



ProSource Network

Employee Handbook

ProSource Network
15725 SW Greystone Court
Suite 110
Beaverton, OR 97006
Ph. 503.906.1000 Fx. 503.214.8389
www.prosourcenetWORK.com

ProSource Network Mission Statement

At ProSource Network our mission is to pursue quality and excellence in the I.T., engineering, and professional staffing marketplace. By bridging the communication gap between our clients and our candidates we seek to build mutually rewarding relationships. We do this through developing a level of service that exceeds the expectations of our clients professional business needs. Seamlessly blending talented candidates with the right skills and experience into our clients corporate cultures.

Here at ProSource Network we see the future of the business markets moving towards an increasingly global scale, as these times continue to move forward and change so do the needs of the human resource departments. Keeping up with all the responsibilities and challenges we all face on a daily basis, we see a great opportunity to meet the future of our world marketplaces with a plethora of leading staffing solutions, giving our clients the ability to focus on what they do best. Therefore we have created our concepts on recruiting, evaluating, and employing only the finest selection of highly talented, skilled, and knowledgeable candidates available by using but a few of the following applications:

- ▶ By utilizing the most current and up-to-date technologies available in all forums of communication and recruitment opportunities, in return our clients can see the optimal values from our service.
- ▶ By presenting only our most promising and quality candidates to fulfill the anticipate requirements of our clients, at a cost that is fair and competitive in local marketplaces in which we serve.
- ▶ And by hiring, training, and employing an exceptional staff to meet both our clients and our employees needs, creating a mutually fulfilling relationship with the highest level of integrity, ethics, and professionalism.

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**"SUCCESS WILL NOT LOWER ITS STANDARD TO US.
WE MUST RAISE OUR STANDARD TO SUCCESS"**
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PSN Employee Handbook

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Section 1

Handbook Introduction

1.1 Welcome to ProSource Network

It's our pleasure to welcome you aboard. We here at ProSource Network are dedicated to high standards of excellence and quality. We value each one of our employees, and we hope that you find working with us to be a rewarding and satisfying experience.

This handbook will introduce you to our Company's purpose, goals and overall expectations for both our clients and employees. Please read it carefully so that you can better understand who we are and what we do. We think we are a group of special individuals, made all the more so by the hard work and dedication of our employees.

Purpose of Handbook

1.2

We think that employees are happier and more valuable if they know what they can expect from our Company and what our Company expects from them. In the preceding section, we introduced and welcomed you to our Company. The remainder of this handbook has been designed to provide general information about our Company's policies and overall practices. However, this is in no way an employment contract. Please understand that this Handbook can only highlight and summarize our Company's policies and practices. In this Company, as in the rest of the world, circumstances are constantly changing. As a result, PSN reserves the right to revise, rescind or supplement these policies from time to time. Nothing in this Handbook is a contract or a promise. The policies can change at any time, for any reason, without warning. PSN also reserves the right to interpret the provisions of this Handbook, and its interpretation shall be final. To the extent that any provisions of this Handbook contains summaries of employee benefit plans, the provisions of the actual plan documents shall prevail over the summaries. If a conflict arises between guidelines in varying versions of the handbook, the most recent version will always prevail.

New versions can be instituted and effective without notice.

Please understand that this Handbook can only highlight and summarize our Company's policies and practices. We have tried to anticipate many of your questions, but in no way do we believe that this document will provide every answer. Please read through this Handbook carefully. Should you have any additional questions, or need for further details, please speak with local Staffing Coordinator with who can advise, or refer you to an appropriate resource.

Section 2

Employment Relationship

2.1 Employment Is At Will

By the nature of our business, your employment with us is Temporary and “at will.” This means that you are free to end your employment with us at any time, for any reason, just as we are free to terminate your employment at any time, for any reason, with or without notice, with or without cause. However, if you choose to accept an assignment with PSN we expect you to complete the assignment.

Our clients reserve the privilege to end your assignment, at any time, for any reason, with or without notice.

No employee or Client representative, other than your Staffing Coordinator from PSN, has the authority to change the “at will” employment relationship. From time to time a PSN employee may be required to sign a special agreement with a particular client. Any such agreement must also be authorized in writing by your local Branch Manager. No such agreement will alter the “at will” employment relationship. Furthermore nothing in this Handbook constitutes a contract or promise of continued employment.

2.2 Resignations

Although all employees are “at will” employees and may legally resign at any time, PSN requests that a two-week notice be given in writing. This courtesy helps to maintain and reflect a positive representation of both yourself and our company, PSN.

2.3 Bar From Employment

Any applicant or employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

Section 3 Hiring

3.1 Commitment to Equal Opportunity

ProSource Network believes that all people are entitled to equal employment opportunity. PSN prides itself on being an equal opportunity employer, and as such, we consider candidates for employment on the basis of their abilities and performances. We do not discriminate against race, age, religion, color, sex, national origin, physical or mental disabilities, marital or veteran status, present or future service in the uniformed services of the United States, sexual orientation, or any other legally protected categories.

This policy of nondiscrimination will prevail throughout every aspect of our employment relationship, including recruitment, selection, compensation, promotion, transfer, layoff, recall, termination, and dispute resolution.

Our policy, as an equal opportunity employer, is to employ persons legally entitled to work in the United States without regard to citizenship, ethnic background, or place of national origin. However, our policy, in conformity with the Immigration Reform and Control Act of 1986 (IRCA), is to hire only those who are authorized to work in the United States. Upon employment verification will be required of all new employees.

We also try to provide service to clients who also subscribe to the commitment of Equal Opportunity Employment.

3.2 Employees with Disabilities

ProSource Network, in compliance with the Americans with Disabilities Act (ADA), strives to provide reasonable accommodations for those employees, applicants, and customers who have physical and/or mental disabilities. We encourage any individuals to discuss with us any accommodations they believe PSN could reasonably make that would better aid them in their employment search, or to better their performance for a job which they are currently holding.

3.3 Recruitment

We know that we are only as good as our employees, therefore we search as widely as possible for talented and motivated individuals to fill vacant positions. Our recruitment methods include, but not limited to internet recruiting, advertising, and referral networks.

3.4 Employment of Relatives

Usually, this Company will not refuse to hire someone simply because he or she is related to one of our current employees. If you have a relative whom you think would be perfect to fill an open position in our Company, please don't hesitate to refer this person to us.

There are times, however, when employing relatives is inappropriate and has the potential to affect the morale of other employees and to create conflicts of interest for the relatives involved.

Therefore, we will not hire relatives of current employees where one relative will have to supervise the other. If two employees become related while working for this Company, and if one of them is in a position of supervision over the other, only one of the employees will be allowed to keep his or her current position. The other will either have to transfer to another position or leave the Company.

Under this policy, the term "relatives" encompasses husbands, wives, live-in partners, parents, children, siblings, in-laws, cousins, aunts and uncles. This policy covers biological relationships, marriage relationships and step relationships.

3.5 Proof of Work Eligibility

Within three business days of your first day of work, you must complete Federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The federal government requires us to do this. If you have worked for this Company previously, you need only provide this information if it has been more than three years since you last completed an I-9 Form for us or if your current I-9 Form is no longer valid. If you have not completed this form, contact your local Staffing Coordinator immediately.

Section 4 Pay Policies

YOUR TIMECARD MUST BE RECEIVED BY 12 p.m. NOON ON MONDAY

At ProSource Network we pay you on a weekly basis. You will find that our pay rates are some of the highest in our industry.

You are paid from the time of start to the of finish, less lunch period; a required lunch break of 1/2 hour for those who work a period of 6 hours or more. A PSN representative will let you know your work schedule, including the time when you will be expected to start work each day. On occasion, our clients may ask you to work beyond your regularly scheduled hours. We expect employees to work a reasonable amount of overtime, this is a job requirement. For purposes of calculating how many hours an employee has worked in a day or week, our work week begins at 12:01 a.m. on Monday and ends at midnight on Sunday. Our workday begins at 12:01 a.m. and ends at midnight each day.

Properly Completed Timecard 4.1

» **Your Name**

Please use your full name as listed on your application.

» **Employee ID**

Please enter only the last four digits of your social security number

» **Employee Phone**

Your phone number or extension at your assignment location

» **Week Ending**

Weeks end on Sunday. If you have weekend hours, please put in the proper week ending date.

» **Client/Company**

Print the name of the company which you are currently on assignment for.

» **Hours**

Fill in time started, time finished, and amount of lunch break. Daily Total = hours worked for day minus lunch break, round to the nearest 15 minutes.

» **Total Hours**

Please total your hours for the week. Regular Time = hours worked at regular pay rate. Overtime = any hours worked past 40 hours per week. Double Time = hours worked on a PSN recognized holiday (see Benefits, Holiday Pay). Holidays = if you are eligible, write on the appropriate day "PSN pay for HOLIDAY" and **do not include hours in the total.**

» **Employee Signature**

Please sign your timecard before faxing/turning in to our office. If your timecard is unsigned it may delay your check.

» **Manager/Supervisor Signature**

This is Vital. Please make sure your manager and/or supervisor signs for verification and authorization. If you turn in a timecard that your manager and/or supervisor has not signed, your timecard will not be processed, therefore delaying your paycheck.

Remember – Accuracy and promptness will help us help you.

Section 4 Pay Policies

4.2 Timecard and Payroll Procedures

PSN has put together a faxable time card system to assist our employees in an effort to expedite the process. After completing your timecard, have it signed by your supervisor. **Keep a copy for your records.** Fax a copy of your timecard to your local PSN branch by 12 p.m. noon on Mondays. If PSN does not receive your timecard before the deadline, your check may be delayed. Timecards are to be submitted weekly, do not accumulate timecards and submit several at a time.

Please fill out a separate timecard for each weekending date and for each company at which you work. PSN payroll weeks are Monday through Sunday. We suggest that you have your timecard with you on your assignment. You are responsible for correctly recording the number of hours worked and getting it to our office for payment. Do not rely on the client to fax in/turn in your timecard.

You can help us process your pay quickly, efficiently, and accurately. Please fill in your timecard completely and legibly. If any information is missing, or if we cannot read it, we cannot print a paycheck and ultimately, your pay may be delayed. Failure to comply with payroll guidelines can lead to disciplinary action up to and including termination.

4.3 Payday

You will receive your paycheck every Friday. Paychecks will be available for pickup on Fridays after 12 p.m., if your check has not been picked up by 5 p.m. all remaining checks will be mailed. If you have questions or would like to make other arrangements you may speak with your PSN representative. If a payday falls on a holiday, you will receive your paycheck on the last workday immediately before payday.

4.4 Direct Deposit

PSN offers Direct Deposit is available for all employees. You must complete a Direct Deposit Authorization form and include a voided check or letter from bank. It can take a few weeks from the time the paperwork is received for Direct Deposit to become effective. Please also be aware that your actual weekly payroll deposit may be delayed due to the time required for the bank to process. If you have any further questions ask your PSN representative.

4.5 Problems

If you have any problems or questions with your check, call and speak with local PSN representative.

4.6 Advance Policy

Our company does not allow employees to receive pay advances.

4.7 Lost Paychecks

If a paycheck is lost by an employee or in the mail, you should contact your PSN representative immediately. There is a waiting period before a new check can be issued.

4.8 Replacement Checks

In order to receive a replacement check, you will need to complete a Replacement Check Request Form. Contact your PSN representative for the necessary documentation and instructions. There may be applicable fees due to re-printing, and stop payment costs associated with a replacement checks.

4.9 Severance Pay

PSN does not pay severance to terminated employees, whether they quit, are laid off or are fired for any reason.

Section 4 Pay Policies

4.10 Change of Address

Any employees should notify PSN as soon as possible of any change in address. This will help prevent any problems with their checks or year-end W-2's.

We will ask you to complete a new W-4 form to correctly process your change of address, marital status, or number of allowances. This will help to ensure efficient W-2 deliveries as well. If you meet the criteria for claiming "exempt" status, the law requires us to have you fill out a new W-4 form at the beginning of each year.

4.11 Earning and Deductions

PSN is your employer of record and will sign your check. Your paycheck will reflect only those deductions required by law, ex. social security, withholding for income taxes, and other statutory costs. After the end of the calendar year, you will receive a W-2 form showing your earnings and the amount of taxes withheld.

4.12 Wage Garnishments

A wage garnishment is an order from a court or government agency directing us to withhold a certain amount of money from an employee's paycheck and send it to a person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding loans or money(s) owed as a result of a judgment in a civil lawsuit.

If we are instructed by a court or agency to garnish an employee's wages, the employee shall be notified of garnishment at once. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of garnishment, you must contact the court or agency that issued the order.

4.13 Payrolling Services

If you have been referred by a client for "payrolling" you must fill out an application, successfully complete all tests and screening procedures, and meet the established hiring standards for a PSN employee. You will be an employee ProSource Network.

Due to your "payrolling" status, you will not be eligible for vacation and holiday pay unless authorized and paid for by the client.

Section 5 Benefits

At ProSource Network our benefits package assists our employees and their families to maintain a healthy and happy lifestyle. All full-time employees can benefit from our comprehensive medical coverage. All employees, either part-time or full-time are eligible for both Holiday and Vacation pay (please see sections 5.1 & 5.2 for accumulated hours required). PSN will continue to review our benefits package, so as to maintain a competitive plan for the future market place.

5.1 Holiday Pay

After you have worked 1,000 hours, you are eligible for holiday pay for the holidays listed below, under the following conditions: If you are working full time (8 hours per day), you will receive 8 hours of holiday pay. However, if you are working part-time, your pay will be determined by the number of average daily hours you work just before the holiday. You must be on assignment through PSN for a minimum of 24 work-hours during the week of the holiday in order to receive holiday pay.

PSN-paid holidays include:

- » New Year's Day
- » Memorial Day
- » Independence Day
- » Labor Day
- » Thanksgiving Day
- » Christmas Day

It is your responsibility to request any holiday pay through submittal of a timecard to your local PSN Branch; the timecard must be approved by your local PSN Branch Manager or your PSN representative. Your pay rate will be calculated at the current rate of your assignment.

5.2 Vacation

After you have accumulated and have been paid for 2,000 hours of work during the most recent 24-month period, you are eligible for one week of vacation pay (40 hours) at your average pay rate for the qualifying hours worked. It is your responsibility to request any vacation pay through submittal of your timecard to your local PSN Branch; the timecard must be approved by your local PSN Branch Manager or your PSN representative. A check for an approved and verified request will be printed and mailed within two weeks of receiving your vacation/holiday request.

5.3 Insurance

All employees are covered by Workers' Compensation and Unemployment Insurance. For a comprehensive list of requirements please speak with your local PSN representative.

5.4 Unemployment Insurance

The purpose of unemployment insurance is to provide temporary income for workers and their families when they have been laid off from their job through no fault of their own. If an employee becomes unemployed for this reason, he/she may be eligible for unemployment compensation for a limited period of time.

If an employee becomes unemployed due to his/her own resignation, dismissal, or any other non-qualifying reason, for the company will take the position with state authorities governing the unemployment insurance that the employee is not entitled to unemployment compensation, and the company will object to any claims and will appeal any claims. If the employee fails to call in as available to their local PSN Branch office each week, they will be considered to have resigned for purposes of unemployment.

5.5 Comprehensive Medical Plan

PSN offers progressive health care benefit packages. The plans are both comprehensive and affordable.

Employees are eligible the first day of the month after 30 calendar days of employment. For a comprehensive list of medical benefits please speak with your local PSN representative.

Section 6 Employment Leave of Absences

6.1 Family Medical Leave

ProSource Network realizes that unforeseen situations occur in ones life that are completely out of our control, therefore leaving us with no options other than to take a leave of absence. Under the Fair Labor Standards Act (FSLA) and the Family and Medical Leave Act (FMLA), we at PSN will provide leaves in accordance with these applicable state laws. When an employee qualifies for family leave under state and federal law the leave periods will run concurrently. Because leave requirements vary by state and can be complicated, please contact your local PSN representative for detailed information in advance of an impending leave, or as soon as possible in the case of an emergency or unexpected need for leave.

6.2 Bereavement Leave

In the unfortunate event of the death of an immediate family member, an employee may take up three scheduled days off with pay, with a maximum of three days per year, for the bereavement and to attend to family duties associated with the loss. Immediate family includes the employee's spouse, child, natural legal parent(s), grandparent(s), grandchild(ren), and brother or sisters. You must have worked for 1,000 hours to be eligible for bereavement leave.

6.3 Military or National Guard Duty

PSN supports all men and women who serve our country in active and/or reserve status. If an employee is requested for active duty, they will be excused, with the proper documentation, for their full length of duty. Upon return PSN will be happy to return their employment status back to active and we will begin active employment searches.

6.4 Jury Duty

PSN supports employees who fulfill their duty as citizens to their communities. If they are summoned for jury duty or are subpoenaed to appear in court, they will be excused from work for the period of time serviced. Service includes required reporting for jury duty when summoned, whether or not they are selected. The jury duty summons or court subpoena must be presented to document the necessity of the absence. PSN does not provide jury duty pay.

Section 7

Employee Records

7.1 Personnel Files

Upon request, personnel file or medical files, containing records relating solely to that employee will be made available to the individual per state guidelines with the following exceptions: investigative files, files dealing with potential or actual litigation and claims, and personnel planning documents (other than performance reviews).

The accuracy of the information recorded in personnel records are very important for both out employees and PSN. Employees are requested to notify your local PSN representative when any of their personal data changes.

7.2 References

When we are contacted by future prospective employers seeking information about former employees, we will release the following data only: the position(s) the employee held, the dates the employee worked for PSN and the employee's salary or rate of pay.

7.3 Performance Reviews

Because our employees' performance is vital to our success, we conduct periodic reviews of individual employee performance. We hope that, through these reviews, our employees will learn what we expect of them and we will learn what they expect of us and our clients. We require all employees to participate in the review process.

7.4 Exit Interviews

We will hold an exit interview with every employee who requests one. We strongly encourage our employees to schedule an exit interview after each assignment. During the interview, you will have the opportunity to tell us about your employment experience with each client you worked for. Some examples may include what you liked, what you did not like and where you think there is room for improvement. We greatly value these comments.

The exit interview also gives us the chance to handle practical matters relating to the end of your employment. You will be expected to return all Company and Client property at the end of your assignment(s). You will also have an opportunity to ask any questions you might have about insurance, benefits, final paychecks, references or any other matter relating to your employment.

Section 8 Workplace Behavior

8.1 Code of Conduct

ProSource Network expects employees to observe a personal code of conduct which will maintain an orderly and productive workplace. People who work together have an impact on each other's performance, productivity and personal satisfaction in their jobs. In addition, while courtesy and common sense should prevail, it is appropriate to clearly identify expectations so that everyone can work in accordance with our workplace standards. Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

- » You are expected to act in accordance with all appropriate codes, laws, regulations, and policies whether they are set PSN, clients, or outside regulatory bodies.
- » You are expected to be at work assignments on time, stay until your workday ends, and to do the work assigned or requested of you. If you are unable to be at work on time, you are expected to contact a PSN representative immediately.
- » You are expected to regard your workplace with respect and consideration. PSN and clients' records, equipment and property are to be treated carefully and appropriately. You are responsible for those items in your custody and you will be held responsible for their maintenance, appropriate use, and / or accuracy.
- » You are expected to conduct yourself in a professional manner, exhibiting a high regard for our customers, vendors, business associates, and co-workers. No breach of professional behavior (abusive or vulgar language, inappropriate conduct, harassment, personal business during work time, etc.) will be condoned.
- » You are expected to maintain the confidentiality of organization information and customer information (i.e., personnel information, financial information, trade secrets, etc.)

These codes are standards and are not all-inclusive, but serve as a guideline to demonstrate appropriate work behaviors considered important to PSN. Employees who do not conduct themselves within the intent of these codes will be subject to discipline, up to and including termination of employment.

8.2 Pranks and Practical Jokes

Although we want our employees to enjoy their jobs and have fun working together, we cannot allow employees to play practical jokes or pranks on each other. At best, these actions disrupt the workplace and dampen the moral of some; at worst, they lead to complaints of discrimination, harassment or assault.

Employees who play pranks and practical jokes will face disciplinary action, up to and including termination.

8.3 Threatening, Abusive or Vulgar Language

We expect our employees to treat everyone they meet through their jobs with courtesy and respect. PSN will not tolerate conduct by any employee who uses threatening, abusive and vulgar language in the workplace. It destroys morale and impedes the effectiveness and efficiency of another's work performance.

As a result, employees who violate this policy will face disciplinary action, up to and including termination.

8.4 Violence is Prohibited

We will not tolerate violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking and threats of violence. Any employees who violate this policy will be disciplined, up to and including termination.

Section 8 Workplace Behavior

8.5 Employee Appearance

Remember, you will never get a second chance to make a first impression! Before a client a client looks at your work, they look at you. For this reason, we ask that all employees use common sense when they dress for work. We recommend that you wear appropriate business attire that will reflect your professionalism for office assignments. For all non-office assignments, please check with your local PSN representative for the appropriate dress code. In all cases, there is no substitute for good grooming and appropriate personal hygiene.

8.6 Punctuality and Attendance

You are important to the effective operation of this business, and our clients business. When you are not on location at expected times or on expected days, someone else must do your job or delay doing there own job while they wait for you to arrive. Excessive absenteeism and tardiness adversely affects productivity and disrupts normal operating effectiveness for our clients. Excessive absenteeism and tardiness will be grounds for disciplinary action, up to and including termination.

8.7 Clients' Property

Do not use the clients' fax machine or any other supplies such as envelopes, stamps, or stationary for your personal use. Removal of clients' property from clients' premises by any PSN temporary employee is viewed by both the client and PSN as theft and may be grounds for termination, as well as legal prosecution.

8.8 Computer Use

PSN will not tolerate any unauthorized use of the client's computer (internet, email, etc.)

8.9 Telephone Use

Employees are expected to keep personal calls to a minimum. If you must make or receive a personal call, please keep your conversation brief. Do not use a client's phone for long distance calls. Extensive personal use of company and client's phones are grounds for discipline.

8.10 Dispute Resolution Process

It is the policy of ProSource Network to resolve problems and misunderstandings of an informal basis and at the lowest level possible. This policy is intended to resolve the problem and provide employees with a fair and objective review of important concerns. All issues will be handled without prejudice or retaliation.

Honest differences of opinion occur, and there may be times when an important situation will need the review or decision of a higher level of management. This is intended to occur only after you have discussed the situation with your immediate supervisor and a satisfactory solution has not been reached.

If you feel that a policy has been inappropriately applied or you have been unfairly treated or unjustly disciplined by your supervisor, you have the right to present the matter to your local PSN Manager in writing for review. You will be notified of the final decision within a reasonable time frame.

This policy in no way limits any employee's recourse to any civil or legal process. All cases will be reviewed on an individual basis and without regard to precedent value.

8.11 Confidentiality

As a PSN employee, you may have access to highly confidential and proprietary information. Our clients trust PSN employees. The unauthorized disclosure of any confidential information would have an adverse impact on our integrity and would have an adverse effect on our relationships with our clients. Employees should not improperly disclose any sensitive information, confidential information, proprietary information or trade secret information pertaining to anyone outside of our clients or ProSource Networks Company's. Employees in certain positions, or working with certain clients, may also be required to sign a client-specific confidentiality statement as a condition of employment, in addition to the confidentiality statement signed at the time of application. Any employee who fails to maintain client confidentiality will face disciplinary action up to and including termination.

Section 9 Harassment Policy

Respect for the dignity and worth of others should be the guiding principles for our relationships with one another. PSN will not tolerate conduct by any employee who harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment.

Harassment can take many forms, including but not limited to touching or other unwanted physical contact, posting offensive cartoons or pictures, using slurs or other derogatory terms, telling offensive or lewd jokes and stories and sending email messages with offensive content. Unwanted sexual advances, requests for sexual favors and sexually suggestive gestures, jokes, propositions, email messages or other communication all constitute harassment.

While all forms of harassment are prohibited, it is our policy to emphasize that sexual harassment is specifically prohibited. Each manager/ supervisor has a responsibility to maintain the workplace free from any form of sexual harassment. No manager/supervisor shall threaten or insinuate, 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 condition of employment or career development. Other sexually harassing conduct in the workplace, whether committed by managers/supervisors, non-managerial personnel, or outside individuals (vendors, customers, etc.) is also prohibited.

This policy covers conduct in the workplace, at social functions (such as dinners, parties, picnics, sporting events, etc) as well as business functions sponsored by PSN or any our clientele (such as conventions, trade shows, etc.)

Any employee who experiences or witness' any form of harassment in the workplace or in the actions or words of a manager/supervisor, co-worker, vendor, or individual, either at PSN or on site with a client, has the responsibility to report or complain as soon as possible to their local PSN representative, any manager/supervisor, or to the next level of management if the complaint involves their local PSN representative.

We encourage you to come forward with complaints – the sooner we learn about the problem, the sooner we can take steps to resolve it. PSN will not retaliate, or allow retaliation, against anyone who complains of harassment, assists in a harassment investigation or files an administrative charge or lawsuit alleging harassment. All managers/supervisors are required to immediately report any incidents of harassment, as set forth in this policy.

Complaints will be investigated quickly. Any employee or member of management who is found, after an appropriate investigation, to have violated this policy and engaged in harassment of another employee will be subject to appropriate disciplinary action, depending on the circumstances, up to and including termination. We will investigate all complaints of harassment to the extent possible based on the information available about the given circumstances. While the complaint and any information gathered in an investigation will be considered confidential information, employees should be cautioned that pursuing an investigation may require or lead to disclosure of the identity of those connected to the complaint or to the disclosure of information which could lead to the identification of any such persons connected with the complaint.

If the complaint concerns conduct by a client employee or representative, our client will have to be notified and they will deal with the matter through their internal process. If you do not wish to return your assignment, your refusal will not be held against you when placing you in another temporary assignment. In such cases, you will be given priority in job selection for those jobs in which you are qualified to do.

Section 10 Health and Safety

10.1 Safety Policy

ProSource Network takes employee safety very seriously. In order to provide as safe as an environment as we can for everyone, we have established safety standards that we ask all of our employees follow. Employee responsibilities include:

- » Please notify us if are asked to perform any duties outside the specific assignment you were sent to perform, or if you have been directed to perform a duty that conflicts with the safety standards listed in this Handbook.
- » Employees in certain positions may be required to wear protective equipment, such as hard hats, safety glasses, work boots, ear plugs, and other such items. Your supervisor will let you know if your position requires protective gear.
- » Employees in certain positions may be prohibited from wearing dangling jewelry or apparel, or may be required to pull back or cover hair, for safety purposes. Your supervisor will let you know if you fall into one of these categories.
- » Never operate any machine or equipment unless you are specifically authorized to do so by your supervisor and have received proper training. Do not operate defective equipment. Do not use broken hand tools. Report any defective or hazardous equipment to your supervisor.
- » All equipment and machinery must be used properly. This means all guards, restraints and other safety devices must be used at all times. Never remove or by-pass any safety devices, and obey all safety signs and tags. Do not use equipment for other purposes than its intended purpose.
- » Make yourself aware of the locations of safety stations at your job site, such as first aid equipment, eye wash stations, and other minor medical supplies.
- » when lifting, use the approved lifting technique; bend at your knees, grasp the load firmly, then raise the load by using your legs while keeping your back as straight as possible.
- » Remember to never lift more than you can handle, and always ask for help assistance when lifting heavy loads.
- » Driving on the job and operating forklifts is **strictly prohibited**. If the client asks you to drive or operate a forklift, you must first contact your local PSN representative.
- » Each client has different sets of safety standards, therefore once on assignment please determine what safety regulations our client has in place and follow them.
- » Always perform your assigned task in a safe and proper manner; do not take shortcuts. The taking of shortcuts and ignoring of established safety rules are the leading cause of employee injury. Do not participate in horseplay, rough-housing and/or teasing or otherwise distracting fellow workers. Do not run on client premises - always walk.

Failure to follow safety standards of the company and/or client will result in disciplinary action up to and including termination.

Section 10 Health and Safety

10.2 Hazard Communication

If you believe you are working with or around hazardous chemicals, you should ask our client for a list of the chemicals and the MSDS (Material Safety Data Sheet) sheet for the chemicals. You are required to advise your PSN representative of the conditions.

10.3 On The Job Injury

Employees at PSN are provided Workers' Compensation coverage from the day that they begin work. PSN pays the entire cost of coverage. Employees are covered by Workers' Compensation if they are incapacitated by injury or illness arising out their employment.

The following policies have been established by PSN in an effort to assure that all employees who sustain a personal injury arising out of the course of their employment with us receive prompt, effective treatment and efficient processing of their workers' compensation claim.

1. **Report all injuries to us immediately**, even if you do not believe that it require medical treatment. Otherwise, benefits may be denied which could have been compensated for.
2. An injured employee will need to obtain a physician's work release for regular, modified, or no duty and deliver to PSN within 24hours.
3. Upon receipt of the physician's recommendation, we will contact the physician and secure specific recommendations regarding temporary physical limitations, prohibitions, and/or needed accommodations. If it is determined that the employee can be assigned to modified duty, and if we determine that modified duty position is available which conforms to the physician's recommendations, and the skills of the employee, the position will be offered to the employee, at the option of PSN.
4. Employees who are temporarily unable to work due to injury shall report their status to us immediately after each physician's visit. In the event, that an employee is placed on a schedule by their treating physician which calls for visits more than one week apart, the employee shall report his or her status to us twice a week.

Failure to comply with the procedures outlined could interfere with the processing of your claim or your right to return to work with ProSource Network.

10.4 Modified or Light Duty Work

If the doctor determines that the employee is able to perform modified work, PSN will attempt to provide the employee with such a job until they are able to resume their regular duties, except where provided as an accommodation for a disability. All modified work may be offered at any location or on any shift. If an employee is offered a modified position that has been medically approved, failure to report at the designated time and place may affect time loss compensation and result in disciplinary action, up to and including termination.

10.5 Smoking

Many of our clients have policies regarding smoking in the workplace and may be a non-smoking facility. Employees are expected to familiarize themselves with and respect the clients' policy.

10.6 Vehicular Travel

PSN employees are not authorized to perform work that involves travel of any type, including the performance of errands or travel from one work site to another. This includes travel by automobile (yours or client's), bus, train, or airplane. Travel by client- sponsored carpool to another work site, or any other travel, must be approved by PSN in writing prior to the event. Should your supervisor request that you perform job duties that require the use of your vehicle or their company vehicle or there company vehicle, on company-paid time or your personal time, please refer the individual to any PSN representative.

Section 10 Health and Safety

Substance Abuse Policy

10.7 Policy Against Illegal Drug and Alcohol Use

PSN is committed to providing a safe, productive work environment for all of its employees and clients. The use of alcohol or drugs, or both, can undermine our productivity, the quality of services rendered, as well as our image. Those who appear at work under the influence of illegal substances can harm both themselves and their fellow employees; therefore as a result we have established the following substance abuse policy.

We prohibit employees from doing the following:

- » appearing at work under the influence of illegal drugs or alcohol
- » conducting company business while under the influence of illegal drugs or alcohol (weather or not the employee is actually on work premises at the time)
- » using illegal drugs or alcohol on the worksite
- » using illegal drugs or alcohol while conducting company business (weather or not the employee is actually on work premises at the time)
- » possessing, buying, selling, or distributing illegal drugs or alcohol on the worksite
- » possessing, buying, selling, or distributing illegal drugs or alcohol while conducting company business (weather or not the employee is actually on work premises at the time)

Illegal drug use includes more than just outlawed drugs such as, but not limited to marijuana, cocaine, or heroine. It also includes the misuse of otherwise legal prescriptions and over-the-counter drugs.

This policy also covers times when employees are on call but not working. Employees who violate this policy may face disciplinary action, up to and including termination.

10.8 Drug and Alcohol Enforcement

ProSource Network and PSN clients reserves the right to inspect employees, their possessions and their work-spaces to enforce our policy against illegal drug and alcohol use.

Section 11

Employee Concerns

11.1 Open Door Policy

We want to maintain a positive and pleasant environment for all of our employees. To help us meet this goal, ProSource Network has an open-door policy, by which employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea or problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your supervisor, feel free to raise the issue with your local PSN representative.

We encourage you to come forward and make your concerns known to either PSN or the client. We can't solve the problem if we don't know about it.

11.2 Complaint Procedures

ProSource Network is committed to providing a safe and productive work environment, free of threats to the health, safety and well-being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules and violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace may complain to their local PSN representative. Any manager/supervisor, who receives a complaint about, hears of or witnesses any inappropriate conduct is required to immediately notify a PSN representative. Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, health and safety, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, PSN will determine how to handle it. For serious complaints alleging harassment, discrimination and other illegal conduct, we will immediately conduct a complete and impartial investigation. All complaints will be handled as confidentially as possible. When the investigation is complete, PSN will take corrective action, if appropriate.

We will not engage in or allow retaliation against any employee who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to your local PSN representative.

Section 12 Contact With Our Offices

12.1 New Assignments

Each employee must call on the first day of each new assignment to give us an extension where you can be reached.

12.2 Reporting to Work

If you are unable to report to work or if you expect to be late, call our office and speak with your local PSN representative.

For nights and weekends when our offices are closed the phones are forwarded to voicemail which is checked regularly. Any time you are not going to work or are running late, you must call your local PSN office and leave your name, telephone number, name of the company for where you are assigned, and reason for not going to work. If your supervisor on your assignment requests that you call him/her directly, please do so, but under all circumstances call our office first. If you do not report to work and do not call, your employment with PSN may be terminated.

12.3 Injuries

As a PSN employee you are covered by workers' compensation insurance on the job. Call our office immediately if an injury does occur on the job.

12.4 Completed Assignments

As soon as you know you will be completing your assignment, call your local PSN representative and let them know your availability for future assignments. **If you do not contact our office within 24 hours of completion of assignment, you will be considered unavailable for work.**

If you find full-time employment, let us know so we can move you to an inactive status.

12.5 Employment Offer

If the client contacts you directly for an assignment, or offers you full-time employment, contact us immediately. Our standard policy is that you must first complete 180 calendar days on our payroll for that client. This policy may differ in contracts with certain clients. Ask your local PSN representative for details.

Call our office if a client asks you a question about our policy.

Remember – when in doubt...call us!

Section 13

Frequently Asked Questions

Q: What about salary?

A: You are paid on a weekly basis at an hourly rate determined by your experience, the skills required for the job, and the prevailing market conditions. Your PSN representative will inform you of your hourly pay rate at the time of the job assignment.

Q: Will I pay a fee?

A: No you will not. There are no charges of any kind for providing you with employment.

Q: Where will I work?

A: We will try to assign you to companies that are best suited to your abilities and in your preferred working locality...while always considering your personal preferences for hours and locations.

Q: How often will I work?

A: That depends on four factors: our current open job availabilities that are suited to your abilities; how readily we can reach you when work is available; your flexibility; and your job performance on job assignments.

Q: Must I accept every assignment?

A: No. One of the advantages of being a temporary employee is having the flexibility to choose a work schedule that suits your convenience. When you accept an assignment, however, we depend on you to fulfill your commitment. Jobs may vary from one to two days, a week or two, or several months.

Q: How far in advance are assignments confirmed?

A: We will give you as much notice as possible, usually a day or more. Occasionally, our clients may call us the same day that they need help, so we may ask you to go to work on short notice at such times.

Q: What do I do if I do not have a timecard?

A: You can visit our website online at www.prosourcenetwork.com and proceed to our download page, where you can simply download a copy and print from any location. During our new hire process we will include a copy of our faxable timecard in your New Hire email. If you do not have access to a computer please let your local PSN representative know and we will mail you a copy.

Q: What if I am offered a full-time job by the client while on assignment for PSN?

A: Please contact your local PSN representative immediately. Our standard policy states that you must first complete 180 calendar days on our payroll. This policy however, may differ in contracts with certain clients.



ProSource Network

15725 SW Greystone Court; Suite 110
Beaverton, OR 97006
Ph. 503.906.1000 Fx. 503.214.8389



Handbook Acknowledgement Form

By signing this form, I acknowledge that I have received a copy of ProSource Networks Employee Handbook. I understand that it contains important information about the Company's policies and procedures, that I am expected to read the Handbook and familiarize myself with its contents and that the policies in the Handbook apply to me. I understand that nothing in the Handbook constitutes a contract or promise of continued employment and that the ProSource Network may change the policies in the Handbook at any time. It is also understood that any changes in policy or procedures will supersede or eliminate those found in this document.

By signing this form, I acknowledge that my employment is at will. I understand that I have the right to end the employment relationship at any time and for any reason, with or without notice, with or without cause, and that ProSource Network has the same right. I acknowledge that neither the Company nor I have entered into an employment agreement for a specified period of time.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (PRINT)
