



## EMPLOYEE HANDBOOK

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## **WELCOME**

Whether you have just joined GoodTemps, or have been with us for a while, we wanted to take a moment to thank you. Our employees are truly the most valuable resource we have.

This handbook is designed to give you a feel for our organization and how we operate, as well as outline the expectations we have for all employees. Please take some time to read through this material, as it will be a resource for you throughout your employment here at GoodTemps. This handbook will answer many of the general questions you have regarding policies and procedures. For more details, or to address any questions or concerns, you may speak with your Staffing Specialist

We expect to periodically revise and update this handbook as needed. Thank you for being a part of the GoodTemps team!

GoodTemps  
271 East Apple Avenue  
Muskegon, MI 49442  
(231) 722-7871

### **At-Will Employment**

This GoodTemp employee handbook is not, nor intended to be, an employment contract.

The information contained in this handbook provides general guidelines, and may change as necessary due to business needs or the law.

Your employment with GoodTemps is voluntary, and as such, either you or GoodTemps may end this employment at any time, for any reason, with or without cause or notice.

## OUR MISSION AND VISION

*Changing lives through the power of work.*

Our mission is simple and defines what we do and how we serve our community.

*Every person has a pathway to meaningful and sustaining work.*

Our vision is the long term goal we have for our work.

## WHAT WE OFFER

Working on assignments for GoodTemps enables you to work for one employer, but in many different environments, at a variety of companies. There may be opportunities for both short term and long term (hired in) assignments at GoodTemps.

When you accept an assignment with GoodTemps, we'll provide you with:

- The company's name and location
- Directions to the worksite
- Start date, time, and projected length of assignment
- Work hours
- Whom to talk to at your worksite to find out about lunch and break times
- Pay rate
- Check-in procedures (if required)
- Supervisor's name
- A job description; be aware that sometimes this may change slightly
- Dress code, including any required Personal Protective Equipment (PPE)

## ASSIGNMENTS

While this handbook will provide lots of information, you are always welcome to ask questions. We want you to understand what is expected of you by us as well as by your supervisor. We will never pressure you to accept an assignment—the decision is always up to you. When you do decide to accept an assignment, please remember that we are counting on you to do your best. If you treat every day at an assignment as if it were an interview for your next permanent position, you may open doors to opportunities you never knew existed.

**GOODTEMPS IS YOUR EMPLOYER.** Whether you are on a short-or long-term assignment with our customer, you are still a **GOODTEMPS** employee. Please call your Staffing Specialist to tell us if:

- You will be late or unable to come to work. (231-739-9010 Ext. 5261)

- Failure to show up for work without first notifying GoodTemps may be grounds for termination.
- The work you are asked to do is substantially different from the work described to you by your Staffing Specialist.
- The work environment appears unsafe.
- You are sick.
- You become injured on the job.
- You feel you are unable to complete a job assignment.
- You are unavailable for a period of time.
  - Please inform GoodTemps in advance if you are planning a vacation or time off for any reason. The earlier an employer knows about a planned absence, the better the odds are that they will overlook it (though this is not a guarantee).
- You have changed your contact or tax information (See Personnel Data Changes below)
- You have acquired new skills that may qualify you for more assignments or higher pay.
- Your assignments ends.

You must call us within 48 hours to let us know of your availability for future assignments.

### **ASSIGNMENT AVAILABILITY POLICY**

You must keep us informed of your availability by calling (231) 739-9010 Ext. 5260. If we do not hear from you within 48 hours of an assignment's completion and every week thereafter until an assignment is started, we will consider you unavailable for work and to have voluntarily resigned from employment. Further assignments may not be offered.

### **PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify GoodTemps Temporary Staffing Services of any changes in personnel data. Personal mailing addresses, name changes, telephone numbers, numbers and names of dependents, emergency contacts, educational accomplishments, and other such information should be accurate and current at all times.

## **ABOUT YOUR PAY**

You will be paid an hourly wage, which may vary depending on the assignment. Your Staffing Specialist will tell you how much the job will pay before you accept the assignment. You will be paid every Friday, based on your completed and submitted time card from the previous week. As your employer, GoodTemps will deduct the necessary FICA, Federal, State, and local (where applicable) taxes, in addition to any other deductions that are authorized by you or mandated by the court.

## **GETTING PAID**

Ensuring that you're paid correctly and on time is one of our most important commitments to you. But, we need your help. You must:

- Accurately track the time you arrive and leave work, and how long you take for lunch
- Report your time weekly using one of the time reporting methods listed below
- Let us know of any changes to your direct deposit or paycard information.

## **TIME REPORTING**

Depending on the customer and area where you work, you may be asked to report your time using one of the following two methods:

1. Collaboratively-Reported Time: A signed time slip ( by both you and your supervisor) must be turned in by 4:00pm Monday for the prior week. Failure to submit a GoodTemps time slip signed by both the employee and supervisor by the designated deadline may result in a delayed paycheck.
2. Company-Reported Time: The company for which you are currently working will record your hours worked and forward that information to GoodTemps. You may be required to sign to verify accuracy.

## **PAY PERIODS**

You will be paid weekly for the hours worked the previous week. The pay period starts on Sunday and ends the following Saturday, with checks deposited to your account the following Friday, unless otherwise stated.

Time and one half will be paid for hours worked over 40, unless the assigned company is exempt from overtime regulations.

Paystubs and W-2's are available electronically through the Greenshades website or mobile app. Paper checks are NOT available.

## **DIRECT DEPOSIT**

The Direct Deposit payroll system is GoodTemps Staffing's standard method of payment. It offers you convenient, reliable, safe, and easy access to your paycheck. This payroll system automatically deposits your earnings into your checking, savings, or pay card account (if applicable) at the bank or credit union of your choice, at no cost to you. If you do not have a bank account, you may visit any 5/3 branch to open a no cost checking account. Please let the bank know you work for GoodTemps to access this benefit.

To enroll, please speak to any GoodTemps Staff Member. You must complete the Direct Deposit Authorization Form, which is available by stopping in during business hours or via email or fax. You are permitted to designate up to five different checking or savings accounts for direct deposit at up to five different financial institutions. You can designate up to four flat amounts (ex. \$100 / \$50) and one balance amount (the account where the remainder of your paycheck would be directed to). Completing and signing this form gives GoodTemps the authority to deposit your pay to your account. All information is considered confidential.

Please Note: Direct Deposit into a checking or savings account is the preferred method.

## **PAYCARDS**

Skylight ONE is the paycard used at GoodTemps. For people that do not have a checking or savings account; pay cards allow cardholders to have their wages deposited to a debit card each payday. Cardholders can reload the card at many retail locations and can use them as an alternative to a bank account for direct deposits of paychecks and government benefits. You can also make purchases or cash withdrawals at any location that accepts Visa.

The card can be loaded with no fees incurred through regular paycheck or benefits check direct deposits, or money can be loaded from the majority of bank accounts issued in the United States.

Talk to your GoodTemps Staffing Specialist about the best choice for you.

## **PAYSTUBS & W-2'S**

We are paid weekly, meaning you will get a paycheck every Friday. If our pay date falls on a recognized holiday, payday will be the day before the holiday. Pay periods begin at 12:00am on Sunday and end at 11:59pm on Saturday.

Paystubs and W-2s are available via the Greenshades website or app:

<https://www.greenshadesonline.com/SSO/EmployeeApp/#/company/goodtemps/login>

We do not print out paper check stubs or W-2s, so will need to print your stubs via the online portal should you require a paper version. Please see your Staffing Specialist with any questions.

## **UNEMPLOYMENT**

If you fail to inform us of your availability on a weekly basis, Unemployment Insurance benefits may be denied.

If you believe you are entitled to unemployment benefits, please contact the State of Michigan UIA online or by phone at: <https://www.michigan.gov/uia/> or 1-866-500-0017

## **INSURANCE BENEFITS**

GoodTemps offers medical insurance for eligible employees. Based on the circumstances of temporary staffing services, it cannot be determined that employees can be reasonably expected to work on average at least 30 hours per week for the duration of their employment. Therefore, there is an administrative period for all employees that allows GoodTemps to identify and classify employment status. Coverage will only be offered to full time employees (and their dependents) who have met eligibility requirements. Ineligible employees can visit [www.healthcare.gov](http://www.healthcare.gov) for affordable coverage options. For more information on company provided benefits: 231-722-7871 ext.1036.



# **POLICIES**

## **ATTENDANCE**

After two absences or tardies within one month, we may issue a verbal warning. Any employee with three or more absences or tardies may be subject to a written warning. A written warning may result in termination, depending on the discretion of the Staffing Specialist. If the company where an employee is placed has a stricter policy, it will override this policy. GoodTemps reserves the right to use its own discretion when determining whether an absence or tardy may be excused from this policy. It is your responsibility to call 231-739-9010 Ext.5261 for tardiness and absences.

## **EQUAL OPPORTUNITY EMPLOYMENT**

Goodwill is committed to the philosophy, principles, and practice of Equal Employment Opportunity (EEO). Our policies support EEO laws and ensure that all employees and applicants receive equal opportunity in all areas of employment.

Discrimination due to race, sex, religion, age, marital status, sexual orientation, national origin, disability of any type, or any other reason, will not be tolerated. Any incidents of discrimination by any employee may result in disciplinary action up to, and including, termination.

## **DRUGS AND ALCOHOL IN THE WORKPLACE**

Goodwill does not tolerate the use of alcohol, marijuana, and/or illegal drugs in the workplace. Anyone suspected of being under the influence of drugs or alcohol while at work may be sent for drug and alcohol testing. Additionally, anyone involved in a workplace incident or accident may also be sent for drug and alcohol testing. If you are found to be under the influence of drugs or alcohol while at work, you may be terminated. Failure to pass a drug test will be grounds for termination.

If you are taking prescription medications that have noticeable side effects, please notify your supervisor or the human resources department.

## **SAFETY**

Your safety is important to us and we strive to maintain safe and healthy working conditions at all times. GoodTemps will not knowingly assign or allow any employee to work in an unsafe work environment. GoodTemps abides by all safety regulations and guidelines set forth in federal, state, and local statutes.

We also integrate good safety practices and programs into our operational activities and procedures throughout the organization.

To make the workplace safe for you and your fellow employees, it is your responsibility to:

- Notify your GoodTemps Staffing Specialist of any requested changes in your job duties.
- Understand the safe practices for your general work area and your job.
- Comply with all safe work practices and wear required personal protective equipment for your job assignment.
- Wear clothes appropriate to the job you'll perform.
  - Please contact your Case Manager or Staffing Specialist if you have questions about what to wear or what not to wear.
- Immediately report all unsafe working conditions to your supervisor, as well as to your Staffing Specialist.
- Operate only those machines, tools, or vehicles that your Staffing Specialist has indicated are part of your assignment and for which you have received instruction or training.
- Tell your supervisor that you must first contact your Staffing Specialist if you are asked to perform an unsafe task, to work on unsafe equipment, or to work on equipment for which you have not received proper training, such as a forklift.
  - Then, contact GoodTemps immediately. If you are working during a time when you are unable to reach your Staffing Specialist, inform the customer that you cannot perform those tasks without approval from GoodTemps. Then, contact your Staffing Specialist as soon as possible.

## **WHAT TO DO IF YOU ARE INJURED ON THE JOB**

It is our sincere hope that you are never injured on the job. However, if you are injured, we want you to receive the best, most appropriate care without delay. If you're injured at work, notify your supervisor immediately and call your GoodTemps Staffing Specialist as soon as possible on the same day.

For non life threatening injuries during business hours, please visit:

Mercy Workplace Health - Muskegon  
1670 E Sherman Boulevard  
Muskegon, MI 49444  
Phone: 231-672-2400  
Hours: Open Monday - Friday, 7 a.m.- 5 p.m.

Workplace Health – Holland Medi-Center  
335 N. 120th Avenue  
Holland, MI 49424  
Phone: 616-392-5222  
Hours: Open Monday - Friday, 7 a.m. - 6 p.m.

Mercy Workplace Health – Grand Haven  
923 S. Beechtree St., Suite 9  
Grand Haven, MI 49417  
Phone: 616-847-6233  
Hours: Open Monday – Friday, 7:30 a.m. – 5 p.m.

*Please visit the nearest Emergency Room if it is after hours or you have a serious injury.*

You must also come to GoodTemps after you receive treatment to fill out an incident report. Please bring all paperwork from the medical facility with you.

## **CODE OF CONDUCT**

One of our values is integrity and transparency. That applies to the organization as a whole, as well as to each of us individually.

Ethical conduct is all about making honest decisions, both individually and as an organization, that follow our mission and values regardless of who is watching. Ethical conduct also means that we follow all generally accepted rules of proper workplace behavior, and strive to ensure a safe and welcoming workplace.

On the flip side, unethical conduct is making decisions that are harmful to the organization or others. In other words, it is unacceptable to attempt to take advantage of others or the organization for personal gain. Acting in this way may result in disciplinary action up to and including termination:

- Reporting to work under the influence of alcohol, marijuana, or illegal drugs
- The use, possession, or attempt to purchase drugs or alcohol on our premises
- Work behaviors that lead to below standard job performance
- Harassment (in any form) towards anyone you may work with or encounter during your employment
- Making false statements or purposely omitting information in your application for employment
- Falsification of records, including, but not limited to application, time sheets, case notes, expense or payroll reports

- Punching in/out or otherwise assisting another employee/client in falsifying records
- Excessive absenteeism or tardiness
- Unsafe actions such as fighting, horseplay, intimidation, or other acts of inappropriate behavior
- Use of profanity or vulgar language
- Causing damage to property belonging to another employee, client or the organization
- Insubordination: this is defined as refusal to obey any lawful or reasonable order from a supervisor
- Starting and/or spreading malicious gossip or rumors
- Unethical behavior at your workplace or while at another location on organization business
- Possession of weapons
- Violation of any safety/security rules and guidelines
- Theft of any donated item, or the unauthorized possession of any item that does not belong to you, if applicable
- Hiding or holding donated goods aside for your own purchase later, if applicable
- Fraud, embezzlement, or any other act of dishonesty for personal or financial gain

If you are ever in a position where you are unsure of what decision to make, please speak with your supervisor or Staffing Specialist.

## **CELL PHONE USAGE**

GoodTemps restricts the use of personal cell phones during working hours as follows:

- GoodTemps prohibits employees from making telephone calls or texts while operating a vehicle (personal or company-owned) while on any business.
  - Taking pictures of any program participant without both express permission from the participant and approval from the program director is strictly prohibited.
  - Personal cell phones may only be used during scheduled breaks
  - Using your cell phone to listen to music is dependent on your role and at your supervisor's discretion.
  - Cell phones may also be restricted for safety reasons depending the job.
- Failure to follow these policies will subject you to discipline, up to and including termination of employment. Please check with your supervisor regarding additional departmental practices and procedures pertaining to personal communication devices.

## **THE FAMILY MEDICAL LEAVE ACT OF 1993**

The Family Medical Leave Act of 1993 (FMLA or Act) allows eligible employees of a covered employer to take job-protected, unpaid leave, or to substitute appropriate paid leave if the employee has earned or accrued it, for up to a total of 12 workweeks in any 12-month period due to a qualifying reason.

### **Eligibility Requirements:**

1. They have worked at Goodwill for a minimum of 1 (one) year
2. They have worked a minimum of 1,250 work hours in the previous 12 months

FMLA provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- To care for the employee's child after birth/adoption or for placement for adoption or foster care
- To care for the employee's legal spouse, child, or parent who has a serious health condition
- For a serious health condition that makes the employee unable to perform his or her job
- A qualifying urgent need arising out of a call to active military service (self, child, parent, legal spouse)

Leave can be taken all at once, or intermittently, but cannot exceed the 12 week limit. Benefits eligibility will continue during FMLA as long as the employee maintains good standing with their premium contributions.

Employees who believe they qualify for FMLA may reach out to their Staffing Specialist at any time to discuss eligibility and expectations regarding leave. For a complete explanation of your rights under this act, refer to the Code of Regulations: Title 29, Part 825.

## **WORKPLACE VIOLENCE**

We have zero tolerance for any violent behavior in the workplace. Violence can be characterized by any form of physical assault, threats of physical assault, or any act of aggression towards another person. This includes attempts to bully or intimidate another person, or intentional destruction of property.

Any acts of violence or concerns about future acts of violence should be reported immediately to your supervisor and the human resources department. All reports are taken seriously and will be kept as confidential as possible.

Violations of this policy will lead to disciplinary action (up to and including termination) and/or legal actions as appropriate.

If you experience an actual or perceived threat of physical violence including intimidation, harassment or coercion, immediately report the incident to your

manager/supervisor. In life-threatening or emergency situation, call your local police department or “911”.

## **WEAPON-FREE WORKPLACE**

To ensure that we remain a workplace safe and free of violence for all personnel and customers, the company prohibits the possession or use of weapons (knives, firearms, etc...) on company property, including parking lots and company vehicles. A license to carry a weapon does not supersede this policy. Any employee in violation of this policy will be subject to disciplinary action, up to and including termination.

## **HARASSMENT PREVENTION**

GoodTemps is committed to provide a safe workplace, free from harassment. We expect you to treat all of your fellow coworkers, program participants, and customers with dignity and respect. We do not tolerate any form of harassment by anyone in our facilities including supervisors, co-workers, or non-employees. Anyone violating this policy is subject to disciplinary action, including termination, (for employees) or other sanctions (non-employees).

While all harassment is strictly prohibited by GoodTemps, some forms of harassment are also against federal, state, or local laws. We prohibit any conduct of a derogatory, sexual, offensive, or threatening manner that is spoken, written, or physical. This behavior includes negative comments related to race, creed (religion), color, national origin, ancestry, age, gender, disability, arrest or conviction record, sexual orientation, political beliefs, health, language, social-economic status, pregnancy status, marital status, membership in the military or military reserve, or any other protected characteristic or protected status as established by federal, state, and local employment laws and regulations.

Harassment can occur as a result of a single incident or a pattern of behavior where the purpose or effect is to create a hostile, offensive, or intimidating work environment. If you are being, or witness someone else being, harassed:

- Ask the harasser to stop, if you are comfortable doing so
- Make sure you and/or the person being harassed is safe
- Report the incident to a supervisor, a Staffing Specialist or human resources immediately

We investigate all harassment claims quickly and completely. All investigations are confidential, and only the persons involved in the report will be informed of the details.

Any personnel making a harassment report in good faith, or assists with an investigation, may not be negatively acted against. If you believe that you have been negatively acted upon because of reporting or assisting with a harassment claim, immediately contact your supervisor, the human resources department or the Honor Line. Harassment by any employee will result in disciplinary action up to, and including, termination. Illegal behavior will also be reported to law enforcement.

## **USE OF INFORMATION TECHNOLOGY RESOURCES**

As you may perform job tasks on laptops, desktops, network stations, mainframe, and other Information Technology (IT) resources that belong to our customers, you must comply with these rules:

Do Not:

- Use customer's I.T. equipment for non-work related activities.
- Use another person's user I.D., attempt to use a user I.D. for unauthorized purposes or give your user I.D. or password to an unauthorized person.
- Add, change, delete, download, upload or copy software to or from any customer equipment.
- Copy, distribute, or use software/ other information without first obtaining permission from the copyright owner.
- Modify the software configuration (e.g. adding screensavers).
- Connect, remove or insert technology components or equipment, including floppy disks, CD, modems, memory or processor chips or cards, or thumb/USB/jump drives, unless specifically authorized.
- Move equipment without explicit authorization from the customer.
- Produce, store, display or transmit material that is sexually explicit, suggestive, harassing, or otherwise offensive.
- Use equipment for any activity that is disparaging, defamatory, profane, maliciously offensive, libelous, slanderous, or invasive of another's privacy.
- Use equipment for any activity which would harm GoodTemps, its customer or their images.
- Send e-mail to random recipients; send email with executable software attached or email anything that contains or has attached any private; or send confidential or proprietary information belonging to either GoodTemps or our customer.

Our customers reserve the right to access and monitor your use of their company property, including the use of company data networks to determine compliance with their policies. Your failure to comply with these policies may lead to disciplinary action, including termination of employment.

## **PERSONAL PROPERTY AND GOODTEMPS ISSUED PROPERTY**

While you may need to bring personal items to work, we are not responsible for lost or stolen items. If a personal item is lost or stolen in the workplace, please notify your supervisor immediately.

## **RECORDS/REQUESTS FOR INFORMATION**

GoodTemps Temporary Staffing Services maintains a personnel file on each employee. The personnel file includes such information that is pertinent to an employee's employment history, i.e. the employee's application, résumé, records of training, and other such employment records. Personnel files are the property of GoodTemps. All information contained in your personnel record remains strictly confidential; these records are stored in secured files at the corporate office. Requests for information by the court system or the government must be submitted in writing. You may review your own file with the human resources department by appointment. Any requests for copies of information must be received in writing, and are usually filled within seven days.

It is your responsibility to report all changes (such as address and phone number) to the Your Staffing Specialist so that we can keep our files current.



# Acknowledgement of Receipt of Employee Handbook

## At-Will Employment Status and Non-Disclosure of Confidential Information

1. I acknowledge that I have received and reviewed the GoodTemps, Inc. Employee Handbook (“Handbook”) January 2020 Edition, in its entirety. I understand and agree to comply with the policies contained in the Handbook. I’ve had the opportunity to ask questions concerning the contents and understand that I should consult a Staffing Specialist regarding any additional questions and circumstances not addressed in the Handbook. I further understand that the Handbook does not address every circumstance I may encounter during my employment, but is designed to give guidance to many essential Goodwill personnel policies and procedures.
2. I understand that the Handbook and its policies and procedures supersede any and all inconsistent prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with GoodTemps. I understand GoodTemps continually reviews its policies, employee benefits and other terms and conditions of employment, and reserves the right, through its Director, to make any modifications, additions, or eliminations it deems appropriate in its sole discretion.
3. I understand and agree that the Handbook is not a guarantee of continued employment or any term, privilege or condition of employment. I agree that I have entered into my employment with Goodwill voluntarily and acknowledge that my employment is at-will. Both I and GoodTemps have the right to terminate my employment at any time, with or without cause, and with or without advance notice.
4. I understand and agree that all records, papers, information, documents, and software to which I may have access in the course of my employment with GoodTemps are considered confidential, and I will treat them strictly confidential during and after my employment. I will return all GoodTemps confidential information when my employment ends or when requested by GoodTemps. I will not, directly or indirectly, during or after my employment, disclose to any person or organization any confidential information acquired in the course of my employment with GoodTemps, nor use such information for the benefit of any person or organization other than in the proper performance of my job duties on behalf of GoodTemps.

My signature below indicates my consent and agreement to all the policies contained in the GoodTemps Employee Handbook and my agreement with the above representations.

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date