



## CATALYST HR GROUP POLICIES & PROCEDURES

### Introduction

Welcome to Catalyst HR Group! An interesting and challenging experience awaits you as an employee of Catalyst HR Group, Knoxville's leading temporary employment agency. This policy statement will inform you of Catalyst HR Group's policies, procedures, and work rules for our temporary employees assigned to client locations. Nothing in this policy statement shall be considered as an employment contract or guarantee of employment, and Catalyst HR Group reserves the right to modify its policies at its discretion without notice. If you ever have any questions about any aspect of your employment with Catalyst HR Group, contact your Catalyst HR Group Coordinator, (hereafter "Catalyst HR Group account manager").

### Employment at Will

Catalyst HR Group hopes that your employment relationship with us will be long term, but because Catalyst HR Group is an "at will" employer, either you or Catalyst HR Group may terminate this relationship at any time, with or without cause or notice.

### Equal Employment Opportunity

It is Catalyst HR Group's policy to provide equal employment opportunities in employment, wages, benefits and all other privileges, terms and conditions of employment to all qualified persons without regard to race, color, religion, gender, national origin, age or disability, in accordance with applicable federal and state laws. If any employee feels he or she has been discriminated against in violation of this policy, Catalyst HR Group urges you to promptly report the incident to your Catalyst HR Group account manager or any other Catalyst HR Group official.

### On-the-job Injury Reporting

**Employees must report all injuries immediately to their on-site supervisor and contact the Catalyst HR Group account manager and Risk Manager at 865-384-7985. This number is manned 24 hours a day, 7 days a week.**

### Release of Records

Your application with Catalyst HR Group allows Catalyst HR Group to investigate the veracity of all information you provide therein and to obtain your arrest records. This information is obtained in accordance with the Fair Credit Reporting Act ("FCRA"). If Catalyst HR Group makes an employment related decision that directly and adversely affects you based on information it receives in its investigation, you are entitled to a copy of that information before the decision is finalized. You may also contact your Catalyst HR Group account manager or the Federal Trade Commission to obtain more information about your rights under the FCRA.

### Availability Update Procedures

Please call to update your availability on a weekly basis, if you have not been offered an assignment. If you receive voice mail, please leave a message. The coordinator will update your availability immediately. You will only receive a return call if a position is available that corresponds with your experience, skills, and or salary requirements. If you have a specific question for your Catalyst HR Group account manager, please leave a detailed message and your call will be return at their earliest convenience. As an employee of Catalyst HR Group only Catalyst HR Group or you can terminate your employment. When an assignment ends you must report to Catalyst HR Group for your next job assignment. Failure to report to Catalyst within 24 hours or to accept your next job assignment will indicate that you have voluntarily quit and will not be eligible for unemployment benefits. You are expected to complete any job assignment you accept. You understand that if you do not complete or promptly notify of Catalyst of your inability to complete the assignment, or if you do not report for your assignment, Catalyst HR Group may assume that you have voluntarily quit, and will not be eligible for unemployment benefits.

### Call-In Procedures

If you are unable to report to your assignment as scheduled, you **must** contact your Catalyst HR Group account manager at (865) 584-1333 (Knoxville) or (423) 884-2330 (Vonore), as soon as possible. **When calling after hours, please leave a message on the voice mail and your Catalyst HR Group account manager will contact your assignment supervisor on your behalf.** (Note: Some assignments require you to contact your Catalyst HR Group account manager and your on-site supervisor personally. Such exceptions will be discussed during the initial offering of the assignment.)

### Electronic Communication Usage Policy (including but not limited to: Cellular phone, Internet, Intranet, E-mail and Instant Messaging)

It is Catalyst HR Group's policy for all employees to comply with our electronic communication usage policy, which includes the following guidelines:

1. Personal calls should be limited and should not interfere with business activity.
2. Personal calls should only be conducted during break times except in the case of an emergency.
3. If you must keep your cell phone on for emergency purposes, the phone must always remain on vibrate so not to disrupt the business productivity.
4. Cell phone usage is only appropriate in the employee lounges during breaks and lunch.
5. Electronic communication usage should be limited to business functionality only. The electronic communication includes but is not limited to: cellular phones, intranet, internet, e-mail, instant messaging and any in-house software.

**Employee Conduct and Work Rules**

Regulations for acceptable conduct are necessary for the orderly operation of any business. **Below are examples of prohibited conduct**, and employees are subject to appropriate disciplinary action, including termination, for engaging in any of these activities. Please note that these are guidelines and are not all-inclusive. Catalyst HR Group reserves the right to take disciplinary action it deems necessary when conduct contrary to its best interests is brought to its attention.

1. Insubordination will be grounds for immediate dismissal. Insubordination is defined as refusal to comply with either a Catalyst HR Group account manager’s or a client’s supervisor’s reasonable request, rudeness / verbal abuse and / or use of profanity in any form, disruptive arguments, disobeying a direct order, physical assault or threat of an assault, exceeding one’s own authority, and similar refusal to follow directives.
2. Leaving the job during work hours without permission of the on-site supervisor or your Catalyst HR Group account manager.
4. Deliberate neglect or destruction of property.
5. Willful falsification of Catalyst HR Group records including, but not limited to, employment applications, time and expense reports, and doctors’ excuses.
6. Violation of the General Safety Rules or Drug and Alcohol Policy.
7. Theft of Catalyst HR Group or client property or property of other employees or other dishonesty.
8. Smoking in areas designated as non-smoking by Catalyst HR Group or the client.
9. Inability to get along with co-workers, use of abusive or threatening language, harassment of fellow employees, including violation of the harassment policy.
10. Violation of phone usage policy. For the purpose of call quality control, record keeping and evaluation, phone communications may be recorded and monitored. Monitoring of phone calls is a condition of employment. Client management will have access to monitor conversations between employees and customers, both internal and external. Phone monitoring/recording may be conducted periodically, at random or continuously without advance notice. Other employees may also monitor your calls, with management authorization, for training and quality assurance purposes. Therefore, you should anticipate that, at any time, your telephone conversations are being monitored. Monitoring will be conducted for business reasons, including but not limited to verifying performance, quality, assuring compliance with client’s policies, conducting internal investigations, and preventing inappropriate or excessive personal use of Client property. **Personal calls should be made during break times on public phone or cellular phone.** Most call centers provide a private phone for personal conversations.
11. Violation of electronic communication usage policy. Employees must strictly adhere to Catalyst HR Group’s electronic communication usage policy listed in this document.

**Attendance and Disciplinary Policies**

**1. Attendance Policy**

An Occurrence is defined as an Absence, Tardy or Leave Work Early. Counselings will be administered utilizing the Attendance Counseling Schedule below. Attendance will be based on a rolling six month period. An Occurrence will drop off the employee attendance record after six months. Approved scheduled time off does not count as an Occurrence.

<u>1</u> Occurrence	Employee will receive a Verbal Warning
<u>2</u> Occurrence	Employee will receive a Verbal Warning
<u>3</u> <b>Occurrence</b>	Employee will receive a <b>Written Warning</b>
<u>4</u> Occurrence	Employee will receive a Verbal Warning
<u>5</u> Occurrence	Employee will receive a Verbal Warning
<u>6</u> <b>Occurrence</b>	Employee will receive a <b>Final Written Warning</b>
<u>7</u> <b>Occurrence</b>	<b>Termination</b>

**3. Disciplinary Policy**

After 3 incidents of negative performance, behavior or violation of Catalyst policies, an employee will be terminated.

**Disability Policy**

It is Catalyst HR Group’s policy to comply with the Americans With Disabilities Act (ADA) and other applicable laws that prohibit discrimination against qualified employees and applicants with respect to any terms, privileges, or conditions of employment because of a disability. In accordance with the ADA, reasonable accommodations will be provided to qualified disabled applicants and employees with known limitations and who require an accommodation for their disability in order to perform essential job functions, unless such accommodation would cause an undue hardship. Disabled employees and applicants are invited to identify any reasonable accommodation that would enable them to safely perform the essential functions of the position in question.

### Sexual and Other Discriminatory Harassment

It is the policy of Catalyst HR Group that all employees have a right to work in an environment that is free from discriminatory harassment based on sex, race, national origin, age, disability or any other protected discriminatory factor. Catalyst HR Group prohibits any form of harassment of its employees by other employees and will take immediate and appropriate action to prevent and to promptly correct behavior that violates this policy.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. This conduct constitutes unlawful sexual harassment when: (1) submission to such conduct is either explicitly or implicitly made a term or condition of an individual's employment; (2) submission to or rejection of such conduct is used as the basis for an employment decision; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

While sexual harassment usually involves members of the opposite sex, it also includes "same sex harassment," (i.e., males harassing males and females harassing females because of the recipient's sex).

Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that fails to respect the rights of others, that lowers morale and that, therefore, interferes with our work effectiveness. Sexual harassment may take different forms. One specific form is the demand for sexual favors. Other forms of harassment include:

- **Verbal** Sexual innuendos, suggestive comments, jokes of a sexual nature, sexual propositions, threats.
- **Non-verbal** Sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, leering, whistling, obscene gestures.
- **Physical** Unwanted physical contact, including touching, pinching, brushing the body, coerced sexual intercourse, assault.

Sexual harassment may be overt or subtle. Some behavior, which may be acceptable in a social setting, may not be appropriate in the workplace. But whatever form it takes, verbal, non-verbal or physical, sexual harassment can be insulting and demeaning to the recipient and will not be tolerated in the workplace. Sexual harassment by an employee, manager, supervisor, or non-employee will not be tolerated by Catalyst HR Group. All employees, managers and non-supervisors alike, will be expected to comply with this policy and take appropriate measures to ensure that such conduct does not occur. Appropriate disciplinary action will be taken against any Catalyst HR Group employee who violates this policy against sexual or other unlawful harassment. Based on the seriousness of the offense, disciplinary action may include, but would not be limited to, verbal or written reprimand, suspension, demotion or dismissal.

### Harassment Complaint Procedure

Employees have the responsibility to bring any form of unwelcome harassment to the attention of Catalyst HR Group immediately. Any employee who has a complaint of sexual or other discriminatory harassment should report the alleged act immediately to the employee's Catalyst HR Group account manager, any Catalyst HR Group manager or Catalyst HR Group's President at the option of the employee. Employees do not have to complain first to the offending person.

All complaints will be handled in a timely and confidential manner. A thorough and confidential investigation will be conducted based on the employee's statement of what has occurred. If the conduct the employee considered harassing is occurring at the Catalyst HR Group client's location, Catalyst HR Group will immediately contact the client, report the allegations and request an investigation by the client. Catalyst HR Group will retain confidential documentation of all allegations and investigations and will take appropriate corrective action within its power to remedy violations of this policy.

Investigation of a complaint will normally include conferring with the parties involved and any named or apparent witnesses. Where the conduct occurs at a client's location, the investigation will be conducted by the client's management. Confidentiality of the employee filing a complaint will be maintained to the extent practicable, consistent with properly investigating the allegations. All Catalyst HR Group employees shall be protected from coercion, intimidation, retaliation, interference or discrimination for filing a complaint or assisting in an investigation.

If the investigation reveals that the complaint is valid, Catalyst HR Group will take immediate and appropriate remedial action within its power to stop the harassment. If the alleged harasser is a Catalyst HR Group employee, Catalyst HR Group will take prompt and effective remedial action, including disciplinary action. If the alleged harasser is an employee (or customer) of the client, Catalyst HR Group will urge the client to take prompt action intended to stop the discriminatory harassment.

Catalyst HR Group recognizes that the question of whether a particular action or incident produces a discriminatory employment effect requires a factual determination based on all facts in the matter. Given the nature of this type of discrimination, Catalyst HR Group also recognizes that false accusations of harassment can have serious effects on innocent individuals. We trust that all Catalyst HR Group employees will continue to act responsibly to establish and maintain a pleasant working environment, free of discrimination, for all. Catalyst HR Group encourages any employee to raise questions he or she may have regarding harassment or discrimination with the appropriate Catalyst HR Group account manager, manager or the President.

### Benefits

Although your physical work location will be elsewhere, Catalyst HR Group is your employer. Catalyst HR Group provides worker's compensation coverage, unemployment insurance, and overtime pay as provided by law. You may also be entitled to other benefits such as holiday pay, vacation pay and health insurance *depending on your work assignment and Catalyst HR Group's contract with that customer*. You are *not* entitled to benefits directly from any Catalyst HR Group client. Any questions regarding your benefits should be directed to your Catalyst HR Group account manager.

**CATALYST HR GROUP  
TIMESHEET PROCESSING PROCEDURES**

**Timesheet Processing Procedures**

Our workweek / pay period is Monday-Sunday. Please complete one timesheet per company. Additional timesheets are available at our front desk. If you are on an assignment and need a timesheet immediately, please contact your Catalyst HR Group account manager.

When completing the timesheet, please be sure to include your name, social security number, the dates and times worked, total the hours, and then sign approving the hours listed. Submit your completed timesheet to your supervisor for their signature of approval and list the name of the company to which you are assigned. You may then drop it off at our office or fax it in at (865) 584-1625. ***If you fax your timesheet, you must contact our payroll department at (865) 584-1333 to confirm they received it.*** If you receive voice mail, please leave your name and contact number. They will only return the call ***if they did not receive your timesheet.*** Your onsite supervisor must sign your timesheet before it can be processed. Time-in and time-out will be rounded to the nearest quarter hour. Any hours worked over forty will be considered overtime and compensated at a rate of 1 ½ times your hourly wage. Holidays are only paid in accordance to specific contracts.

**Timesheet Submittal Procedures**

All timesheets must be submitted to Catalyst HR Group **no later than 10 AM each MONDAY. Timesheets will be processed and the monies deposited in your account every Thursday.**

(NOTE: Timesheets received **after 10 AM on Monday** will be delayed one week.)

Employees are solely responsible for the proper completion of their timesheet, obtaining their supervisor's signature of approval, and returning it to Catalyst HR Group before the deadline.

Payroll processing may be altered due to the holiday calendar. Employees will receive prior written notification of such calendar exceptions within their paycheck envelope or direct deposit confirmation. If you have any questions, please contact your Catalyst HR Group account manager.

**Receipt of paychecks**

Direct deposit of payroll is required. Direct deposit will begin once we receive approval from your bank to deposit funds, usually 5-10 business days after Catalyst HR Group receives your signed authorization form. During the waiting period, payroll checks will be held in the office for pick up. Any employee unable or unwilling to enroll in direct deposit will have their check held. Checks are available for pick up on Wednesday each week. Checks will only be released to the employee the check is written to, unless authorized by that employee.