



YOUR EMPLOYMENT SOLUTIONS

Staffing Associate Handbook

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YOUR EMPLOYMENT SOLUTIONS

Welcome to Your Employment Solutions (YES)!

We are thrilled to have you as part of our team! At YES, we pride ourselves on being Utah's premier staffing agency, connecting talented individuals like you with exceptional employment opportunities across the state and beyond.

Since our founding, we've built a reputation for matching the right people to the right jobs by focusing on one simple principle: our people matter most.

As a YES associate, you play a vital role in representing YES and delivering value to our clients. Whether this is your first assignment with us or one of many, we are committed to supporting your success, growth, and satisfaction in every role you undertake.

This handbook is designed to provide you with the information, resources, and guidelines you'll need while working with YES. It outlines our expectations, policies, and the support you can expect from us. If you ever have questions or concerns, our team is always here to help.

Thank you for choosing YES. Together, we can build strong partnerships and help you achieve your employment goals. Let's work together to make your time with YES both productive and rewarding.

Welcome to the YES family!

Warm regards,

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Chief Executive Officer

Your Employment Solutions (YES)



Section 1: About Us

1.1 About Your Employment Solutions

Welcome to Your Employment Solutions (YES), Utah’s leading staffing agency. At YES, we specialize in connecting hardworking individuals with top-tier employers across a variety of industries, including manufacturing, customer service, transportation, and more.

Our mission is simple yet impactful: **“Deliver the right person to the right job every time.”**

Complementing this mission is our vision: **“Through simple human kindness and friendship, we have a place where every person is valued and progressing.”**

At YES, we are driven by a people-first approach, ensuring that every individual we work with feels supported, respected, and empowered to succeed. Whether your assignment is short-term, long-term, or project-based, your contributions play an essential role in maintaining our high standards of service and trust with our clients.

1.2 Equal Employment Opportunity (EEO) Policy

YES is committed to maintaining a workplace where diversity, equity, and inclusion are valued. We provide equal employment opportunities to all employees and applicants regardless of race, color, religion, sex, pregnancy, national origin, age, disability, genetic information, military or veteran status, or any other characteristic protected by applicable federal, state, and local laws.

We believe that diversity strengthens our workforce and are dedicated to ensuring a workplace free from discrimination or harassment. If you experience or witness conduct that violates this policy, please report it immediately to your YES representative or through our confidential reporting system.

1.3 Employment At-Will Statement

As a YES associate, your employment is considered “at-will.” This means that either you or YES may terminate the employment relationship at any time, with or without cause, and with or without notice, unless otherwise prohibited by law or specified in a written agreement.

While the duration of assignments may vary based on client needs, your commitment to professionalism and performance is key to maintaining ongoing opportunities with YES.



1.4 Code of Conduct

At YES, we expect all associates to maintain the highest standards of conduct and professionalism, both at our office and while on assignment with our clients. Your actions reflect not only on yourself but also on YES and our reputation in the community.

Associates are expected to:

- Report to assignments on time and ready to work.
- Maintain open and respectful communication with supervisors, coworkers, and YES staff.
- Follow all workplace policies outlined by both YES and the client.
- Refrain from unprofessional behavior, including harassment, discrimination, or any activity that violates company policies or the law.

Failure to adhere to these standards may result in corrective action, up to and including termination of employment.



Section 2: Employment Policies

At Your Employment Solutions (YES), we are committed to fostering a workplace where all employees feel respected, valued, and supported. The following policies are designed to ensure that our workplace reflects our values and complies with all applicable laws and regulations.

2.1 Employment Classification

As an associate of Your Employment Solutions (YES), you are classified as a temporary, contingent, or project-based worker. This means you are employed by YES but work on assignments for our client companies. Your classification may vary depending on the nature of the assignments:

- **Temporary Workers:** Associates placed on short-term assignments.
- **Contingent Workers:** Associates assigned to long-term or indefinite assignments based on client needs.
- **Project-Based Workers:** Associates hired for specific projects with defined durations or deliverables.

Your classification determines your eligibility for benefits and other employment considerations. Please refer to **Section 2.5** for details on benefits eligibility.

2.2 Assignment Guidelines

At YES, assignments are offered based on client needs, your skills, and availability. Assignments may vary in length, industry, and working conditions.

Accepting Assignments:

- Your YES representative will contact you with assignment details, including job duties, schedule, pay rate, and location.
- You are encouraged to ask questions and confirm your ability to meet the requirements before accepting an assignment.

Declining Assignments:

- You may decline an assignment without penalty, but frequent declines may impact future placement opportunities.

On-the-Job Performance:

- Once on assignment, you are expected to follow the policies and procedures of the client company, in addition to YES policies.

Reporting Changes or Issues:

- Notify your YES representative immediately if your duties, schedule, or work conditions differ from what was communicated.



- Contact YES promptly if you experience workplace issues, including harassment, unsafe conditions, or conflicts.
 - You must contact your YES representative within 72 hours of assignment ending to report availability and express interest in reassignment.
-

2.3 Attendance and Punctuality

Your reliability is key to maintaining strong relationships with our clients and securing future assignments for you.

Attendance Expectations:

- Report to your assignment on time and prepared to work.
- Notify both the client supervisor and your YES representative if you are unable to report to work or if you will be late.

No-Call/No-Show:

- Failing to report an absence without prior notice is grounds for immediate termination of the assignment and may affect your eligibility for future assignments.
-

2.4 Timekeeping and Payroll

YES associates are paid according to the pay cycle specified for their job assignment, based on the hours submitted and approved by the client. In order to pay you on time, accurately, and to offer you future assignments, any changes in your address, tax status, direct deposit information, and telephone numbers must be reported immediately.

Timekeeping:

- Use the designated timekeeping method (e.g., timecard, online system, or client sign-in sheet) to record hours worked.
- Submit your timecard by the specified deadline to ensure timely payment.

Payroll:

- Paychecks are issued via direct deposit or pay card, with payday varying based on the specific job assignment.
- Contact your YES representative for questions about your paycheck or to resolve discrepancies.

Overtime:

- Associates are eligible for overtime pay in accordance with federal and applicable state labor laws. Overtime must be pre-approved by the client supervisor.



Pay Deductions:

Your compensation will be subject to standard deductions, including:

- **Federal and State Taxes:** As required by law, applicable federal and state income taxes, Social Security, and Medicare deductions will be made from your paycheck.
- **Associate Benefits:** Any contributions you elect to make for health insurance, retirement plans, or other benefits will also be deducted from your pay.
- **Other Deductions:** Deductions may also include child support, court ordered garnishments, union dues (if applicable), and other legally required deductions.

Understanding Your Pay Stub:

Each pay period, a pay stub will be made available in your employee portal outlining your earnings and deductions. If you have any questions about your pay, deductions, or benefits, please reach out to your YES representative for clarification.

2.5 Benefits Eligibility

As a temporary or contingent worker, you may be eligible for certain benefits based on your classification, hours worked, and duration of assignments.

Health Insurance:

YES offers health insurance plans to eligible associates as required by the Affordable Care Act (ACA).

- Eligibility:
 - Long term, full-time associates averaging 30 hours or more per week are eligible for coverage.
 - For variable-hour associates, eligibility is determined by using a 5-month look-back period to assess average hours worked.

Your YES HR representative can provide specific details about coverage options, enrollment deadlines, and assistance with determining your eligibility.

Paid Time Off:

- Some assignments may include PTO or holiday pay eligibility. Refer to your assignment details or speak with your YES representative for clarification.

Retirement Account:

Your Employment Solutions (YES) offers a 401(k) retirement savings account with an employer match for eligible associates. To participate in the plan, you must meet the following eligibility requirements:

- Eligibility:



- Minimum Age: 18 years old
- Hours Worked: At least 1,000 hours
- Service Requirement: 1 full year of employment with YES
- Entry Dates: Associates who meet eligibility requirements can begin participating on the next available Entry Date of January 1, April 1, July 1, or October 1, following their eligibility.
- Matching: YES matches 100% of associate contributions up to 6% of salary.

For more details about the 401(k) plan, including coverage options, employer matching contributions, and instructions for enrollment, please contact your YES HR representative at (801) 298-9377 or askHR@youremploymentsolutions.com

2.6 Workers' Compensation

YES provides workers' compensation insurance to all associates, as required by state and federal laws. This insurance covers:

- Medical expenses for work-related injuries or illnesses.
- Partial wage replacement for eligible recovery periods.
- Support through modified or light-duty assignments during recovery, when possible.

Workers' compensation does not typically cover injuries sustained while commuting or those occurring outside the scope of employment.

For detailed information, including steps to report an injury, waiting periods, and additional benefits, please refer to **Section 3.5** or contact your YES HR representative at (801) 298-9377 or safety@youremploymentsolutions.com

2.7 Employment Records

Your employment records are maintained by YES, and it is your responsibility to keep them up to date.

Updating Personal Information:

- Notify YES or update your associate portal of any changes to your address, phone number, tax withholding status, or banking details.

Employment Verification:

- Requests for employment verification must be submitted to YES's Human Resources Department at fax number (801) 298-9498 or askHR@youremploymentsolutions.com



2.8 End of Assignment

Assignments may end due to completion, client needs, or other factors.

Notice of Completion:

- Your client supervisor or YES representative will inform you when an assignment ends.

Reassignment Process:

- Check In Policy:
 - You must contact your YES representative within 72 hours of assignment ending to report availability and express interest in reassignment.
 - We will work to place you in a new role that matches your skills and availability.

Final Pay:

- Your final paycheck will include all hours worked up to the end of your assignment and will be issued on the next scheduled payday.

Unemployment Benefits:

- Depending on the circumstances of your assignment ending, you may be eligible for unemployment benefits. Contact your YES representative for check-in and guidance.



Section 3: Workplace Policies

3.1 Harassment and Discrimination Policy

Policy Overview

Your Employment Solutions is committed to providing a workplace free of harassment, discrimination, and retaliation. Harassment based on a legally protected characteristic—including race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity or expression, marital status, religion, age, disability, veteran status, or any other characteristic protected under federal, state, or local law—is strictly prohibited.

This policy applies to conduct by all individuals in the workplace, including management, supervisors, coworkers, and non-employees such as vendors, contractors, and customers. Retaliation against individuals who complain about harassment or participate in an investigation is also strictly prohibited.

Your Employment Solutions will take all necessary steps to prevent harassment, eliminate any substantiated violations of this policy, and provide appropriate remedies as needed.

Definitions

Unlawful Harassment

Unlawful harassment includes conduct that:

- Creates an intimidating, hostile, or offensive work environment;
- Substantially and unreasonably interferes with an individual's work performance; or
- Adversely affects an individual's employment opportunities based on their membership in a protected class.

Examples include, but are not limited to:

- Epithets, slurs, or derogatory comments;
- Threatening, hostile, or intimidating behavior;
- Written or graphic material, jokes, or pranks that demean a protected class;
- Stereotyping or offensive acts based on legally protected characteristics.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

1. Submission to or rejection of such conduct is explicitly or implicitly a term or condition of employment or a basis for employment decisions; or
2. Such conduct unreasonably interferes with work performance or creates a hostile, offensive, or intimidating work environment.

Examples include, but are not limited to:

- Unwanted physical touching or sexual advances;
- Sexual jokes, comments, or discussions about someone's sexual activities;
- Displaying sexually explicit objects, images, or cartoons;
- Leering, whistling, or making sexual gestures;
- Inquiries into someone's sexual history or comments about their body.



Complaint & Reporting Procedure

How to Report

Associates who believe they have experienced or witnessed harassment, discrimination, or retaliation are encouraged to report the issue promptly. Complaints can be made orally or in writing to any of the following:

- Immediate supervisor or department manager;
- Human Resources Department (HR Director);
- Any other member of management with whom the associate feels comfortable; or
- The designated Equal Employment Opportunity (EEO) Officer or ADA Coordinator:

Alison Avila

Physical Address: 880 West Center Street, North Salt Lake, Utah 84054

Phone: (801) 298-9377 | Email: alison@youremploymentsolutions.com

No Retaliation

Your Employment Solutions strictly prohibits retaliation against associates who:

- File a harassment or discrimination complaint,
- Participate in an investigation, or
- Oppose unlawful practices under this policy.

Associates who believe they have experienced retaliation should report it immediately to one of the contacts listed above.

Investigation Process

Your Employment Solutions will promptly and thoroughly investigate all complaints in a fair and impartial manner. Investigations will be conducted with discretion and confidentiality to the extent possible, consistent with the need to thoroughly address the issue.

If a violation of this policy is confirmed, the Company will take immediate corrective action, which may include disciplinary measures up to and including termination of employment.

Commitment to Resolution

Associates can appeal decisions regarding complaints or accommodation denials within 15 calendar days to the EEO Officer, Alison Avila, at the contact information provided above.

3.2 Americans with Disabilities Act (ADA) and Reasonable Accommodation

The Americans with Disabilities Act (ADA), enacted in 1990 and amended by the ADA Amendments Act of 2008 (ADAAA), is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including employment. The law ensures that qualified individuals with disabilities have equal rights and opportunities and are free from discrimination and retaliation.



To support equal employment opportunities, Your Employment Solutions will provide reasonable accommodations for the known disabilities of otherwise qualified individuals, unless doing so would result in an undue hardship on the operation of the business. The Company strictly prohibits retaliation against associates who:

- Request reasonable accommodations,
- Report disability-related discrimination, or
- Exercise their rights under the ADA.

Requesting a Reasonable Accommodation

Associates who require a reasonable accommodation are encouraged to submit their request orally or in writing to their supervisor, hiring manager, human resources representative, contractor representative, or the ADA Coordinator, Alison Avila.

Associates may also consult with the ADA Coordinator for:

1. Assistance in submitting a reasonable accommodation request,
2. Reporting denied requests for accommodation, and
3. Reporting disability-based discrimination or retaliation.

Interactive Process

Once a request for accommodation is made, Your Employment Solutions will engage in an interactive process with the associate to assess the need for accommodation and determine a reasonable solution that allows the associate to perform the essential functions of their job.

Confidentiality

All medical information obtained during the accommodation process will be treated as confidential and will be maintained in compliance with the ADA and applicable privacy laws.

Contact Information

Your Employment Solutions Human Resources Department:

Address: 880 West Center Street, North Salt Lake, Utah 84054

Phone: (801) 298-9377

Fax: (801) 298-9498

Email: askHR@youremploymentsolutions.com

3.3 Safety and Health Policy

The safety of our associates is a top priority at YES. We are committed to providing a safe and healthy work environment at every client site.

Associate Responsibilities:

- Follow all safety protocols and guidelines provided by the client and YES.
- Report any unsafe conditions, equipment, or practices to your client supervisor and YES representative.



- Wear any required personal protective equipment (PPE) and use safety equipment as directed.

Drug-Free Workplace:

YES strictly prohibits the use, possession, or distribution of illegal drugs or alcohol during work hours or on client property. Associates under the influence while on assignment may be subject to immediate termination and potential legal consequences. Please see **Section 3.4** for full policy.

Work-Related Injuries:

If you sustain a work-related injury:

- Report the injury to your client supervisor and YES representative immediately.
- Seek medical attention as outlined in **Section 3.5** on Workers' Compensation.

3.4 Drug-Free Workplace Policy

Your Employment Solutions (YES) is committed to providing a safe, productive, and healthy work environment for all associates. To ensure the well-being of our workforce and compliance with industry standards, YES maintains a strict Drug-Free Workplace Policy. This policy applies to all associates of YES and extends to all client worksites.

Policy Overview:

- YES and our clients have zero tolerance for the use, possession, or distribution of illegal drugs, alcohol, or controlled substances during work hours or on company or client property.
- This policy applies to any work-related situation, including during breaks, on company premises, or while traveling for work purposes.
- Any associate found in violation of this policy may face disciplinary action, up to and including termination of employment, and may be reported to law enforcement authorities if applicable.

Drug Testing Requirements:

Drug testing may be required at various points during your assignment, including but not limited to:

- **Pre-Employment Drug Testing:** Some clients may require drug testing as a condition of placement. YES will inform you of these requirements prior to the start of the assignment.
- **Random Drug Testing:** YES or our clients may conduct random drug tests to ensure a safe and compliant workplace.
- **Post-Incident Drug Testing:** Drug testing may be required following workplace accidents, injuries, or safety-related incidents to determine if drugs or alcohol played a role in the incident.



- **Reasonable Suspicion Testing:** If a YES representative or client supervisor has reasonable suspicion that an associate is under the influence of drugs or alcohol during working hours, the associate may be required to undergo a drug test. Suspicion may be based on observable behaviors, erratic performance, or safety concerns.

Types of Drug Testing:

Drug testing may include any of the following methods, depending on client requirements and applicable laws:

- **Urine Tests:** The most common form of drug testing, which screens for a variety of substances.
- **Saliva Tests:** Some clients may opt for this method for immediate, on-site testing.
- **Breathalyzer Tests:** Used to detect alcohol use, this may be required if there is suspicion of alcohol consumption during work hours.

Refusal to Test:

Refusing to submit to a drug test is considered a violation of YES's Drug-Free Workplace Policy. If you refuse to take a required drug test:

- You may be removed from your assignment and terminated from employment with YES.
- Refusal may be treated as if the test results were positive and may be reported to the client and any applicable authorities.

Consequences of Violating the Drug-Free Workplace Policy:

- **Immediate Termination:** Associates who test positive for illegal drugs or alcohol, or who refuse to submit to testing, may be immediately terminated from their assignment.
- **Impact on Future Assignments:** Violations of this policy may disqualify you from future placements with YES and may be reported to other staffing agencies or employers.

Confidentiality:

All drug test results and related information will be treated with confidentiality. Results will only be shared with authorized personnel involved in the investigation or action process.

Associate Assistance:

YES recognizes that substance abuse is a serious issue and encourages associates to seek help if needed. If you are struggling with substance abuse or addiction, we encourage you to contact your YES representative or HR to discuss available resources. YES is committed to supporting associates in maintaining a safe, healthy, and productive work environment.

3.5 Workers' Compensation

At **Your Employment Solutions (YES)**, we provide workers' compensation insurance for all associates, as required by state and federal laws. This insurance offers coverage for medical



expenses and wage replacement benefits for injuries or illnesses that occur as a direct result of your job duties.

What is Covered

Workers' compensation insurance covers:

- Injuries sustained while performing work-related tasks on assignment.
- Illnesses directly caused by workplace conditions or exposures.
- Wage replacement benefits for eligible recovery periods (see details below).

Workers' compensation typically does not cover:

- Injuries sustained while commuting to or from a client site, unless specifically required by the job assignment.
- Injuries or illnesses that occur outside the scope of your employment duties.

Steps to Take if You Are Injured

1. Report the Injury Immediately

- Notify your client supervisor and your YES representative as soon as possible, even if the injury seems minor. Timely reporting is critical for processing your claim and ensuring you receive appropriate benefits.

2. Seek Medical Attention

- In the event of an injury, YES will provide information on approved medical providers as required under workers' compensation regulations.
- For emergency situations, call 911 or go to the nearest emergency room. Ensure your YES representative is informed as soon as possible.

3. Complete Necessary Documentation

- Your YES representative will guide you through the workers' compensation claim process and assist with completing the required forms.

Wage Replacement Benefits

- **Waiting Period:** Workers' compensation includes a **three-day waiting period** for wage replacement benefits. The first three days of missed work are generally not covered unless you are unable to work for more than 4 consecutive scheduled work days, at which point benefits may retroactively cover those initial days.



- **Partial Wage Replacement:** Workers' compensation provides partial wage replacement for lost work time based on state guidelines and the nature of your injury.

Modified Duty Assignments

YES is committed to supporting your recovery by offering modified or light-duty work whenever possible. These assignments:

- Allow you to continue earning wages during your recovery period.
- Are tailored to meet your medical restrictions and capabilities.
- Are coordinated in collaboration with your medical provider and the client site.

If modified duty is unavailable, we will work with you to explore other options under workers' compensation guidelines.

If you deny available modified or light-duty work, you may lose eligibility for wage replacement benefits.

Important Notes

- **Falsification or Non-Reporting:** Falsifying an injury or failing to report an injury promptly may result in disciplinary action and could jeopardize your claim.
- **Benefit Limitations:** Workers' compensation benefits cover medical costs and partial wage replacement; they do not typically cover pain and suffering or punitive damages.
- **Client-Specific Policies:** Some client worksites may have additional protocols for handling workplace injuries. These will be communicated at the start of your assignment.

Questions or Assistance

For more information or assistance with workers' compensation claims, contact your YES representative or the Human Resources Department at (801) 298-9377 or safety@youremploymentsolutions.com

3.6 Confidentiality and Data Security

As a YES associate, you may have access to confidential information during your assignments. It is your responsibility to maintain the confidentiality of any proprietary or sensitive information related to the client, their customers, or YES.

Confidentiality Guidelines:

- Do not share confidential information with unauthorized individuals.
- Avoid discussing sensitive information in public or unsecured locations.



- Return all materials, documents, and access credentials at the conclusion of your assignment.

Any breach of confidentiality may result in disciplinary action, up to and including termination, and could lead to legal consequences.

3.7 Dress Code and Professional Appearance

As a representative of YES, you are expected to dress appropriately for your assignments based on the guidelines provided by the client.

General Expectations:

- Wear clothing suitable for the type of work you are performing.
- Maintain a clean and professional appearance.
- Adhere to any specific uniform or safety attire requirements for your role.

Your YES representative will provide details on dress code expectations for each assignment.

3.8 Client-Site Policies

While on assignment, you must adhere to the policies and procedures of the client company. This includes, but is not limited to:

- Attendance and punctuality requirements.
- Conduct and behavior expectations.
- Use of equipment and technology.

Failure to comply with client policies may result in termination of your assignment and could affect future placement opportunities with YES.

3.9 Leaves of Absence Policy

At Your Employment Solutions (YES), we recognize that associates may occasionally need to take a leave of absence for personal, medical, or family reasons. This section outlines the types of leaves of absence available to associates and the procedures for requesting leave. All leaves are subject to applicable federal and state laws, client policies, and YES guidelines.

Types of Leaves of Absence

1. Family and Medical Leave Act (FMLA)



- Eligibility: Associates who have worked at least 1,250 hours during the preceding 12 months and have been employed by YES for at least 12 months may be eligible for unpaid, job-protected leave under the Family and Medical Leave Act (FMLA).
 - Purpose: FMLA leave can be used for the following:
 - The birth or adoption of a child.
 - To care for a spouse, child, or parent with a serious health condition.
 - The associate's own serious health condition that prevents them from performing the essential functions of their job.
 - Qualifying exigencies related to a family member's military service.
 - Duration: Up to 12 weeks of leave in a 12-month period, with certain extensions for military caregiver leave.
2. Paid Sick Leave (Utah-Specific)
- Eligibility: Some client assignments may provide paid sick leave as required by local ordinances or client policies.
 - Purpose: Paid sick leave can be used for personal illness, injury, or medical appointments, or to care for an immediate family member.
 - Accrual and Usage: Associates will be informed of specific accrual and usage rules if paid sick leave is available for their assignment.
3. Personal Leave of Absence
- Eligibility: Associates may request an unpaid personal leave of absence for non-medical reasons, such as personal development, education, or family matters.
 - Duration: Approved on a case-by-case basis, depending on the client's needs and assignment duration.
 - Job Protection: Personal leave does not guarantee job protection or reassignment.
4. Military Leave
- Eligibility: Associates who are members of the U.S. Armed Forces or National Guard are entitled to leave for military service, training, or related obligations, as required by the Uniformed Services Employment and Reemployment Rights Act (USERRA).
 - Compensation: Military leave is unpaid; however, associates may use accrued PTO or other paid leave options, if available.
 - Reinstatement: Associates returning from military leave will be reinstated in accordance with USERRA requirements.
5. Jury Duty or Court Appearance Leave



- Eligibility: Associates summoned for jury duty or subpoenaed for a court appearance are entitled to time off for these obligations.
- Compensation: This leave is unpaid unless required by state law or the client's policies. Associates must provide proof of the summons or subpoena and notify YES as soon as possible.

6. Bereavement Leave

- Eligibility: Client-specific policies may offer paid or unpaid bereavement leave for associates who experience the loss of an immediate family member (spouse, parent, child, or sibling). Associates must contact their supervisor and YES representative to discuss any available options.

7. Voting Leave

- Eligibility: Federal law allows associates up to two hours of unpaid time off to vote if their work schedule does not otherwise allow them to vote during polling hours.
- Request Process: Associates must notify their YES representative at least one day in advance if they require time off to vote.

Procedures for Requesting Leave

1. Notification:

- Associates must notify their supervisor and YES representative as soon as they become aware of the need for leave. Whenever possible, provide at least 30 days' notice for foreseeable leaves (e.g., medical treatments or planned absences).
- For unforeseeable leaves, notify YES as soon as practicable.

2. Documentation:

- Depending on the type of leave, you may be required to provide documentation, such as:
 - Medical certification for FMLA or personal medical leave.
 - Proof of jury duty, subpoena, or military orders.
 - Death certificate or obituary for bereavement leave.

3. Approval Process:

- All leave requests must be reviewed and approved by supervisor and YES. Approval depends on the type of leave, the client's policies, and the duration of your assignment.

4. Communication During Leave:

- Associates on leave must stay in touch with their YES representative regarding their return-to-work date or any changes to their leave status.



5. Returning to Work:

- Upon returning from leave, associates are expected to provide a fitness-for-duty certificate (if applicable) and coordinate their reinstatement or reassignment with their YES representative.

Additional Information

- **Assignment-Specific Policies:** Some client companies may have additional leave policies or benefits that apply to associates assigned to their site. These will be communicated to you at the start of your assignment.
 - **Unapproved Leave:** Failure to follow the leave request process may result in unapproved leave, which could be considered voluntary resignation or job abandonment.
 - **Compliance with Laws:** This policy is designed to comply with federal and state laws governing leaves of absence, including FMLA, USERRA, and Utah-specific regulations.
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3.10 Violence-Free and Weapons Policy

Your Employment Solutions (YES) is committed to providing a safe and secure environment for all associates, clients, and visitors. To support this commitment:

- **Violence-Free Workplace:** Acts or threats of violence, including intimidation, harassment, physical altercations, or verbal abuse, are strictly prohibited. This policy applies to all associates, regardless of location, and includes behavior toward coworkers, clients, or anyone associated with the workplace.
- **Weapons Policy:** To further ensure workplace safety, associates are prohibited from carrying, possessing, or using weapons of any kind while on YES property, at client worksites, or during work-related activities. This includes firearms, knives (other than small utility tools), explosives, or any item that could be used to cause harm. Exceptions may apply for law enforcement personnel or as required by state law.

Reporting and Enforcement:

Associates who witness or experience violence, threats, or the presence of a weapon should report the situation immediately to their YES representative or supervisor. All reports will be taken seriously and investigated promptly.

Consequences:

Violations of this policy may result in disciplinary action, up to and including termination of employment, and may involve legal authorities if necessary.

Commitment to Safety:

YES strives to maintain a workplace where everyone feels secure and valued. By fostering mutual respect and strictly prohibiting violence and weapons, we ensure a safe environment for all.



Section 4: Assignment-Specific Details

This section outlines the fundamental employment policies and practices at Your Employment Solutions (YES). These guidelines ensure that our internal staff members understand their roles, responsibilities, and rights, enabling consistency, fairness, and alignment with staffing industry best practices.

4.1 Client-Site Policies

As a representative of Your Employment Solutions (YES), you are expected to follow both YES's policies and the specific policies of the client company where you are assigned. This ensures a professional, compliant, and respectful work environment.

Client Expectations:

- **Workplace Conduct:** Each client may have unique policies regarding behavior, conduct, and interaction with co-workers. It's important to adhere to the client's standards for professionalism, including respecting cultural norms, dress code requirements, and workplace etiquette.
- **Workplace Safety:** You must follow any health and safety regulations the client has in place, including the use of personal protective equipment (PPE), proper handling of equipment, and adherence to workplace safety protocols.
- **Confidentiality:** Always maintain confidentiality regarding any proprietary or sensitive information you may encounter during your assignment. Do not disclose client or company information to unauthorized parties.
- **Timekeeping:** Follow the client's process for tracking and reporting hours worked. This may involve signing in/out, clocking in using a timecard, or entering hours into a system provided by the client.

It's crucial to familiarize yourself with and adhere to the specific rules and regulations of each client site to ensure your success and maintain a good relationship with both the client and YES.

4.2 Performance Expectations

Your success on each assignment is a reflection of your work ethic, professionalism, and communication. YES and our clients have clear expectations regarding performance and job quality.

Quality of Work:

- You are expected to consistently produce high-quality work, meeting or exceeding the client's standards and requirements. This includes attention to detail, accuracy, and a commitment to completing tasks within the allotted timeframes.



- If performance issues arise, whether related to job quality, missed deadlines, or failure to meet expectations, the client may provide feedback, which will be shared with you by your YES representative.

Client Relations:

- Building and maintaining strong, professional relationships with the client is key to future placement opportunities. This includes being respectful, proactive, and responsive to client needs.
- If you encounter any issues, conflicts, or concerns with the client, communicate promptly with your YES representative for assistance in resolving the situation.
- A positive attitude, strong communication skills, and reliability will help you establish a strong reputation and increase your chances of securing future assignments.

Communication with YES:

- Open, honest, and timely communication with YES is essential for a smooth working relationship. If you have questions about your assignment, need clarification on job duties, or experience any challenges at the client site, reach out to your YES representative.
- YES is here to support you throughout your assignment. Regular communication ensures we can address any issues early and provide guidance or troubleshooting as needed.

4.3 End of Assignment

When an assignment comes to an end, whether due to completion of the job, client needs, or other factors, there are important steps to follow to wrap up the assignment and begin seeking new opportunities.

Procedure for Wrapping Up an Assignment:

- **Client Feedback:** Upon the completion of your assignment, the client may provide feedback regarding your performance. This information is valuable for your future career growth. We recommend requesting feedback, especially if the client was satisfied with your work and willing to recommend you for future opportunities.
- **Return Client Property:** Ensure that any client property, equipment, or documents are returned before leaving the assignment. This includes badges, tools, access cards, and any other items belonging to the client.
- **Exit Procedures:** Follow the client's exit procedures, which may involve a final meeting with the client supervisor or human resources to formally end the assignment and discuss the next steps.



Seeking a New Assignment:

- **Contact Your YES Representative:** Once your assignment ends, contact your YES representative to report availability and to discuss new opportunities. We strive to find new assignments that align with your skills, preferences, and career goals.
- **Express Your Preferences:** Let your YES representative know if you are interested in a specific type of role, industry, or location for future assignments. This will help us match you with the right opportunities.
- **Maintain Availability:** Stay in contact with YES to keep your availability updated. The more flexible and available you are, the more likely it is that we will be able to secure your next assignment quickly.
- **Transition Support:** If there is any gap between assignments, YES can provide support in identifying temporary or transitional roles that might meet your needs until a long-term placement is found.



Section 5: Employment Separation

5.1 Voluntary Resignation

If you decide to leave an assignment or terminate your employment with Your Employment Solutions (YES), we request that you follow the guidelines outlined below to ensure a smooth transition for both you and the client.

Guidelines for Notifying YES:

- **Notice Period:** To provide adequate time for us to find a replacement or new assignment, we ask that you give at least two weeks' notice before resigning from an assignment. This is especially important for long-term assignments, but is appreciated for all assignments.
- **Notification Process:** Notify your YES representative in writing (email or text) of your intent to resign. Provide the date you plan to end your assignment and any reasons for your decision (optional).
- **Client Notification:** YES will work with the client to notify them of your resignation and ensure a smooth transition. If applicable, we may assist in transitioning responsibilities to a new associate or assisting with closing out your work.
- **Exit Interview:** YES may request an exit interview or survey to gather feedback about your assignment, work environment, and any concerns you may have. This feedback is valuable for improving our services and client relationships.
- **Return of Client Property:** Ensure you return any client-owned property, including equipment, badges, or documents, before ending your assignment. Failure to return client property could result in payroll deductions (if applicable), delays in processing your final pay, and could impact your future job placements.

5.2 Termination

Termination of employment may occur for a variety of reasons. It is essential to understand the grounds for termination and the process by which it may occur.

Reasons for Termination:

- **Performance Issues:** If the client or YES determines that your performance does not meet the expectations for the assignment (e.g., quality of work, productivity, or job knowledge), your assignment may be terminated.
- **Policy Violations:** Violations of YES's policies, client-specific rules, or legal regulations may result in immediate termination. This includes, but is not limited to, the following:
 - Breaches of confidentiality or ethical standards.
 - Failure to follow safety protocols.



- Substance abuse or being under the influence while on assignment.
- Insubordination or failure to comply with reasonable requests from the client or YES.
- Attendance Issues: Excessive absenteeism, tardiness, or failure to follow attendance protocols without a valid reason may lead to termination.
- Client-Specific Reasons: Clients may terminate assignments for a variety of reasons, such as changing business needs, budget cuts, or shifts in project scope. YES will notify you as soon as we are informed of any client-requested terminations.
- Illegal Activities or Safety Concerns: If you engage in illegal activities or put yourself or others at risk by violating safety rules, your assignment may be terminated immediately.
- No Call/No Show: Failure to show up for work or communicate with YES or the client without prior notice may result in immediate termination from the assignment and potential removal from future assignments.

Termination Process:

- You will be informed by your YES representative if your assignment is being terminated or if you are being removed from a client site.
- If you are terminated due to client dissatisfaction, you will receive feedback from YES, and we will work with you to address any concerns or to find alternative assignments.
- In cases of immediate termination due to policy violations or safety concerns, you may be removed from the assignment and reported to the client without prior notice, depending on the severity of the issue.

5.3 Reassignment Policy

If your assignment ends or is terminated, YES is committed to helping you find your next placement as quickly as possible.

Reassignment Process:

- Notification of Availability: Once an assignment ends, you must notify YES immediately of your availability for reassignment. If you are actively seeking a new assignment, please let your YES representative know, so we can match you with appropriate opportunities.
- Job Matching: Your YES representative will work with you to understand your preferences, such as desired job type, industry, location, pay rate, and schedule. We will then match you with available roles based on your qualifications and preferences.
- Assignment Duration: Depending on your availability and the demand for your skills, the time it takes to find a new assignment may vary. Temporary assignments can be a bridge



between longer-term roles, and our goal is to keep you employed and progressing in your career.

- Preferred Clients: If you have a preference for a specific client or industry, please let your YES representative know. While we cannot guarantee placement with specific clients, we will prioritize those assignments when they become available.
- Ongoing Communication: We encourage open communication during the reassignment process. Stay in regular contact with your YES representative to remain updated on new opportunities and ensure that you are considered for the best matches. Additionally, we recommend checking our active job board regularly for new openings that align with your skills and interests. By proactively exploring job postings and maintaining communication with your YES representative, you can maximize your chances of securing a suitable assignment quickly.

Temporary Placement and Transitions: If a gap occurs between assignments, YES may offer temporary roles, part-time work, or project-based opportunities until a longer-term assignment is secured. These short-term roles can be beneficial for gaining experience and maintaining employment.





YOUR EMPLOYMENT SOLUTIONS

Acknowledgment and Receipt

I, the undersigned, hereby acknowledge that I have received, read, and understood the **Your Employment Solutions (YES) Associate Handbook**. I understand that the handbook outlines important information about my employment with YES, including the company's policies, procedures, expectations, and benefits. I acknowledge that it is my responsibility to familiarize myself with the contents of the handbook and to follow the guidelines set forth by YES and its clients.

I further understand that:

- **Employment At-Will:** My employment with YES is at-will, which means that either YES or I may terminate the employment relationship at any time, with or without cause and with or without notice, subject to applicable laws.
- **Changes to the Handbook:** YES reserves the right to modify, amend, or terminate any of the policies and procedures outlined in this handbook at any time, with or without notice, and I agree to comply with any changes communicated by YES.
- **Client Policies:** In addition to YES's policies, I will also follow any specific workplace policies, procedures, or safety rules set by the client company where I am assigned.
- **Acknowledgment of Understanding:** I acknowledge that if I have any questions about the contents of the handbook, or if I need further clarification regarding any policies, I can contact my YES representative for guidance.
- **Access to the Handbook:** I understand that I can refer to this handbook at any time during my employment by contacting my YES representative or accessing it via the associate portal or company website.

I understand that failure to comply with the policies, procedures, or performance expectations outlined in this handbook may result in disciplinary action, up to and including termination of my assignment or employment with YES.

By signing below, I confirm that I have read and understand the contents of the **Your Employment Solutions Staffing Associate Handbook** and that I agree to comply with the policies and procedures outlined herein.

Associate Name: _____

Associate Signature: _____

Date: _____

