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## ***WELCOME!***

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Congratulations on being selected as a TeamQuest associate. This orientation handbook is designed to provide you with information on how to be a successful TeamQuest associate, as well as provide you with information regarding the benefits you may receive as an employee of TeamQuest Staffing.

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## **COMMUNICATION**

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Our TeamQuest offices observe regular working hours from 8:00 AM to 5:00 PM, Monday through Friday. A 24-hour answering machine is also available.

1. Always call our TeamQuest supervisor if you have any questions or problems regarding your work. All conflicts must be addressed to your supervisor, not the customer.
2. If, for any reason, you must be late or absent from an assignment you must notify TeamQuest Staffing as soon as possible. This permits us to meet our customer's needs by sending a replacement. Your failure to notify TeamQuest Staffing may reflect negatively on your reliability and may result in our not keeping you on your present assignment or not placing you on a future assignment.

1. Have a positive attitude. You represent TeamQuest Staffing the premiere staffing service in Orange County. We expect you, our associate, to report to us with a positive attitude.

***Associates must notify TeamQuest each day they are assignment. Failure to report your availability may affect to receive unemployment compensation.***

2. Be prompt. Be sure to arrive to your assignment each day at least 10 minutes early to ensure you are ready to work when your assignment begins. If you are going to be late or absent YOU MUST NOTIFY TEAMQUEST STAFFING AT YOUR EARLIEST CONVENIENCE.

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## **TIME CARDS AND PAY CHECKS**

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3. Be committed. If you accept an assignment from TeamQuest, it is important you complete the assignment. Leaving your assignments without notice to TeamQuest can result in termination.

When your timecard has been completed, leave a customer and return the top copies to the Team at the end of the week, BUT NO LATER THAN MONDAY.

4. Ask questions. It is always better to ask questions than re-do work. Make sure you know the equipment and understand each task before you begin.

All timecards that arrive by 9:00 AM Monday following Friday. (A mail slot is available at our office to come before or after hours.) If your timecard is received after 9:00 AM Monday, you will be paid the following week. Please provide original timecards by the designated time to avoid delay in you being paid. Repeated failure may result in disciplinary action.

5. Work diligently and make wise decisions when you are on the job. It is extremely important to focus on your work and give all your attention to the task at hand.

All timecard must have:

- ❖ Your name
- ❖ Dates and hours worked
- ❖ Your social security number
- ❖ Your signature
- ❖ Authorized signature of a customer supervisor
- ❖ Unapproved time cards cannot be processed

## **WHEN WE CALL WITH AN ASSIGNMENT**

When we call you with an assignment, your TeamQuest Representative will tell you:

- ❖ The company, address and directions
- ❖ What time work begins and ends

4. In January you will receive a W-2 form from us.

# TIME CARD INSTRUCTIONS

YOUR NAME	1		
SOCIAL SECURITY NUMBER	- 7		
ASSIGNMENT COMPLETE	3	2	
DATE	4	4	
DAILY TIME RECORD			
MON	5	5A	5B
TUE			
WED			
THU			
FRI			
SAT			
SUN			5C
TOTAL HOURS			6
EMPLOYEE SIGNATURE			10

Make sure that all copies are legible. Type or use ballpoint pen and press firmly. Print clearly.

- Your Name.** Print your complete, legal name (no nicknames).
- Social Security Number.** Make sure it's correct.
- Assignment Status.** If your assignment has been completed, mark "YES" and notify your TeamQuest supervisor immediately of your availability for work.
- Week Ending Sunday.** Enter the date of the Sunday at the end of the week you worked.
- Daily Time Record.** (5A) mark the date and the times when you started and finished, less lunch for that day. (5B) Record the total number of hours and minutes that you worked (not the lunchtime taken), round to the nearest quarter hour. (5C) Add up the daily hours and minutes for the weekly total, and enter it here.
- Your Signature.** This certifies that you worked the hours entered on this form.

As a representative of TeamQuest Staffing, you are to wear appropriate attire at all times while on assigned client location.

- Acceptable clothing includes:
- ❖ Casual dress "T" or sweat shirts
  - ❖ Jeans or Dockers
  - ❖ Closed-toe shoes (tennis shoes or work shoes suggested)

- Non-acceptable clothing includes:
- ❖ Oversized, baggy or loose jackets, shirts or pants
  - ❖ Tank tops, low cut or midriff shirts
  - ❖ Offensive, torn or ripped clothing
  - ❖ Sandals, slippers, open-toe shoes or high heels
  - ❖ Bandanas, woven caps or baseball caps otherwise issued

## DISCRIMINATION & HARASSMENT, INCLUDING SEXUAL HARASSMENT

TeamQuest Staffing is committed to provide a work environment that is free of discrimination and harassment, including sexual harassment. As your employer, TeamQuest Staffing will take reasonable steps to prevent discrimination and harassment from occurring.

TeamQuest Staffing is committed to the Americans with Disabilities Act (ADA). For any individual who is covered by the ADA, we will make every effort to provide reasonable accommodations for position with our customers. Any employee who believes he/she is a victim of unlawful discrimination under ADA must immediately report the incident to TeamQuest Staffing branch.

## ALCOHOL AND DRUGS

TEAMQUEST CONSIDERS DRUGS AND ALCOHOL USE HIGHLY DETRIMENTAL TO THE SAFETY OF THE WORKPLACE AND TO EMPLOYEE EFFICIENCY AND PRODUCTIVITY, AND IS COMMITTED TO MAINTAINING A DRUG-FREE WORK PLACE. Therefore, the unlawful manufacture, use, possession, distribution, or sale of drugs of alcohol, or being under the influence of drugs or alcohol, is strictly prohibited while on duty, while on premises of either TeamQuest Staffing or our customer or while operating any vehicle, whether for a customer, or personal vehicle used to commute to the customer. If you use prescription medication that could affect your ability to perform an essential function of your job, please advise your TeamQuest supervisor.

TeamQuest Staffing drug testing may include:

When TeamQuest Staffing has a reasonable suspicion of illegal drug use on the job or affecting work performance, safety, such as evidence of alcohol on the breath, performance, inability to appropriately respond to physical symptoms of alcohol or drug influence, or other circumstances including, but not limited to, evidence of alcohol, fights or other incidents of behavior suggestive of abuse, negative performance pattern, of excessive tardiness by a TeamQuest employee, TeamQuest Staffing reserves the right to order blood test, urinalysis or other drug tests for that employee.

### Post Accident:

If TeamQuest has reasonable suspicion that a employee involved in an on-the-job accident was under the influence of drugs and/or alcohol at the time of the accident was a serious one, TeamQuest reserves the right to order blood tests, urinalysis, or any other drug and alcohol tests that they may deem necessary.

When employees of TeamQuest test positive for current substance abuse they will be subject to disciplinary action up to and including termination.

TeamQuest also reserves the right to take disciplinary action up to and including termination, based upon its reasonable suspicion of substance abuse.

When you arrive at a new job assignment, it is your responsibility to ask the identity of the customers' Safety Officer and to ask who you should contact in the event of a safety concern, what hazards and hazardous substances the customer knows to exist at the job site, and what the customer has determined you should do in the event of a medical emergency, fire or natural disaster such as an earthquake. In the event of an emergency or disaster you should follow the customer Safety Officer's instructions.

## **SAFETY AND ACCIDENT PREVENTION**

The following general safety rules and procedures are preventative measures to be taken and observed by all personnel. They are designed to reduce the risk of accidents happening in the workplace. These are minimum guides for working safely. Your continued awareness and cooperation in the promotion of work safety is a vital part of your job! It is your duty to apply these generally accepted standards of safety control.

***Failure on the part of any employee, either staff or temp, to report an injury, hazardous situation, potential hazards, or unsafe work practice, will result in disciplinary action being taken which may lead to the termination of employment.***

1. All persons shall follow these safe practice rules, render every possible aid to safe operations, and report all unsafe conditions or practices to the proper authority.

6. Know the job and follow instructions. If you know the safe way to do the job, ask your supervisor for help. Report all unsafe conditions to the client safety officer immediately.

7. Inform your TeamQuest supervisor immediately if you reasonably believe a job to which you have been assigned by TeamQuest is dangerous and unsafe. You may tactfully refuse to perform work until, and if the situation has been corrected. You may do so without reprisal by TeamQuest.

8. All work shall be planned and supervised so as to prevent injuries while handling heavy materials and/or equipment.

9. All injuries will be reported promptly, regardless of the slight, to the employees' supervisor so that appropriate action can be made for medical or first aid treatment. The supervisor must be notified before any employee leaves the work area. A doctor concerning a job related injury except in the case of an emergency.

10. If the equipment to which you have been assigned is not working properly, turn equipment off and report the malfunction to your supervisor immediately.

11. Worn wiring, overloaded outlets, and defective equipment should not be used.

12. If you are required to carry anything, the weight should be limited to 50 lbs. or less.

13. When ascending or descending stairs, use the handrails for support and balance. Be particularly

industrial locations). Always wear a hard hat in designated “hard hat” areas. Wear safety glasses or goggles, safety gloves, safety belts, etc., where such items are advised or mandatory. The customer should provide these items. If not, contact TeamQuest for instructions.

18. Appropriate clothing is required for each assignment. Loose or frayed clothing, dangling ties, finger rings, earrings, etc., shall not be worn around moving machinery or other sources of entanglement. Long hair must be tied back and secured when working with machinery.
19. Do not operate any equipment which, in your opinion, is not in safe condition. Call your company supervisor or TeamQuest for instructions.
20. Obey all company rules, governmental regulations, signs, markings, and instructions.
21. When lifting, bend your knees, grasp the load firmly, and then raise the load keeping your back as straight as possible. After the object has been firmly grasped, lift by straightening the legs. Never lift while the body is twisted. Ask for help when it is necessary to lift or move any object which, because of its weight or shape, is difficult for one person to handle safely. Limit your lifting to 30 lbs. or less.
22. Horseplay, scuffling, fighting, and other behavior which may create an unsafe workplace, impair one’s observance of safety regulations, and may cause serious injury is strictly prohibited.

equipment, machinery, or air or water lines have received instructions on the safe handling of equipment.

28. Machinery shall not be repaired or adjusted while in operation, nor shall the removal of any safety device or safeguard be permitted, except on that equipment that is designed with built-in safeguards to protect the person performing the work.
29. Employees shall not enter confined spaces where insufficient oxygen may be a concern. Employees shall have knowledge of all possible exits from confined space at all times.
30. Only drivers authorized by TeamQuest and trained in safe operations of industrial trucks, tractors, or forklifts, shall be permitted to operate these vehicles.

❖ **IMMEDIATE REPORTING OF ALL ACCIDENTS AND ILLNESS IS MANDATORY.**

❖ **TEAMQUEST PROSECUTES FOR WORKER’S COMPENSATION FRAUD.** Any employee who knowingly files or assists in filing a false worker’s compensation claim is guilty of fraud. Penalties for worker’s compensation fraud can include fines and confinement in state prison. Please report to us if you have any information which may constitute worker’s compensation fraud at 714-501-1111.

