The following policies do not constitute an expressed or implied contract. The associate may separate from his/her employment at any time. Manpower reserves the same right. Only Manpower associates (non-wage master) of Manpower, Inc. of Southeastern Michigan are eligible to participate in the benefits program described in this brochure. Manpower, as the employer, reserves the right to amend or withdraw the program in whole, or in part, at any time, at its sole discretion.
Welcome to Manpower
– the world's best employment service!

We look forward to helping you find the job you want. Our uniquely thorough interview and selection methods allow us to place you on assignments matched to your skills and aptitudes. Assignments may be long- or short-term depending on our customers’ needs. Our staff will provide you with the details of a job assignment and you can decide whether or not to accept it.

At Manpower, we have a strong commitment to on-the-job safety. Our staff conduct regular work environment service calls. These calls assure us that our customer worksites meet acceptable safety standards.

You are important to us and our staff will be happy to answer any questions you might have. Be assured that we will do everything we can to make our relationship a rewarding one for you.

Thank you for your interest in Manpower, Inc. of Southeastern Michigan!

Sincerely,

Susan Carlson
Staffing Solutions President
Manpower, Inc. of Southeastern Michigan
1.0
Manpower Offices

1.1
ANN ARBOR LOCATION (Franchise Headquarters)

Ph: 734-665-3757
    734-665-1232 (Patient Attendant Scheduling Line)
Fx: 734-665-4377 (Payroll)
    734-665-7850 (General)
EM: staff@manpowermi.com (General)
    accounting@manpowermi.com (Payroll)
Web: www.manpowermi.com

Street Address: 231 Little Lake Drive, Ann Arbor, MI 48103
Mailing Address: P.O. Box 1309, Ann Arbor, MI 48106-1309

Our Ann Arbor office is open Monday-Friday from 7:00am-6:00pm. The upper level is open from 8:00am-4:30pm. Please see the staff on the lower level from 7:00am-8:00am and 4:30pm-6:00pm. After hours, please leave a phone message at 734-665-3757. If your "after hours" call is an emergency, please select the 24-hour response and a manager will contact you immediately.

If you leave a voicemail, PLEASE SPEAK SLOWLY AND CLEARLY - stating your name, phone number and your message.

1.2
MONROE LOCATION

Ph: 734-241-2040
Fx: 734-241-0724
EM: monroe@manpowermi.com (General)

Street Address: 1122 S. Telegraph Road, Monroe, MI 48161
Mailing Address: P.O. Box 1309, Ann Arbor, MI 48106-1309

Our Monroe office is open Monday-Friday from 7:30am-5:30pm. After hours, your call will be forwarded to the Ann Arbor location.
for assistance. If your "after hours call" is an emergency, please select the 24-hour response option and a manager will contact you immediately.

If you leave a voicemail, PLEASE SPEAK SLOWLY AND CLEARLY - stating your name, phone number and your message.
2.0 Benefits

Manpower, Inc. of Southeastern Michigan has a unique benefits program for our valued associates. This benefits program may not apply to other Manpower offices. Wagemaster associates may be exempt from the benefits and incentive programs described in this booklet.

Your benefits as a Manpower associate include:
- weekly paychecks;
- access to a "My Manpower" account;
- anniversary/holiday pay (when eligible);
- training opportunities;
- tuition and certification reimbursement and GED bonus programs,
- Circle of Excellence programs; and
- an insurance program (when eligible).

2.1 MY MANPOWER ACCOUNT

Your “My Manpower” account benefits include:
- a direct link to our front office software program;
- the ability to access and use this tool when and where it is convenient for you - anywhere, anytime;
- the ability to update your profile as soon as you acquire new skills and experience - putting you at the top of the list for new job openings;
- the ability to upload your resume and apply for positions quickly and easily;
- the ability to access your personal information, tax form data and paycheck information in a timely and flexible manner; and
- the ability to share your information with Manpower offices across the country should you choose to relocate.
2.2 ANNIVERSARY PAY

Manpower associates (non-wagemaster) who are on assignment, have completed a year of service, and worked a minimum of 1,800 hours in the previous 52 weeks of an anniversary year may be eligible for up to 40 hours of pay at their most recent pay rate. The same eligibility criterion is used in determining pay eligibility for subsequent anniversary years. Pay is generated automatically for associates who have met the stated requirements. Associates who want time off should prearrange their request with Manpower. Hours are not carried over into the next anniversary year.

2.3 HOLIDAY PAY

Manpower associates (non-wagemaster) are eligible to be paid for any of the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. To qualify for each paid holiday, you must have worked 1,800 hours during the 12 months preceding the holiday. You must also work the scheduled day before and scheduled day following the holiday (you may arrange for pre-approved time off at your supervisor’s discretion and with Manpower’s approval). Verification and holiday pay processing takes approximately two (2) weeks after the holiday has occurred. The direct deposit schedule will change depending on the holiday. Notifications regarding the changed deposit schedule for the holidays will be generated prior to that holiday.

2.4 TRAINING

Manpower offers many different kinds of training programs to our associates, without cost or obligation. We offer internet-based and in-house training. Manpower’s Training and Development Center (TDC) is a resource for online skill/career development that can help you reach your full potential. Take advantage of the TDC for:

- Access to more than 4,500 online courses covering business, computer and technical skills;
- Training on MS Office software products including Microsoft
Access, Excel, PowerPoint and Word;
• Pre- and post-training evaluations that measure what you know and what you have learned; and
• Preparatory courses to help you earn certifications with the most popular organizations, including the Human Resources Certification Institute, Project Management Institute, Six Sigma, Microsoft and more.

To view a comprehensive list of training courses, visit manpowertdc.skillport.com. If you are interested in registering for the TDC, please contact the Manpower office for instructions. If you do not have access to the internet, please contact a Manpower representative and schedule a time when you can train in-house.

2.5 TUITION AND CERTIFICATION REIMBURSEMENT

Manpower offers a tuition and certification reimbursement program to its associates for classes that improve work-related skills. Your Manpower representative can approve courses that qualify for this program. Standard courses must be completed with a grade of C or better. Professional or skilled trade certifications must be demonstrated by a certificate of completion. Those that qualify receive reimbursement payments – $10.00 for each week worked after course completion – up to a maximum of $50.00 (the balance is paid immediately if the associate is hired directly by the customer to which she/he is assigned). This program includes, but is not limited to, community education, adult education, business school courses, community college and university courses.

2.6 G.E.D. BONUS PROGRAM

Manpower wants to partner with our associates to make achievement possible. We offer a bonus program for completing and passing the necessary modules of the General Education Diploma (GED) program. Manpower associates currently on assignment are eligible to receive a $50.00 bonus when completing the GED process. This bonus will be paid in increments of $10.00 for each week worked after GED completion (the balance is paid
immediately if the associate is hired directly by the customer to which she/he is assigned).

2.7 **INSURANCE COVERAGE***

Upon acceptance of full-time employment, you will become eligible to enroll in the Group Medical and newly enhanced Group Voluntary Life, Dental, Vision, Accident and Critical Illness Insurance plans. You must work an average of 30 hours per week to be considered full-time. Provided you enroll within 30 days of your eligibility** date, you will not be asked for evidence of insurability for amounts up to the guaranteed issue levels for Group Voluntary Life and Critical Illness plans. A confidential EAP (Employee Assistance Program) is also available to those who qualify for the group plans. If you do not enroll in Medical, Dental, Vision or Accident within 30 days of your eligibility date, you will not be able to elect coverage until Manpower’s next open enrollment date unless you have a qualifying life event such as a loss of group coverage through a spouse or parent. Coverage becomes effective the first day of the month following the completion of 60 days on assignment.

You do not have to enroll in the Group Medical plan in order to enroll in the Group Voluntary Life, Dental, Vision, Accident and Critical Illness plan. You may NOT cancel or change your coverage until Manpower’s next plan year following your enrollment unless you terminate employment with Manpower or experience a qualifying life event. Coverage becomes effective the first day of the month following a completion of 60 days on assignment.

Your coverage ends when your employment terminates or if you do not work 30 hours per week. You may have the option to continue some coverage options. Your rights under COBRA will be sent to you following your enrollment. Please refer to the plan documents for a full description of the benefits and limitations of the plan.

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* Insurance plans as described are subject to change as required by the Patient Protection and Affordable Care Act.

** Eligibility date may or may not be the first day of your full-time assignment. Please call to verify.
3.0 Bonus and Award Programs

3.1 CIRCLE OF EXCELLENCE AWARD PROGRAM

The Circle of Excellence recognizes associates who have received excellent quality performance evaluations from our customers and who have worked a minimum number of hours with Manpower. The evaluations cover such things as skills, adaptability, quality of work and self-motivation. Our staff can answer any questions you might have.
4.0
As a Manpower Associate

4.1
WHEN WE OFFER YOU AN ASSIGNMENT

Manpower candidates (and associates) who call in their availability on a regular basis are those who are offered work most often. If you want work, it is essential that you keep in touch with us by phone at least once a week. When an assignment is offered, you have the choice to accept or decline. If you choose to accept the assignment, it is expected that you will fulfill your commitment.

Manpower will occasionally use an automated dialing and messaging system called Call-Em-All. Call-Em-All allows us to deliver a prerecorded message to a large volume of candidates or associates at the same time. If you receive a Call-Em-All message, please listen to the message in its entirety as it may be requesting you call us regarding a possible position or an urgent notice regarding your assignment.

4.2
WHEN YOU ACCEPT AN ASSIGNMENT

Congratulations… you have the job! Once you report to work, you are a Manpower associate. Regardless of the customer to which you are assigned, Manpower is your employer and we are happy that you have become a part of our family.

Your responsibilities as a Manpower associate include:

- immediately reporting any on-the-job accidents/injuries;
- reporting to your workstation prior to your start time;
- contacting the appropriate Manpower office as required if you are unable to report as assigned;
- contacting the Manpower office when your assignment ends or if there are any changes in your work duties or assignment hours; and
- limiting the number of personal items you keep at the customer location.
4.3 TIMEKEEPING

The timekeeping process varies based on the company and position to which you are assigned. At the time of assignment orientation, your Manpower representative will discuss with you how your hours will be tracked and submitted to Manpower for processing.

If you are responsible for completing and submitting your hours worked to Manpower, you will likely use a traditional timeslip. Please refer to the following two (2) sections (4.4 and 4.5) for more information.

4.4 COMPLETING YOUR TIMESLIPS

We know your paycheck is important to you and we will make sure you receive it on a timely basis. However, if your timeslip is incomplete or inaccurate, it will delay the processing of your paycheck. Make sure you:

• Fill in the customer’s name and address and the person to whom you report.
• Fill in your name and the last four (4) digits of your social security number.
• Sign your timeslip at the end of the week to verify total hours worked.
• Record the month, date, time-in and time-out.
• Total each day’s hours worked (minus lunch time).
• Record your total hours for the week.
• Fill in the “week ending date.”
• Ask the customer to sign the timeslip and verify your total hours worked.
• Remove the PINK copy and leave it with the customer.
• Keep the YELLOW copy for yourself.
• Turn the two (2) WHITE copies in to our office by 5:00pm each Monday.
• **WE CANNOT PROCESS AN UNSIGNED TIMESLIP.**
4.5 SUBMITTING YOUR TIMESLIPS

Timeslips may be dropped off, mailed, faxed or emailed (to accounting@manpowermi.com in either PDF or JPEG format). Timeslips must be received by 5:00pm on Monday to be processed for Wednesday payment. Your check will not be processed until the next week if you turn in your timeslip late – at either the Ann Arbor or Monroe office. You are responsible for completing a timeslip each week for each assignment. You can drop off your timeslip to either location during regular office hours or deposit it in the mail slots in one of our buildings anytime. If you mail your timeslip, remember that we cannot guarantee that it will arrive before Monday at 5:00pm. New timeslips are enclosed with each check and may also be picked up at either office. If a holiday falls in the beginning of the week, there will be an adjusted pay schedule. You will be notified of the adjusted schedule with a paycheck insert the week prior to the holiday. You can always check with one of our offices by phone during business hours if you have questions about your paycheck or the pay schedule.

4.6 PAYROLL DISTRIBUTION

For most assignments, payroll is processed on a weekly basis. However, some assignments follow a bi-weekly payroll schedule. Your Manpower representative will communicate which schedule you will follow at the time of assignment orientation. Wednesdays are paydays for non-direct deposit payroll (including ADP paycard). Paychecks are available for pickup on Wednesdays (Monroe associates after 11:00am at that office’s front desk; Ann Arbor associates after 2:00pm on the lower level of that office) unless otherwise requested. For your protection, proper picture identification is required in order to receive your check. You may also authorize an individual to pick up your check in the event you are unable to do so. You have the following two (2) options should you decide on non-direct deposit payroll:

• Upon acceptance of employment, please hold my check at the Manpower office.

• Upon acceptance of employment, please mail my check to my pay address (paychecks are mailed out on Wednesdays).
Direct deposit and ADP Total Paycards are also available. Any electronic processing of funds are available on Fridays for most banks. Please contact the accounting/payroll department or a Manpower representative for enrollment forms. You have the following two (2) options should you decide on direct deposit or paycard payroll:

- Upon acceptance of employment, please hold my check at the Manpower office until direct deposit goes into effect.
- Upon acceptance of employment, please mail my check to my pay address until direct deposit goes into effect.

4.7
WHEN YOU COMPLETE AN ASSIGNMENT

Upon completing an assignment, all associates must:

- Turn in hours worked and make arrangements for their last check.
- Return any company property such as a badge, keys, uniforms, etc.
- Notify Manpower within seven (7) days – by telephone or in person – of your availability for future assignments.

If your assignment ends without prior notice, Manpower will be responsible for retrieving any personal items you may have at the customer site. Manpower associates are strictly prohibited from returning to customer sites after assignment completion.
5.0
On-the-Job Policies

5.1
ACCIDENTS AND INJURIES

Prevention is our priority on matters of associate safety. However, accidents and injuries may occur at a jobsite. Should you see an accident happen or be involved in one directly, notify both your job site supervisor and the Manpower office immediately. Failure to follow all safety rules and guidelines provided by Manpower and the company site to which you are assigned, will result in immediate termination of your employment. Please read the following information carefully:

• Accidents must be reported immediately to the Manpower office! Accidents/injuries that are not reported within the required 48 hours of the incident may not be covered.
• Work-related accidents must always be reported, regardless of their severity and whether or not treatment is required or an actual injury occurs.
• Work-related accidents require a full report of the injury as well as either a "decline of treatment" or "authorization of treatment" acknowledgement. Contact the Manpower office to obtain the appropriate forms.
• Drug and alcohol screening is required for every treated associate.
• It is necessary for each injured associate to complete the required associate forms, regardless of whether or not treatment is obtained.
• Manpower will work diligently to return associates to work as soon as possible.
• Every incident, regardless of severity, will be thoroughly investigated.
• Fraudulent claims will not be tolerated or paid.
• Manpower prosecutes all fraudulent claims to the fullest extent of the law.
5.2 LIFTING OBJECTS SAFELY

Proper techniques used while lifting objects help prevent injuries. The following steps, as seen in our "Ergonomics Success - Lifting" video (required viewing for appropriate assignments), will help you develop the necessary routine that involves using your leg muscles instead of your back:

- **Part Your Feet.**
- **Keep Your Back Straight.**
- **Tuck Your Chin.**
- **Use Your Whole Hand.**
- **Tuck Your Arms and Elbows.**
- **Center Your Body Weight.**
- **Turn Your Forward Foot Out.**

This video can be viewed in our office or online through your "My Manpower" account.

5.3 GENERAL SAFETY

Your safety on-the-job is our primary concern. Manpower safety videos with specific topics will be administered as appropriate for each assignment. Failure to follow all safety rules and guidelines provided by Manpower and the company to which you are assigned will result in immediate termination of your employment. To ensure your safety we have integrated the following steps into our associate education procedures:

- Every customer worksite is visited to ensure a safe working environment and to collect information about that customer's safety procedures/guidelines.
- Lifting restrictions, as applicable, are provided to each associate and must be strictly adhered to while on every assignment.
- Wear all required Personal Protective Equipment.
- If you are asked to lift or perform any task which you feel uncomfortable or unsafe in performing, please contact our office immediately. Do not - under any circumstances - perform any work which you consider to be unsafe.
REMEMBER: Failure to follow all safety rules and guidelines provided by Manpower and the company to which you are assigned will result in immediate termination of your employment.

5.4 SEXUAL HARASSMENT

It is Manpower’s policy to take affirmative action in order to maintain a work atmosphere free of sexual harassment. Sexual harassment is defined as:

- any unwelcome sexual advance;
- requests for sexual favors;
- verbal or physical conduct of a sexual nature;
- submission to such conduct as a term and/or condition of employment or promotional decisions; and/or
- such conduct that substantially interferes with an individual’s performance or creates an intimidating, hostile or offensive working environment.

Any concerns of this nature should be reported to Susan Carlson for a confidential investigation.

If you ever have questions while you are on assignment, do not hesitate to call our office and speak to a Manpower representative. Thanks again for your interest in Manpower. You can be sure we will do everything we can to make our relationship a rewarding one for you!