



Welcome to Manpower!

This Training and Policy Handbook is here to help you understand your job and your responsibilities while working through Manpower. Please review this handbook and keep it for reference. If you have questions at any time, Manpower and your DVR Counselor are here to help.

Assignments

When you accept a work experience assignment, your DVR Counselor will share important details so you know what to expect, including:

- Work location name and address.
- Your pay rate, schedule, and start date.
- Who you report to and how to check in on your first day.
- What tasks you will be doing.
- What to wear and other essential information.

Manpower is Your Employer. Even though you may work at another company's location, Manpower still employs you. **Please contact Manpower and your DVR Counselor right away if:**

- You are asked to do work that is very different from what you expected.
- You feel unsafe or uncomfortable at work.
- Your contact information or banking information changes.
- You believe a Manpower policy is not being followed.

Workplace Injuries or Incidents. Your safety is very important. If you are injured at work, please follow these steps right away:

- If the injury is life-threatening, call 911 immediately.
- Tell your supervisor immediately what happened and how you feel.
- Contact Manpower and your DVR Counselor as soon as possible.
- A Manpower representative will ask questions to understand the situation.
- If medical care is needed, Manpower will explain where to go.
- You will be helped with completing an incident report.

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

We want to make sure you are paid correctly and on time, and we need your help to do that. You must report your work hours each week using the online system on a computer, tablet, smartphone, or call in your hours by phone. Instructions are provided separately. Please submit your time by Sunday at midnight each week. Submitting time late or submitting incorrect days or hours may delay your pay. **If you are overpaid, the overpayment amount will be deducted from a future paycheck or may be repaid directly to Manpower.**

Getting Paid

You are paid weekly based on the hours you work and report correctly. As your employer, Manpower will deduct the necessary FICA and Federal, State, and local (if applicable) taxes, as required by law. It is very important to let Manpower know right away if your address or banking information changes, so your pay is not delayed.

Direct Deposit puts your pay directly into your bank account. It is free, safe, and the fastest way to get paid.

PayCard is a debit card issued to you that allows you to access your pay at ATMs or stores. Note: Your PayCard relationship is with the card provider, not Manpower.

Paper checks are available in limited situations upon request, but Manpower is not responsible for delays due to USPS mail delivery.

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 Manpower.

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. Your EPL used and available hours are tallied and printed on your pay statement. Our full policy can be found on Manpower's Associate Resource Hub: <https://www.manpowermaine.com/home/associates/> Password: **mpbenefits**

Maine Paid Family and Medical Leave (PFML). Maine's Paid Family and Medical Leave law provide up to 12 weeks of paid leave for family leave, medical leave, safe leave or leave related to a family member's impending military deployment. PFML is designed to be taken at the same time as unpaid federal and state of Maine FMLA where applicable. You may use your accrued available MEPL to close the gap between the amount of your PFML benefit and your regularly scheduled wages. More information including the plan guide, eligibility, and enrollment details can be found on Manpower's Associate Resource Hub: <https://www.manpowermaine.com/home/associates/> Password: **mpbenefits**. A copy of the ME PFML law and formal interpretations may be found online at www.maine.gov/paidleave or by calling 207-623-7900.

Safety

Everyone plays a role in workplace safety. You are responsible for:

- Following safety rules and instructions
- Wearing required safety equipment
- Reporting unsafe conditions or concerns
- Only using equipment you were trained to use
- Asking questions if you are unsure or feel unsafe
- If you are ever asked to do something that feels unsafe, stop and contact your DVR Counselor and Manpower right away.

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.

Electronics & Mobile Device Policy. Personal phone use should be limited while working. Phones should only be used during breaks unless there is an emergency. If you are unsure what is allowed at your worksite, please ask your supervisor or DVR Counselor. Not following this policy may lead to corrective action.

Equal Employment Opportunity. Manpower Maine is an equal opportunity employer. We do not discriminate against any applicant or associate based on race, color, religion, sex (including pregnancy and related conditions), sexual orientation, gender identity, age (40+), national origin, citizenship, disability, genetic information, veteran or servicemember status, or any other status protected by law. This commitment applies to all aspects of employment, including hiring, job assignments, pay, training, and termination. If you believe you've experienced discrimination or retaliation, report it immediately to your Manpower office. We maintain an open-door policy, and all concerns will be investigated promptly and without fear of retaliation.

Family & Medical Leave Act. Manpower Maine complies with all applicable federal and state family and medical leave laws. Eligible associates may take up to 12 weeks of unpaid, job-protected leave in a 12-month period for:

- The birth, adoption, or foster placement of a child
- Bonding with a child within one year of birth or placement
- Caring for a spouse, child, parent, or other eligible family members with a serious health condition
- The associate's own serious health condition
- Certain military-related exigencies

Eligible associates who are next of kin to a covered servicemember may take up to 26 weeks in a single 12-month period to provide care. Leave may be taken intermittently or on a reduced schedule when medically necessary.

- **Eligibility:** To qualify, you must have worked for Manpower for at least 12 months, have 1,250 hours of service in the past 12 months, and work at a location with 50 or more employees within 75 miles.
- **Notice & Certification:** Please provide 30 days' notice when possible, or as soon as practicable. Medical certification may be required.
- **Job & Benefits Protection:** Health benefits continue during FMLA leave as if you were actively working, and you will generally be reinstated to the same or an equivalent position upon return.
- **Anti-Retaliation:** You may take FMLA leave without fear of retaliation. Fraudulent use of FMLA leave is prohibited and may result in disciplinary action.

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.

Employees must report to work in a fit and safe condition and any employee who is impaired by alcohol or illegal drugs while working or at work may be disciplined, including the possibility of termination. A supervisor may determine that an employee is impaired by observing the employee's behavior. Examples of the symptoms of impairment include lack of coordination or balance, impact on the employee's eyes (e.g., red, bloodshot, dilated pupils, glassy, etc.), slurred speech, the odor of marijuana or alcohol, falling asleep, lack of focus and/or other unusual behavior. If impairment is demonstrated, appropriate action will be taken up to and including termination.

The legal use of prescription medications by an employee is permitted while working if 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.

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 Manpower Representative. 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 no 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 the worksite’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 worksite 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 worksite.
- 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 the worksite.

Manpower and our client worksites 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 service 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 have the right to work in a respectful, harassment-free environment. If someone makes you feel uncomfortable, unsafe, or disrespected because of who you are, please report it to Manpower right away. You will not get in trouble for reporting concerns.

If you are not satisfied with the actions taken or not taken because of a complaint you may 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

These tips can help you succeed at your work experience:

- Arrive on time.
- Be polite and respectful.
- Ask questions if you are unsure.
- Stay focused on your work.
- Dress appropriately for the job.
- Follow Manpower and worksite rules.

This Handbook is not 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.

Paid Family Medical Leave Employee Written Notice

Employer: Maine Business Services, Inc. dba Manpower of Maine
Mailing Address: 70 Center St, Portland ME 04101
Federal Employer Identification Number (FEIN): 01-0354313

This notice is for employers who have a Private Plan Substitution. It explains your rights and responsibilities under the State of Maine's Paid Family and Medical Leave (PFML) program. The law requires that we give this information to new employees in the first 30 days of employment.

Employee Contributions

This company has set up a private plan to meet our Maine PFML obligations. The law says that employers can deduct up to half of one percent (0.5%) of wages from each employee's paycheck to pay for this coverage (up to the same limit in place for Social Security deductions). The deduction will be reported on your pay stub.

Payroll withholdings for the PFML program begin on May 1, 2026, at a rate of 0.5% of wages.

Eligibility for Leave

Eligible employees may take up to 12 weeks per benefit year of paid leave under the Maine Paid Family and Medical Leave (PFML) program to care for their own serious health condition, to care for a family member with a serious health condition, to bond with a new child, or for other qualifying reasons. The employer's private plan administrator will determine whether the employee meets the eligibility requirements in accordance with the approved plan policy.

Reasons for Leave

PFML benefits are available for the following situations.

- **Medical Leave:** For times when a serious health condition keeps you from working.
- **Parental Leave:** Time to bond with a child after birth, fostering or adoption.
- **Family Care Leave:** Time to care for a loved one with a serious health condition.
- **Military Family Leave:** Time to prepare for a family member's deployment.
- **Safe Leave:** Time to find safety after abuse or violence.

Rights & Protections:

Employees may take paid leave benefits if they meet Maine PFML eligibility requirements, even if they are new to a particular employer. Employers must maintain an employee's health insurance coverage during approved leave, including any employer contributions.

Job protection applies after 120 consecutive days of employment with the same employer. At that point, the employer must return the employee to the same or equivalent position with the same pay, benefits, and working conditions when the leave ends.

How to File a PFML Claim:

Your PFML coverage at Manpower of Maine (Maine Business Services, Inc.) is provided by MetLife. Policy number 5778909

To apply call MetLife: 866-729-9201 or register online at [MyBenefits](#) .

The address for MetLife is:

Metropolitan Life Insurance Company 200 Park Avenue, New York, NY 10016