all associates should feel free to discuss concerns or other work-related issues with management. Any associate not satisfied with the actions taken or not taken because of a complaint can contact April Clark, President of Manpower Maine at (207)784-9353.

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

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 your co-workers.
- Ask questions to ensure you understand what you're being asked to do. But try to avoid unnecessary conversation or chit chat.
- Be polite, cooperative, and willing to help whenever you're asked.
- Maintain confidentiality.
- Do not make or receive personal calls/texts at work, except in the case of a true emergency. You're allowed to make calls/texts 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 time constructively.
- Wear appropriate attire for your assignment.
- Follow all Manpower policies, as well as policies at your work location.
- Take advantage of all that Manpower has to offer, including PowerYOU, for free training to advance your career.

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