



PROVIDING THE RIGHT PEOPLE

**ASSOCIATE HANDBOOK
FOR
FIELD EMPLOYEES**

**Contingent Resource Solutions, LLC (CRS)
CORPORATE OFFICE
337 Spartangreen Boulevard
Duncan, SC 29334
1-864-336-2405
www.crshireright.com**

THE CONTENT OF THIS HANDBOOK DOES NOT CONSTITUTE NOR SHOULD IT BE CONSTRUED AS A PROMISE OF EMPLOYMENT OR AS A CONTRACT BETWEEN CONTINGENT RESOURCE SOLUTIONS, L.L.C. AND ANY OF ITS ASSOCIATES. EMPLOYMENT WITH CRS IS "AT WILL", WHICH MEANS THAT IT CAN ENDED AT ANYTIME BY EITHER PARTY.

CONTINGENT RESOURCE SOLUTIONS, L.L.C., AT ITS OPTION, MAY CHANGE, DELETE, SUSPEND, OR DISCONTINUE PARTS AND/OR THE POLICY IN ITS ENTIRETY, AT ANY TIME. ANY APPENDIXES AND ADDENDUMS ARE CONSIDERED TO BE PART OF THE ASSOCIATE MANUAL.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

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Employee Printed Name: _____ Date: _____

Employee Signature: _____

Employee MUST keep this copy.

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1.0 INTRODUCTION

This document has been developed by Contingent Resource Solutions, L.L.C. in order to familiarize our Associates with Contingent Resource Solutions, L.L.C. and provide information about working conditions, key policies, procedures, and benefits affecting employment at Contingent Resource Solutions, L.L.C.

1.1 Welcome

Welcome to Contingent Resource Solutions, L.L.C., hereinafter referred to as “CRS”. We are happy to have you as a new member of our team.

1.2 Vision Statement

CRS is committed to set goals to consistently remain the premier staffing company in the upstate. Our goal is to open multiple locations throughout the Southeast and beyond, wherever we see there is a need to be met. We will accomplish this by consistently meeting our clients and candidates demands, offering personnel solutions to our clients that increase their productivity and operating with the utmost integrity.

1.3 Mission Statement

Our mission is to match employers with quality personnel to form successful work relationships. We succeed in our mission by providing excellent service to our clients and candidates, consistently meeting established expectations, and setting and maintaining the highest standards and ethics demonstrated in the employment services industry. We meet each client’s needs by offering a client specific alternative to their personnel issues.

1.4 Culture and Climate

CRS core values and company culture are based on Trust, Respect and Discipline. CRS supports a climate where professional and personal growth and development is nurtured and encouraged. When dealing with clients each employee adopts an “at your service” attitude and remembers to follow through, follow through, follow through!

All Associates are urged to become familiar with CRS’ rules and standards of conduct covered within this handbook. Associates are held accountable to following these rules and standards.

2.0 GENERAL GUIDELINES

2.1 Changes in Policy

This manual supersedes all previous Associate manuals and memos. These policies are promulgated for the benefit of CRS as an employer. While every effort is made to keep the contents of this

document current, CRS reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual.

3.0 ASSOCIATE DEFINITION AND STATUS

Associates of CRS are temporary employees hired to perform a specific job for a specific client of CRS. Associates may be hired directly by clients of CRS at the client's discretion and at the approval of CRS.

3.1 Progressive Disciplinary Action

When an Associate breaks policy or commits an act worthy of disciplinary action, the incident will be discussed and documented. CRS may impose any level of Disciplinary Action, up to and including, termination. Progressive Discipline is not mandatory.

All Disciplinary Action Plans, Write ups, Warnings, and Documents shall be kept in the Associate's file.

4.0 EMPLOYMENT POLICIES

4.1 Equal Employment Opportunity

CRS is an equal opportunity employer. Employment decisions are based on performance, character, experience, and business needs; and are not based on race, color, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, or any other factor protected by law.

4.2 Americans with Disabilities Act

It is the policy of CRS to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). CRS will not discriminate against any qualified Associate or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability, if the employee can perform the essential duties of a job with reasonable accommodation by CRS, and without undue hardship on CRS.

4.3 Immigration Law Compliance

All offers of employment are contingent on verification of the candidate's right to work in the United States. Prior to the first day of work, every new Associate will be asked to provide original documents verifying his or her right to work and, as required by federal law, to sign Federal Form I-9, *Employment Eligibility Verification Form*. Information provided on the Associate's I-9 form will be used to E-Verify the Associate following the guidelines outlined by the United States Department of Homeland Security.

4.4 Associate Background Check

Prior to making an offer of employment, CRS may conduct a job-related background check. A comprehensive background check may consist of several components, including but not limited to: prior employment verification, professional reference checks, education confirmation, and credit check.

4.5 Associate Criminal Background Check

A criminal records check is performed on all Associates to protect CRS' interest and that of its Associates and clients.

4.6 New Associate Orientation

Associates may be required to attend a safety orientation before beginning work. This is required only on specific job sites. Associates will be informed if a safety orientation will be necessary.

4.7 Change of Personal Data

Any change to an Associate's name, address, telephone number, marital status, dependents, or a change in the number of tax withholding exemptions, needs to be reported on the appropriate form within 10 days of the change to your local CRS office.

5.0 STANDARDS OF CONDUCT

5.1 Shift Requirements

Shift requirements are determined by the clients of CRS on a job-by-job basis. Associates will be made aware of their expected working hours when they are given their job instructions. Shift requirements are subject to change at any time.

5.2 Attendance and Punctuality

Associates of CRS are expected to be on the job site with ample time to begin work at their scheduled start time. In the event that an Associate must miss work for any reason, the Associate must call the job supervisor directly **and** their local CRS office before the Associate's scheduled start time for work that day. The Associate will be provided the supervisor/client number while starting any assignment. If the calls are not answered, the Associate must leave a voice mail for the supervisor and their local CRS office staff. Failure to follow this procedure will be considered a "no call, no show" and may affect the Associate's eligibility for unemployment benefits. Habitual tardiness and absenteeism will be noted in the Associate's file and may affect the Associate's current and future employment opportunities with CRS.

5.3 Associate Behavior

Associates are expected to behave in a professional and courteous manner to supervisors, other CRS' associates and employees of clients of CRS.

5.4 Break Periods

The Supervisor on the jobsite will provide reasonable breaks and adhere to the state guidelines regarding break periods. It is prohibited for any Associate to perform job related tasks off the clock; doing so will lead to immediate termination.

5.5 Harassment

CRS does not tolerate workplace harassment. Definition of Non-Sexual Harassment: Harassment for purposes of this policy is verbal or physical conduct that is derogatory or that shows hostility toward an individual because of his or her race, color, religion, sex, pregnancy, national origin, age or disability, and that creates an intimidating, hostile, or offensive working environment. Harassment may include, but is not limited to, epithets, abusive language, slurs, jokes, or other verbal or physical conduct relating to an individual's race, color, religion, sex, pregnancy, national origin, age or disability.

5.6 Sexual Harassment

CRS does not tolerate sexual harassment. The Equal Employment Opportunity Commission (EEOC) has issued guidelines regarding sexual harassment in the workplace. Under these guidelines, sexual harassment will be treated as unlawful sex discrimination in violation of Title VII of the Civil Rights Act of 1964, as amended.

"Sexual Harassment" is defined by the EEOC guidelines as follows:

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

(1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment includes threats or insinuations, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, wages, advancement, assigned duties, shifts or any other conditions of employment.

Sexually harassing conduct in the workplace, whether committed by managers, supervisors, co-employees, customers or vendors, is also prohibited. Such conduct may include, but is not limited to, unwanted sexual flirtations, advances, or propositions; verbal abuse of a sexual nature; unwanted graphic verbal comments about an individual's body; the display in the workplace of inappropriate and sexually suggestive objects, pictures, writing, language or drawings; or unwelcome touching or physical contact. Such conduct, whether committed by persons of the same or opposite sex, is prohibited whether or not it rises to a level that might legally constitute unlawful harassment.

Responsibility and Complaint Procedure

Each manager and supervisor should maintain his or her workplace free from harassment, sexual harassment, and intimidation. In addition, managers and supervisors should discuss this policy with their employees, and assure them that they are not required to endure insulting, degrading or exploitive sexual treatment, or unlawful harassment of any type. Managers and supervisors must immediately report to the President any complaints received from their employees concerning harassment, including, but not limited to, sexual harassment. Managers and supervisors must also report to the President any other potentially harassing conduct or incidents of which they might see, hear or otherwise become aware.

Any employee affected by any type of visual, verbal or physical harassing conduct, whether from managers, supervisors, co-employees, customers or vendors has an obligation to report the matter.

Below are an employee's reporting options:

(a) Speak with the offending individual directly. Although an employee is not required to do so, he or she can directly inform the offending individual that the behavior in question is unwelcome and must be stopped. Please understand this is not a requirement and an employee should only take this step if he or she feels comfortable in doing so.

(b) Report the behavior to the employee's supervisor. If the employee prefers not to first discuss the matter with the offending individual, or if the employee has attempted such a discussion but it has not solved the problem, the employee should immediately report the behavior in question to his or her supervisor.

(c) Report the behavior to the Human Resources Manager. The employee must report to the Human Resources Manager if: (1) the behavior involves a supervisor, (2) the employee does not feel comfortable reporting the behavior to his or her supervisor, (3) the employee is not satisfied with the

response from his or her supervisor, or (4) the employee does not receive a response from his or her supervisor.

(d) Report the behavior to the Company President. The employee must report to the Company President if: (1) the behavior involves the Human Resources Manager, (2) the employee does not feel comfortable reporting the behavior to the Human Resources Manager, (3) the employee is not satisfied with the response from the Human Resources Manager, or (4) the employee does not receive a response from the Human Resources Manager.

It is your responsibility as an employee without fear of reprisal, to bring any form of harassment, including but not limited to sexual harassment, to the attention of management. An investigation of the complaint will be handled with confidentiality to the fullest extent possible. Any employee who subjects another to harassment or to other inappropriate conduct will be subject to disciplinary action up to and including termination. It is the responsibility of the Company to make the intensely fact-specific determination of whether harassment actually has occurred, and to help determine what, if any, disciplinary or corrective action will be taken.

Prohibition against Retaliation

The Company also prohibits retaliation against person(s) who, in good faith, bring a complaint of harassment to management's attention. If you believe you have been retaliated against for reporting discrimination or harassment, or for making such a complaint, or for participating in an investigation related to discrimination or harassment, you should immediately report the alleged retaliatory action to the President of the Company.

5.7 Violence in the Workplace

Acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect CRS or which occur on CRS' property or the property of clients of CRS, will not be tolerated. Firearms or weapons of any kind are not permitted in CRS' offices or on any job site.

5.8 Client Behavior

Associates have the right to refuse to work or to terminate a job in progress to protect their own safety and well-being. Walking off the job, not turning in a notice, or not giving CRS an opportunity to replace you, could result in your last paycheck being reduced to minimum wage for hours worked. Associates should immediately notify their local CRS Office of the situation so they may handle it accordingly. The Associate should make every attempt to have the situation remedied and not just walk off a job.

5.9 Client Confidentiality

Associates must maintain the confidentiality of all client information, unless written disclosure is given or required by law or by court order.

5.10 Ethical Standards

CRS insists on the highest ethical standards in conducting its business. When faced with ethical issues, Associates are expected to make the right professional decision consistent with CRS' principles and standards. Associates are not permitted to enter into a dual relationship with a client of CRS unless they are hired directly by the client. Hiring decisions are at the clients' discretion and approval by CRS based on, but not limited to, an Associates job performance.

5.11 Lost and Damaged Items

CRS assumes no risk for any loss or damage to personal property left at the job site, including but not limited to, personal hand tools, hard hat, safety glasses and safety vests.

5.12 Dress Code and Presentation Standards

Associates of CRS are expected to present a clean and professional appearance and dress in accordance with OSHA regulations. Associates must wear, at job sites which require them, a hard hat, work boots, a safety vest, long pants and a shirt with sleeves.

T-shirts with logos depicting alcohol consumption, drug use or other inappropriate messages are strictly forbidden. Associates who report to work inappropriately attired will be asked to leave the job site.

5.13 Use of Equipment

In the event that clients of CRS provide the Associate with equipment needed to perform their job, provided equipment should not be used for personal use, nor removed from the physical confines of the job site.

Equipment and systems must be operated according to the respective manufacturer's/developer's instructions.

Any loaned tool or equipment must be returned to the supervisor before leaving the job site for the day and must be in the same condition as it was when it was loaned to the Associate.

5.14 Use of Computer, Phone, and Mail

Clients of CRS may grant the use of computers, phones or mail to an Associate while on specific job. Property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business.

5.15 Electronic Communication and Internet Usage

If computer access is granted by clients of CRS, associates are responsible for using the Internet while at work in a manner that is ethical and lawful. Use of the Internet must be solely for business purposes and must not interfere with the Associate's productivity. Internet use, during working hours, is authorized to conduct professional business only. Employees have NO expectation of privacy in the use of clients computer systems or Internet access. No employee may conduct e-commerce or purchase anything through a job site owned computer, whether clocked in or not. Internet use brings the possibility of breaches to the security of confidential client information. Internet use also creates the possibility of contamination to CRS' client's system via viruses or spyware. Additionally, under no circumstances, will computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-business-related internet sites. Doing so will lead to disciplinary action up to and including termination.

5.16 Use of Computer Software

CRS does not condone the illegal duplication of software. The copyright law is clear; the copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the user's right to make a backup copy for archival purposes (Section 117).

CRS does not allow the installation, modification, or deletion of any hardware, operating system or other software without prior knowledge and approval. Additionally, downloads of software from the Internet or any other system outside of the company system is prohibited. Unapproved hardware and

software may be removed at any time and without prior notice. The discovery of this activity may result in disciplinary action up to and including immediate dismissal.

5.17 Smoking

If smoking is allowed on a specific job site, the Associate must observe the “Designated Smoking Area” at the job site. Designated smoking areas are determined by the clients of CRS on a job-by-job basis. Smoke breaks are determined by the clients of CRS and should only be taken during those times. No Smoking policies of Staffing Consultant’s clients must be strictly maintained.

5.18 Alcohol and Substance Use During Work Hours

No CRS Associate is permitted to be under the influence of illicit or prescription drugs or alcoholic beverages during their scheduled shift. An employee is irrefutably presumed to be under the influence of alcohol or drugs if the testing procedure shows a forensically acceptable positive quantum of drug or alcohol use. CRS Associates will be required to take either a 5-panel, 10-panel or Federal drug screen as a condition of employment, dependent upon what is required by the job assignment. Associates will be subject to a 10-panel drug screen in the event of an accident or injury on the job site. Associates are also subject to discretionary or random drug screening at the direction of CRS’ or their clients.

5.19 Solicitations and Distributions

Solicitation for any cause during working time is not permitted. Associates are not permitted to distribute non-company literature in work areas at any time. Distribution of literature by associates in nonworking areas during working times is prohibited.

5.20 Employment Termination

After the application of any progressive disciplinary steps which may be imposed by CRS; if it is determined by management that an Associate’s performance does not improve, or if the Associate is again in violation of CRS policies, practices, or standards of conduct, employment with CRS will be terminated. Associates remain subject to immediate termination at the discretion of CRS even in the absence of any previously administered progressive disciplinary steps.

5.21 Resignation

Associates are asked to give a minimum of one weeks’ notice when resigning and are asked to inform CRS regarding their reason for resigning. An Associate should never just walk off a job.

5.22 Improvement Suggestions

CRS encourages all Associates to bring forward their suggestions and good ideas about making CRS a better place to work and enhancing service to our clients. Any Associate who sees an opportunity for improvement is encouraged to contact their local CRS’ Office or e-mail their suggestions to contactus@crshireright.com.

Management can help bring ideas to the attention of the people in the organization who will be responsible for possibly implementing them. All suggestions are valued and welcomed.

6.0 COMPENSATION POLICIES

6.1 Compensation

Associates are paid an hourly wage based on their experience and skill level as well as the job description for each individual assignment.

6.2 Pay for Drive Time

Associates may be paid for drive time only if it has been approved by the client prior to the Associate accepting the assignment.

6.3 Timekeeping Procedures

By law, CRS is obligated to keep accurate records of the time worked by Associates. Associate timesheets are to be submitted to CRS no later than midnight on Tuesday. Associates should follow the client timekeeping rules. If timesheets are not received on time, Associates risk not having their paycheck issued for the week and will have to wait until the following week to be paid. Timesheets must be approved by the Associate's Supervisor. Any corrections/strikeouts/changes on the timesheet must be initialed by the Supervisor.

Some clients will handle submitting timesheets on their Associates to CRS in which case you do not need to submit a duplicate timesheet.

It is the associate's responsibility to ensure that all time worked is recorded either manually or following proper processes with time clocks at client locations

6.4 Overtime Pay

All hours worked over 40 hours will be paid at time and a half for nonexempt associates.

6.5 Payroll and Paydays

Associates are paid on a weekly basis every Friday. Associates elect to have their paycheck deposited into their checking or savings account; if the Associate does not have a checking or savings account, they can opt to have their paycheck deposited into a cash/debit card which they can obtain from CRS. Direct deposit allows paperless transmittal of funds and provides a safe, reliable method for ensuring Associates receipt of their pay. A *Direct Deposit Authorization* form must be completed upon hire or a pay card will be issued if no banking is available for direct deposit.

6.6 Prohibition Against Improper Deductions

The Company has a clearly communicated a company-wide policy that prohibits improper pay deductions from the salaries of exempt employees. In general, salaries of exempt employees are not subject to reduction because of variations in the quality of work performed or the quantity of work performed. While seven exceptions to this rule exist under federal law (see the Company's Operations Manager should you have any questions about the general rule or the exceptions to the general rule), In general, an exempt employee will receive his or her full salary for any week in which the employee performs any work. Of course, exempt employees need not be paid for any work week in which they perform no work. Subject to the provisions set forth above, deductions from an exempt employee's salary will not be made for time when work is not available if the employee is ready, willing, and able to work. As a general rule, if an employee who performs work for the Company during the course of a week is absent at other times during the week, when such absences are occasioned by the Company or by the operating requirements of the business, the employee will be paid his or her full salary.

The Company does not have an actual practice of making improper deductions from the salaries of exempt employees. The Company strictly prohibits such a practice. It is the Company's strong desire to pay each employee, exempt or non-exempt, the proper and appropriate pay. If an exempt employee believes that his or her salary has been improperly reduced, the employee should contact the

company's Operations Manager. The decision of the President will be final in matters regarding allegations of improper deductions of the salaries of exempt employees. Any employee who is found to have been subject to improper deductions will be reimbursed by the Company no later than the payday following the date that the determination of the improper deduction was first made. The Company will make good-faith efforts to ensure compliance with the rules concerning deductions from the salaries of exempt employees in the future. Employees who believe that such efforts are not being made are urged to contact the Operations Manager.

7.0 BENEFITS

7.1 Benefits

Medical, dental, short-term disability and life are available. Information on enrolling is provided as part of your initial orientation. You must enroll within 30 days of hire or you will have to wait until open enrollment (Jan 1st) if you miss the 30 day cutoff. Once enrolled, NO changes can be made to your policy unless termed, you have a qualifying event or open enrollment. If you need further information call the Corporate Office.

7.2 Holiday Pay

Associates are eligible for holiday pay only by approval from clients of CRS.

7.3 Jury Duty

CRS is committed to supporting the communities in which CRS operates, including supporting CRS' Associates in fulfilling their responsibilities to serve as jurors whenever it is possible. When an Associate receives notification regarding upcoming jury duty, it is their responsibility to notify their direct supervisor within five business day of receiving the notice.

Associates must turn in the Jury Duty notice to their direct Supervisor and also e-mail to contactus@crshireright.com so that a copy can be maintained in the employee's file and to have a record of an excused absence.

CRS does not pay associates for time off when fulfilling their Jury Duty responsibilities.

7.4 Military Reserves or National Guard Leaves of Absence

Associates who serve in U.S. military organizations or legally recognized state militia groups such as the National Guard may take the necessary time off to fulfill this obligation and will retain all of their legal rights for continued employment under existing laws.

7.5 Uniformed Services Employment & Reemployment Rights Act

As an Equal Opportunity Employer, CRS is committed to providing the employment and reemployment services and support as set forth in the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

8.0 ASSOCIATE COMMUNICATIONS AND RESOLUTIONS

All associates should communicate as needed with client appointed supervisors. It is desired that any work related issues be addresses with your supervisor. If a situation occurs that you feel is not being addressed adequately please contact our Corporate office