

CARLTON STAFFING



Policy & Procedure Handbook

Carlton Staffing Locations

ADMINISTRATIVE, CLERICAL, ACCOUNTING
LIGHT INDUSTRIAL & SKILLED TRADES

Southwest Houston

10707 Corporate Drive, Suite 101
Stafford, TX 77477
(281) 265-8900
swhou@carltonstaffing.com

Northwest Houston

13101 Northwest Freeway, Suite 110
Houston, TX 77040
(713) 329-9990
nwhou@carltonstaffing.com

Southeast Houston

12621 Featherwood, Suite 130
Houston, TX 77034
(281) 464-8800
sehou@carltonstaffing.com

Inner Loop

24 Greenway Plaza, Suite 1207
Houston, TX 77046
(713) 629-0116
csil@carltonstaffing.com

The Woodlands

2203 Timberloch Place, Suite 245
The Woodlands, TX 77380
(713) 389-5000
wl@carltonstaffing.com

Fort Worth

855 Texas Street, Suite 105
Fort Worth, TX 76102
(817) 268-1070
cswf@carltonstaffing.com

Dallas

222 West Las Colinas Blvd., Suite 121N
Irving TX 75039
(214) 596-1600
csdallas@carltonstaffing.com

Welcome!

We are delighted that you have chosen Carlton Staffing and look forward to working with you. Your assignments with us are important and are carefully chosen with your skills and abilities in mind.

Since our beginning, Carlton Staffing has emphasized quality and service over quantity alone. Our temporary employees are the key to our success and we strive to provide you with a safe and productive work environment, competitive wages, benefits, and the opportunity to accomplish your professional goals.

This handbook outlines how Carlton Staffing operates, what we expect of you as our temporary employee, and what you can expect from us. Please take the time to read it carefully. Feel free to call your Staffing Consultant at any time if you have questions or concerns.

Employment Responsibilities

Appearance

You will be representing both yourself and Carlton when you are on an assignment and we ask that you dress appropriately. Your Staffing Consultant will describe the work environment before each assignment and will inform you of the client's dress code. First impressions are important, so remember to pay special attention to neatness and cleanliness.

Work Schedule

Your work schedule may vary from assignment to assignment. If the client company wishes to change the schedule, you will be informed immediately. We realize flexibility is important, so please call your branch office if you are asked by the client to work a different schedule than originally assigned.

Payroll Procedures

Timecards

In order to be paid, a completed and signed timesheet must be submitted to the branch office before the deadline for each week's payroll. Your name, job order number and the last four digits of your social security number must be correct and legible on all timesheets submitted. Each timesheet must also be signed by you and your supervisor. Timesheets are available at the branch offices or can be downloaded on our website in the Employees section.

Payroll Deadlines

Your timecard must be received by Carlton Staffing no later than noon on Mondays to ensure you receive a paycheck that week. If your timesheet is turned in after the payroll deadline, your paycheck will be issued with the following week's payroll. Timesheets may be faxed, emailed or delivered to the branch office. If you fax your timecard, you must verify that the fax was received by the branch before the deadline. Any applicable parking, toll or bus receipts must be turned in with the timesheet for the week the expenses were incurred.

Pay Distribution

Carlton Staffing employees are paid weekly. As described above, a complete, legible and signed timecard must be received in the branch office before the payroll deadline in order to be paid that week. If you are participating in the Direct Deposit program, your pay will be deposited into the account you selected. Your check stub will be mailed to the address we have on file for you, it is also available on our website under the employees tab, or you may pick it up in the branch office.

You can have your paycheck held for pickup at any of our branch locations. If you wish to have your check held at a branch office, you must note which location on your timecard each week in the section titled "Check Distribution". Checks are mailed at the end of business on each payday.

Carlton Staffing is unable to release paychecks or direct deposit stubs to anyone other than the employee, without written authorization from the employee.

Carlton Staffing's Benefits Program

Carlton Staffing strives to attract and retain the highest quality employees.

We are proud to provide a comprehensive benefits package.

The core offerings of Carlton Staffing's benefits program are listed below.

Direct Deposit

Employees may elect to receive their pay by direct deposit.

Insurance Benefits

Carlton Staffing offers its employees medical, dental, disability, life insurance and prescription drug coverage. Ask for information about Carlton's healthcare insurance program at your local branch office.

Holiday Pay

Carlton Staffing observes six holidays throughout the year: New Years Day, Labor Day, Memorial Day, Fourth of July, Thanksgiving Day, and Christmas Day. Depending on your tenure with Carlton Staffing, and your work schedule, you may qualify to receive holiday pay.

Vacation Bonus

Carlton Staffing provides vacation bonuses. Talk to your Staffing Consultant for details on eligibility requirements.

Reimbursements

Carlton Staffing will assist you with a maximum of \$2 a day toward parking, bus fare, or toll reimbursements.

Referral Bonuses

Carlton Staffing offers referral bonuses every time you refer someone to Carlton who subsequently works 80 hours with us. Contact your Staffing Consultant for details.

Employee of the Month Awards

Every month, each Carlton Staffing branch honors one of their best employees. Candidates are chosen based on punctuality, dependability, work performance and attitude. Each Employee of the Month receives special recognition from the branch. All Employees of the Month are then eligible to be nominated as the branch Employee of the Year. Employees of the Year are recognized by Carlton Staffing during National Staffing Employee Week.

Performance Feedback and Rewards Program

Quality Control (QC) cards allow Carlton Staffing to monitor your performance. The feedback gained from this system is shared with you, and used to determine suitability for future assignments.

Carlton Staffing also holds a monthly QC Challenge. This program collects all QC cards for a monthly drawing in each branch, rewarding the winning employee and supervisor with a prize.

401K Program

Employees, who are 21 years of age or older, are eligible to enroll in our 401k program after they have worked for Carlton Staffing for one year and have accumulated at least 1,000 hours during the year. Enrollment periods are in January and July of each year.

**More information about Carlton Staffing,
as well as the services and benefits we provide our employees,
can be found online at www.carltonstaffing.com.**

Successful Work Habits

Plan to arrive 10 to 15 minutes early on the first day of your assignment.

Call your Staffing Consultant within 15 minutes of your arrival with your direct phone number so we can reach you in case of an emergency.

Always arrive on time and be prompt in returning to your work area after lunch and breaks.

Observe company rules and regulations. Be aware of safety rules and use any required safety equipment.

If you are ill, running late or need time off to handle personal matters such as a doctor's appointment, please call your Staffing Consultant a minimum of one hour prior to your scheduled start time and we will inform your direct supervisor at the client company.

Observe the client company's dress code. If you are unsure, ask your Staffing Consultant. It is better to be overdressed than underdressed.

Do not make personal phone calls during work hours and please leave personal cell phones turned off. Make your calls during your lunch or break times. Give family and friends the Carlton branch phone number and we will contact you immediately if there is an emergency.

Contact our office immediately if you:

Are running late or are unable to report to your assignment.

Have comments or complaints about your assignment.

Receive any offer of employment from the client company.

Are told of any change in responsibilities or duties.

Have any change in your address or phone number.

Are in an accident or are injured while on assignment.

Policies

Confidentiality Agreement

Your pay is at an hourly rate, which will be agreed upon in advance and is commensurate with the skills required on the assignment. Carlton Staffing offers pay rates that are comparable to the market rate.

Your individual pay rate for each assignment is based on your knowledge and ability, the variety and scope of responsibilities required, and the physical and mental demands of the position. Carlton has the sole authority to negotiate with our client companies regarding the rates for services performed.

Equal Employment Opportunity

Carlton Staffing is an Equal Opportunity Employer. As such, Carlton maintains a strict policy of nondiscrimination with respect to all employees and applicants for employment. Referrals to client companies are based solely upon an individual's qualifications relative to position requirements without regard to race, color, religion, national origin, age, sex, sexual orientation, marital status, veteran status or disability.

Drug Free/ Violence Free Workplace

Carlton Staffing is committed to a work environment that is drug and violence free. For details regarding our policy, please refer to the Carlton Staffing Safety Handbook.

Harassment Policy

Harassment of any kind, sexual or otherwise, as well as discrimination of or by its employees in any form will not be tolerated. If you feel that you have been harassed or discriminated against, you must notify Carlton's HR manager so that an investigation can be conducted. Furthermore, any employee who is determined, after an investigation, to have engaged in harassment or discrimination will be subject to termination.