Client Handbook

TPI Staffing, Inc. Policies and Best Practices



TPI Staffing reserves the right to make changes to the Client Handbook with or without notice. Contact HR to request the latest version.

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Welcome!

We thank you for choosing TPI Staffing, Inc. as your employment resource for temporary, temp-to-hire and direct hire staffing. We look forward to working with you and your team.

To better acquaint you with TPI Staffing, Inc., we have prepared this handbook as a way of communicating our policies, procedures, practices and expectations. Please read the handbook thoroughly, as it may answer many of the questions you have about TPI Staffing, Inc.

Please refer to the staffing agreement for any other questions or contact your Sales Representative or Account Manager.

We hope that your relationship with TPI Staffing, Inc. will be a rewarding experience.

Contact Information

The Departments below at TPI Staffing are diligently working to provide the best possible services for each employee and for the client as a whole. You may reach certain departments at TPI Staffing using the following emails depending on business need(s):

Human Resources Department

If you need to contact the HR Department, please see below for different contact methods.

- HR Email Address: HR@TPISTAFFING.COM
- HR Direct Phone Number: 281-890-2220 PRESS 7
- HR Text Phone Number: 281-616-7880
- HR Fax: 832-448-9181

Accounting Department

If you need to contact the Accounting Departments, please see below for different contact methods.

- EMAIL: accounting@tpistaffing.com
- Call: 281-890-2220 PRESS 5
- FAX: 832-448-9180

Invoicing

Invoices typically go out weekly on Wednesday afternoons via email. Invoices can also be viewed online by logging into our Customer Portal here. This method requires a login and password for authorized users to view invoicing and payment history.

Monthly Statements

As a courtesy, you will receive automated monthly statements at the beginning of every month. If there is an invoice that you did not receive, please email accounting@tpistaffing.com.

Vendor Set Up

If your organization needs specific invoice request or other vendor set up, please request the following from accounting@tpistaffing.com. Invoice customization needs to be made before the first invoice. Requests such as separate invoices by employee, location, cost center, purchase order, etc.

- W9 Form
- ACH Setup
- Credit Card Form
- Purchase Order
- Cost Center
- Additional Insured
- Certificate of Insurance
- Monthly Statement

Payroll

Our pay period is Monday- Sunday. Temps must send time by the following Monday at noon. We ask for client approval by noon every Tuesday. Temps get paid weekly every Friday. We pay and invoice weekly. If your payroll period differs, please alert our accounting department immediately. Please note, any pay period schedule will still maintain a Monday timecard due date from the temps and Tuesday from the client.

Time Cards

We ask for timecard(s) to be submitted and approved by clients by Tuesday at noon. Time Card options include:

- Online Time Card via TPI Staffing Portal (This method requires a login and password for authorized users to approve an employees' time)
- Paper Time Card
- Your own means of gathering time on-site such as a timeclock, spreadsheet, etc.
    - We do prefer to have at a minimum daily totals of the hours worked along with the weekly total hours to pay.

Time Card Rounding

When sending time, client's must follow the below 3 rules to ensure compliance:

1. Timesheet rounding can't favor employers. The policy must either be completely neutral or favor employees. In other words, employers can't always round employee time down.
2. Fifteen minutes is the maximum rounding increment.

3. Employers must obey the seven-minute rule. If an employee clocks in at or before the seven-minute mark within a 15-minute window (e.g., 8:07), their time rounds down (to 8:00, in this case). If the employee clocks in after the seven-minute mark, their time rounds up (to 8:15, in this case).

With these rules in mind, there are three ways to round employee timesheets legally.

1. Round up or down indiscriminately, to the nearest increment. If an employee clocks in at 8:58 and out at 4:56, their timesheet should read 9:00 in and 5:00 out.
2. Round all clock-in times to favor the employee and all clock-out times to favor the employer. In the above example, the employee's timesheet would have an 8:55 clock-in time and a 4:55 clock-out time.
3. Round all clock-in and clock-out times to favor the employee. In this case, the employee's time card would show an 8:55 clock-in and a 5:00 clock-out.

"The Ups and Downs of Timesheet Rounding." *TSheets*, www.tsheets.com/resources/timesheet-rounding?utm_source=tsheets&utm_campaign=febcontent2&utm_medium=email.

Out-of-State Payroll

Please ask your TPI Staffing Rep if this request can be accomodated.

Payment Terms

Invoices are due based on your agreed payment terms. Rates may be modified based upon existing market conditions. Payment terms start on the Sunday of the Week-Ending as shown on your invoice(s), not the day you receive or open the invoice. *Please note, late fees may apply.* For questions please contact your Sales Representative, Accounting@tpistaffing.com or refer to your staffing agreement.

Should your terms include an Early Pay option, the discount may only be applied if it is the oldest unpaid invoice. Your invoice history cannot include skipped invoices for an early pay discount to be applicable.

Types of Payment Accepted

1. **ACH Payment**
2. **Check**
3. **Credit Card***
    a. *Please note that TPI Staffing charges a 3% processing fee when paying with a credit card.

Custom Reports

Any accounting, payroll, billing, HR-related reporting is free of charge. Requests can be made to accounting@tpistaffing.com. If you require custom reporting for hours, total billed, etc – please send your detailed requests to accounting@tpistaffing.com and specify what format is needed (ex: Excel or PDF) along with the required fields.

Bonuses and Commission

We enjoy rewarding hardworking employees. If your company wants to offer a bonus or commission please contact your TPI Staffing Sales Representative first for pricing. In order for TPI Staffing to process a bonus or commission request, there will be an additional charge billed on your invoice to cover the additional payroll and processing costs. We charge the lowest rate possible to process this transaction which covers the cost of employer taxes *(Social Security 6.2%, Medicare 1.45%, unemployment taxes, and workers'*

compensation) which is still due on bonuses. We ask that you please refrain from making an offer of, or promise bonuses or commission without TPI Staffing written approval.

What we'll need:

In the case where the client wants to pay a net amount of $250 to the employee, we first have to calculate their Gross Pay as to include the employee's portion of payroll taxes. **Please provide us with either the Gross or Net Pay amount to be paid to the employee.**

Holiday Pay

If the employee has worked the minimum required hours to receive holiday pay, there is no charge to you. However, if you want to pay for a holiday **before** the temporary employee has met the required hours, there would be a markup.

Policy: After working 2,500 hours within a 2 year period for TPI Staffing, temporary employees will be paid for 8 hours at their current pay rate for the period providing they work 32 hours during the week of the holiday. The following holidays include: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

Assignment Policies

Job Descriptions

We provide you with employees that are qualified to do the job based on your job description provided to us. Assigned Employees must only work on jobs for which they have been assigned and trained. Any change of job description or work site must be reported to our office prior to the Assigned Employee undertaking the task. Assigned Employees must also be trained on any new task prior to undertaking it. I**f the job description changes at any point, you must notify TPI Staffing immediately for granted approval. Violation of this may result in termination of contract.**

Attendance Policy

Attendance is an essential job function. We will follow your guidance when attendance needs addressed.

2-Week Minimum

Our minimum temporary assignment length is approximately 2 weeks. Please note, clients are not obligated to keep a temp employee for 2 weeks if they are not working out, our 2 week minimum applies to the length of the expected assignment. Rates and terms may differ depending on job function, and approval is at the discretion of TPI Staffing Management on a case-by-case basis. We do not specialize in providing day laborers.

Replacement

Temporary Employees
In the event you are not satisfied with the temporary worker, we will replace them immediately. The most important thing is getting a match as quickly possible without sacrificing the quality of the placement. Matches can be made the "same day" for entry-level positions in some cases, however, the average response time for finding a replacement may vary based on your specific requirements.

Direct Hire Employees
Please refer to your direct hire staffing agreement for our replacement policy.

Buyout Policy

TPI Staffing, Inc. may allow clients to exercise a buyout option before our employee has completed the specified contracted hours. The Buyout Fee is determined at the time when the Client selects to buyout the Employee and hire onto their payroll directly. *Contact your Sales Representative or Recruiter for pricing.*

How do I calculate a Buyout Fee?
Standard Calculation= Remaining Hours Worked X (Bill Rate- Pay Rate)

Candidate Submission

If our records indicate TPI Staffing has previously submitted a candidate to you for a position, please confirm the source of the candidate and date they applied to determine if they are classified as a payroller or non-payroller.

Payrolling

A Payroller is a Client-Recruited Employee the Client has identified, interviewed and selected to transition to TPI Staffing's payroll. We are able to start the Payrolling process in such a manner that the candidate will not have to visit a TPI office first. In order to proceed, we must have the following information before they are to be processed through TPI Staffing.

Our process is as follows:

1. Candidate must complete an application at www.tpistaffing.com and upload a copy of their resume
2. Candidate must complete a background consent form and pass our background policy
3. Candidate must interview with TPI Staffing after completing the application

Please note, candidates sent to TPI Staffing as Payrollers are not guaranteed an offer of employment. We kindly ask that you do not promise an offer of employment to the Payroller. It is your responsibility that the candidate can perform all essential job functions and has the skills/ability to safely perform your job at all times.

For your benefit, we recommend industrial candidates have prior exposure to an industrial environment to ensure basic skills are met; food service, retail or office industry experience require the payroller undergoes proper orientation and an ongoing training commitment by your organization if/when exposed to an industrial/manufacturing setting. Full assessment of payrollers' ability and character is the full responsibility of Client Company.

Any payrolled candidates that walk into our office without an appointment are not guaranteed to be processed by TPI Staffing. The candidate must at minimum 1) Complete an online application 2) complete a background form 3) pass our criminal background policy and 4) pass all on-boarding procedures which may include a drug screen.

Candidate/Payroller Information Needed From Client/HR Department:

- Candidate's Full Name
- Address
- Phone Number
- Email Address
- Resume (if you have one)
- Job Title
- Job Description
- Work Hours/Schedule
- Pay Rate
- Duration of Assignment (Temporary, Temp to Hire) If temporary, how long is the expected duration?
- Cost Center or PO # if applicable
- Time Approver
- Who invoices will go to

Ending Assignments

If an employee ends for any reason, you must notify your TPI Staffing Recruiter immediately to ensure proper documentation in our tracking system. This will help avoid any attempt(s) to collect payroll hours if in fact they are no longer employed. **Our standard protocol is to notify the employee after-hours to guarantee minimal workplace disruption. We recommend to let a TPI Staffing Representative notify the employee as a complimentary service to you, however, it is your preference if you would like to end their assignment in person yourself.** Please provide us with as much feedback and/or documentation as possible relating to the temps termination for unemployment and reporting purposes to HR@tpistaffing.com.

Important: If you fail to notify us that an employee is terminated and any member of your staff approves hours for the temporary after they have been terminated, TPI Staffing Accounting will make every effort to recover the funds paid to the temporary. However, if we are unable to retrieve the funds for hours that the client approved incorrectly, we will not be able to issue a credit unless or until those funds are returned.

Returning Equipment

Upon termination, TPI Staffing requires the employee to return all clients' equipment including, but not limited to, the employment information, uniforms, badges, identification cards, credit cards, keys, radios, and phones. In the event the TPI Staffing, Inc. employee cannot locate their equipment for return, the unreturned items will be paid for from the employee's final paycheck only by means of an agreed authorized deduction form. However, TPI Staffing, Inc. cannot deduct any amount or withhold pay from the temporaries payroll without a signed written authorization by TPI Staffing, Inc.. Please notify TPI Staffing, Inc. prior to onboarding if you will require a candidate to complete a TPI Staffing Deduction Form should they be assigned company property. Please contact your account rep or HR for a form to use.

Personal Belongings

We strongly advise against temps bringing personal belongings to the worksite until the employee is hired permanently by the client. TPI Staffing, Inc. does not guarantee return of personal items such as (ex: perishable food, chargers, picture frames) left behind and will not be responsible for pick-ups pertaining to such. Former employees are not allowed to return to client worksite unless authorized by management in writing and are prohibited from calling or otherwise making contact with the client. TPI Staffing, Inc. reserves the right up to 2 weeks to collect belongings.

Upon termination, TPI Staffing, Inc. requires the employee return all clients' equipment including, but not limited to, the employment information, uniforms, badges, identification cards, credit cards, keys, and phones. However, TPI Staffing, Inc. cannot deduct any amount or withhold pay from the temporary's payroll without a signed written authorization by TPI Staffing, Inc.. Please notify TPI Staffing, Inc. prior to onboarding if you will require a candidate to complete a TPI Staffing Deduction Form should they be assigned company property. Please contact your account rep or HR for a form to use.

Screening

Criminal Background Check

TPI Staffing, Inc. conducts a criminal background check on every prospective employee prior to hiring. Background checks are to assist our company in making employment decisions, and the information received is reviewed to assure that consistent, non-discriminatory standards are applied in our hiring decisions. Our criminal background checks are EEOC and FCRA compliant for employment and individual purposes. In an effort to meet our company's objectives, the following guidelines will be utilized regarding criminal backgrounds. All information obtained is reviewed on a case-by-case basis taking into consideration 1) when the events reflected in the obtained information occurred, 2) the nature of the events, and 3) the nature of the position for which the applicant is being considered for placement. Checks are not repeated once a person is hired.

Drug Screening

Upon client request, we can conduct a pre-employment multi-screen drug test for the employees that are selected for assignment. To ensure a drug free workplace, TPI Staffing may follow a random drug screen policy with current employees on assignment. There may be occasions where the initial on-site screening test needs to be sent to the lab for a confirmation test. This process may take up to two weeks to complete from the day the lab receives the specimen, processing times will vary. *Costs may vary.*

Reference Checks

TPI Staffing does not guarantee the attempt of verifying past employment or that references will be verified. *By client request only.*

Education Verification

Many positions require a certain level of education. Verifying educational history will ensure that an

applicant's listed information is true and correct. Education verification is used to verify institution attended, duration of attendance, and if the applicant was issued a degree or diploma. *By client request only.*

E-Verify/I-9

E-Verify is run on every Employees' start date to determine eligibility to work in the United States of America. Participation in the Department of Homeland Security's IMAGE certification process ensures that our staff is trained in the proper procedures for completing I-9's, processing e-Verify and that the employees that we provide to our clients are authorized to work. We can provide a certification that the e-Verify has been processed and that the employee is authorized to work in the United States at their start date.

Safety Policies

TPI Staffing offers basic safety training to its employees. Our employees will be oriented in basic safety-related items such as: Lifting, PPE, Hazard Communication (MSDS), First Aid, Lock-Out/Tag-Out. This general training is to be used in conjunction with client training. The client is responsible for providing site-specific safety training.

Lifting Policy

Employees are NOT permitted to lift over 50 pounds without assistance. TPI Staffing enforces a strict lifting maximum of 50 lbs, and employees are required to use proper lifting mechanisms, assistance, and techniques when necessary. There is no exception to lifting over our recognized 50 pound limit. **If the lifting requirements on the job description change at any point, you must notify TPI Staffing HR Department immediately for granted approval. Violation of our Lifting Policy may result in termination of contract.**

Height Maximum

Our Employees are not permitted to climb structures of any kind, including but not limited to ladders, scaffoldings, vehicles, etc., higher than **six (6) feet** above the floor, without the written permission of TPI Staffing's HR Department (HR@tpistaffing.com). As employees may have adverse reactions to the nature of these heights, please make sure your Recruiter is aware to ensure proper screening of height capabilities.

Machine Operation

Our employees may not operate machinery without prior approval from TPI Staffing or as stated in the approved job description. Our employees are not permitted to operate unguarded machinery. TPI expects employees to be trained on machinery they will operate.

Specific and detailed training is a crucial part of any effort to provide machine safeguarding against machine-related hazards. Thorough operator training should involve instruction or hands-on training in the following:

- a description and identification of the hazards associated with particular machines;
- the machine guards themselves, how they provide protection from specific hazards;
- how to install, inspect, use, and maintain machine guards;
- how and under what circumstances machine guards can be removed, and by whom (in most cases, repair or maintenance personnel only); and

- what to do (e.g., contact the supervisor) if a machine guard is damaged, missing, or unable to provide adequate protection.
- the serious and fatal consequences of failure to use safe work practices when working around moving parts.

Site-Specific Training

Our clients agree to provide site-specific training, as well as any additional safety training that may be required when our temp employees start an assignment. Client agrees to include our Employees in any Client safety programs and hazardous materials training programs and to cover the cost of any safety or personal protective equipment, badges, location-specific garments or uniforms. This includes proper documentation of all safety training provided to a temporary.

Personal Protective Equipment

Our employees must use all site specific safety equipment and wear required Personal Protective Equipment (PPE). Client agrees to provide temp employees with appropriate safety and training information and Personal Protective Equipment (PPE), including but not limited to information regarding when PPE must be used, as well as how to put on, take off, adjust, wear, maintain and use PPE. Clients are to notify HR@tpistaffing.com immediately if our temp employee fails to adhere to safety regulations.

Worksite

Client will comply with all applicable laws and ordinances relating to work site health and safety. Client will provide a safe place to work, adequate supervision, and all necessary site specific information, training, instructions, and safety equipment. Clients are not permitted to change employees' work site without our express prior written approval.

Employees are required to be under our client's direct supervision. Employees are not authorized to work from home while employed as temporary, Temp-to-Hire or payrolled through TPI Staffing, Inc. *Work From Home may be an option through our Direct Hire staffing services only.*

Medical
If working in a medical environment, TPI employees are not authorized to interact with the patients on a medical level due to insurance requirements. TPI employees are restricted to only clerical duties/tasks while on a temporary assignment in a medical environment. Unauthorized activities include, but are not limited to- checking patient's' vitals, drawing blood, assisting in exam rooms, etc.-- restricted to clerical duties only.

Chemical Exposure

If any employee is exposed to any hazardous or non hazardous chemicals, TPI Staffing's HR Department must be notified immediately for granted approval. **Violation of this may result in termination of contract.** *Refer to staffing agreement.*

Driving Policies

Our employees are forbidden to drive a vehicle as part of their duties unless authorized by TPI Staffing's HR Department **prior to starting** the assignment. Any client that requests a TPI Staffing employee drive a vehicle as part of their duties will be required to sign an indemnity agreement and name TPI Staffing, Inc. as an additional insured on the auto liability policy.

Company Vehicle- Our employees are **allowed** to drive a company vehicle while on assignment through TPI Staffing only when approved in advance in writing with TPI Staffing.

Personal Vehicle- Our employees are **not allowed** to drive their personal vehicle while on assignment through TPI Staffing.

- Employees are not permitted to leave the client's work-site for any reason other than their own personal business with their own personal transportation.
- Please do not ask our employees to run an errand for you while on assignment, whether it is in their own personal vehicle or a company vehicle.

As stated in our staffing agreement, Clients will not permit Assigned Employees to operate any vehicle or mobile equipment without STAFFING FIRM's express prior written approval from TPI Staffing's HR Department.

MVR Policy

If a temporary employee is expected to operate a company motor vehicle during the course of the business day, client must notify and grant approval from TPI Staffing **prior to starting** the assignment. This will require upfront approval from TPI Staffing's Human Resources Department and require the employee to clear a Motor Vehicle Report. For Driving Agreement, **Sign Here**.

Mileage Reimbursement

Any expense report turned in by our employee for mileage reimbursement will not be paid unless a Motor Vehicle Report has been run, cleared and TPI Staffing's HR Department has a copy of the employee's auto insurance. TPI Staffing is not liable for our employees driving without clearance from us. Without upfront approval, no mileage reimbursement will be approved. A signed acknowledgement form is required. *Processing fee may apply.*

Travel Policy

Out-of-State Travel- *Case by Case Basis, please read below:*
International Travel - Not allowed while temp.
In Texas- *Case by Case Basis, please read below:*

Travel must be cleared through TPI Staffing Management prior to the event. Please note any associated expenses such as airfare are to be coordinated/paid by client company and are outside of the scope of TPI Staffing, Inc.

TPI Staffing will not fund airfare and all requested temp reimbursement payments would be due upon receipt. Reimbursement requests will include a markup and may differ from negotiated markup rates per staffing agreement due to A/R carrying costs, interest rates, etc. Failure to pay TPI Staffing invoice(s) for payroll associated to special projects as agreed may lead to actions to include ending temp assignment(s) with no notice.

For all travel requests, please answer the following questions and return to HR@tpistaffing.com.

- When would project be expected to start?
- How long is the project requiring travel expected to last?

- Pay Rate(s) of all personnel traveling?
- How many temp(s)?
- What job title(s)?
- Please list TO/FROM locations to include airport name and final destination address?
- How many hours on average are temps expected to work weekly?
- If paying per diem, confirm Per Diem covers which exact expenses?

Forklift Policy

If a temporary employee will be required to operate a Powered Industrial Truck (such as a Forklift), we ask that our clients adhere to OSHA guidance with a certification to present to HR@tpistaffing.com. If the certification is not presented, TPI Staffing HR Department will request a copy. TPI Staffing does not train or certify temps, this is the responsibility of the client.

Forklift Training

To meet the full requirements of the OSHA standard, site-specific information must be conveyed as well as a method to evaluate the employee's acquired knowledge subsequent to the training by the CLIENT. One important thing to remember is that simply by showing employees a video on forklift safety does not meet the full OSHA requirements.

- View the OSHA Powered Industrial Truck FAQs **here**.
- View the OSHA Powered Industrial Truck Training Material **here**.

Certification

Our clients will ensure that TPI Staffing employees have been certified and trained to operate the specific any powered equipment they will be using at the site. Certification must be Powered-Industrial-Truck-specific as required by OSHA.

- View the OSHA Powered Industrial Truck Policy **here**.

Re-Certification

If an employee has a third party certification that is valid, the client will need to send the employee for re-certification when it expires. *(Forklift certifications last three years)*

Disclosure of Protected Information

It is never best practices to share background check or drug test results with a client company in a temporary staffing context. It only exposes both parties to additional and unnecessary risk. We have your best interest in mind. By reviewing the criminal background information, our clients are likely increasing their co-employment exposure. Evaluating criminal background information (or other employee/candidate information, such as the Form I-9) potentially exposes you to increased co-employment liability that otherwise would not have been created. Federal statutes, including HIPAA, the ADA (Americans With Disabilities Act), and other employment laws (eg, the Drug-Free Workplace Act (DFWA), the Fair Credit Reporting Act (FRCA), and U.S. Department of Transportation regulations require companies to treat test results as confidential. Our goal is to protect our clients and our employees to the full extent of the law.

Background Check Results

Due to employee confidentiality policies, TPI Staffing may not release the criminal background results to our clients. Our policy is to certify that to the client that the background check has been performed, but not the results due to personal privileged security. Doing so may constitute a violation of Fair Credit Reporting Act (**FCRA)** and **EEOC** guidelines.

If your company refuses to comply with the above standard protocol, you will be asked to indemnify TPI Staffing, Inc. for all claims arising out of disclosure of TPI Staffing, Inc. provided material. ***Your markup may be affected.***

Drug Screen Results

Due to employee confidentiality policies, TPI Staffing may not release the drug screen results to our clients. Our policy is to certify that to the client that the drug screen has been performed, but not the results. Doing so may constitute a violation of **HIPAA** statutes.

Client-Administered Testing

We advise you against administering any drug screen or criminal background check, in the case you do; you must agree to transmit the results to us because we are the employer of record.

I-9 Audit Request

We are committed to complying with IRCA and we ensure that everyone who works through us is authorized to work in the United States. We have participated in E-Verify since they started the pilot program. We are certified charter members of the US Immigration and Customs Enforcement's (ICE) IMAGE program (https://www.ice.gov/image) which you can verify under the Partners & Members tab on the IMAGE website. This requires an extra level of review and communication between us and ICE.

Since the employees are TPI Staffing, Inc. employees, we must do everything we can to protect their information. We can provide a certification that each employee has been processed through e-Verify and is authorized to work in the United States.

Injury Procedures

The safety of our employees while on assignment is our top priority. Since we do not directly supervise our employees while they are at client locations, it is important that we work together to ensure a safe working environment to prevent injuries. We manage our injuries very closely so as to avoid fraudulent claims and get our employees returned to full duty as soon as possible. Each worker's compensation injury is unique and requires special handling, and we appreciate your assistance in ensuring a safe workplace. All TPI Staffing clients are required to notify OSHA when an employee suffers a work-related hospitalization, amputation, or loss of an eye within 24 hours as well as notifying TPI Staffing.

The host employer (Client Company) is the one responsible for recording the injuries and illnesses of temporary workers. As long as the host employer maintains the day-to-day supervision over the worker, the host employer is responsible for recording injuries and illnesses.

If a TPI Staffing employee is injured while working onsite at your facility, you are to notify TPI Staffing immediately as follows:

- **Human Resources: 281-890-2220 ext 2011**
- **Emergency Line: 832-244-7473**
- **After-Hours Cell: 862-264-7983**

Name	Title	Direct Line	Email	Cell (After-Hours)
Denise Mendez	HR Manager	281-664-6505	DeniseM@tpistaffing.com	862-264-7983
Elaine Thomas	HR Administrator	281-664-6534	ElaineT@tpistaffing.com	713-851-5819
Vickie Botkin	VP HR	281-664-6513	VickieB@tpistaffing.com	281-513-7506

We provide a custom Worker's Compensation Protocol Sheet in the event of an injury. If you do not receive one from our staff in 1-3 business day(s), you may request from HR@tpistaffing.com.

Injury Protocol

1) Client notifies TPI Staffing immediately

2) Select Nearest Clinic

If the employee is unable to drive themselves please transport them to the nearest clinic for an evaluation of the injury and a drug screen. Depending on the results, they may or may not be allowed to return to work. **Once the injury has been reported to TPI Staffing, we will handle from there and see it through to the end.**

Critical Injury Procedure

If the injury is critical, call an ambulance and the employee will be taken to the nearest emergency room.

TPI Approved Clinics

Download the list of clinics here. Don't see a clinic nearby?

1) Go to TexasMutual.com
2) Select Urgent Care/Treating Doctor
3) Select 'Locate a Network Provider"
4) Search by Location



Modified Duty/ Return to Work/Light Duty Program Expectations

We at TPI Staffing, Inc. have made a serious commitment to our safety program and workers' compensation management. You are a very important key to our success in this effort. Our goal is to provide you with the best service possible, to provide a safe work environment for our employees and yours and to keep our insurance rates low. To do so, we want to have a mutual understanding of safety and on-the job injury procedures, ensure a safe work environment for our employees, keep injuries and lost time to a minimum, and get our employees returned to full duty as soon as possible.

Client agrees to only assign job duties within the employee's job restrictions as specified in the Bona Fide Offer of Employment. Should the light duty job position change before employee is released to full duty status, TPI is to be notified immediately in order to update the Bona Fide Offer of Employment.

Light duty can include the following assignments:

- Administrative work (e.g., filing, handling mail, shredding, sorting)
- Safety-related tasks (e.g., safety inspection such as checking fire extinguishers, updating material safety data sheets, completing safety courses)
- Ordering and stocking supplies (e.g., first aid, office supplies).
- Shipping, packaging, sorting, inventory duties.

Benefits of Implementing a Light Duty Program for Temporary Employees

1. Control workers' compensation claim costs and save on salary costs
2. Improve OSHA Log with minimum Lost Time
3. Reduce the number of Fraudulent Workers Compensation claims
4. Get your experienced employees back to work, resulting in less time and money spent on recruiting, hiring, and training
5. Demonstrate your organization cares about all employees (temporary and full-time)
6. Sets a positive example to co-workers and avoids the domino effect on other workers or fraud predators

Benefits for Injured Workers:

1. Maintain their pre-injury income. Remember, workers' compensation benefits replace only a portion of the injured employee's salary.
2. Get back to work sooner.
3. Avoid the disability mindset: "I'm injured, and I cannot work."
4. Steer clear of the stress and depression that often come with being unable to work.

Client Options for Post Injury:

We enjoy partnering with you and provide our clients a competitive markup which leaves little margin to account for worker's compensation/medical costs TPI Staffing may incur. The below options are presented in the event of a worker's compensation injury and absence of clients' on-site light duty program.

1. TPI Staffing to bill injured employee(s) average weekly wage payments until released back to full duty.
2. Implement a Light Duty/Return to Work Program at CLIENT facility

Please let us know which of the below options you select within 24 hours of injury or we will proceed to bill the average weekly wage payment until a light duty accommodation can be made.

Thank you for caring.

Please note the average weekly wage will not always be at the employee's regular pay rate as this is contingent upon hours worked for the 13 weeks prior to the injury. The amount is set forth by the policyholders Division of Workers Compensation. Additionally, please note the Average Weekly Wage is set to commence the day after the injury. Should an employee not go to work due to reasons other than the injury, it is important that this information be communicated to TPI as this may affect the injured workers pay.

We appreciate our clients support throughout the injury investigation. So as to prevent future injuries, TPI Staffing's HR Manager will coordinate with the Client's Safety Manager *if applicable*, or Client Rep to collect Witness Statements, Pictures and Video Surveillance of where the injury occurred, training documentation, etc. At TPI's discretion, will an On-site Visit be requested to speak with those involved in the injury.

Thank you for understanding the position we are in and for working with us through any active claim(s).

Client's refusal to comply with all Modified Duty/ Return to Work/Light Duty Program Expectations will result in an immediate markup increase.

Workers' Compensation Claims

You agree to work with us in the event of an injury and provide HR@tpistaffing.com all proper documentation while we process the workers' compensation claim. You may not terminate employment based on a claim or injury.

Employee Complaints

If Assigned Employees have reports, complaints, questions, or concerns about any type of discrimination or harassment, or witnessing discrimination or harassment committed on others, please report such matters to the TPI Staffing Human Resources Department at 281-890-2220 and press 7 or by email at HR@tpistaffing.com for proper investigation.

Safety Partnership Agreement

Our goal is to provide you with the best service possible, to provide a safe work environment for our employees and yours and to keep our insurance rates low. To do so, we want to have a mutual understanding of safety and on-the job injury procedures, ensure a safe work environment for our employees, and keep injuries and lost time to a minimum, you agree to the following practices and philosophies:

These areas of the Client Handbook and our Staffing Agreement intend to ensure a safe and productive partnership and reduce <u>our mutual liability</u> to a minimum.

- Assigned Employees must only work on jobs for which they have been assigned and trained. Any change of job description will be reported to our office prior to the Assigned Employee undertaking the task. Assigned Employees must also be trained on any new task prior to undertaking it.
- Our Employees are not permitted to operate any equipment or machinery, except those authorized by TPI Staffing.
- Client agrees to include our Employees in any Client safety program and hazardous materials training program and to cover the cost of any safety or personal protective equipment, badges, location-specific garments or uniforms.
- You will notify us immediately in the event one of our Employees is involved in an accident or is injured while working at your facility. We have a 24 Hr. cell phone and voicemail that can be reached by dialing (832) 244-7473. Failure to notify TPI Staffing immediately upon an accident occurring may result in future cost to Client.
- We reserve the right to recover costs from Client if employee is injured performing unauthorized duties or if injury is caused because client has not provided site specific and job specific safety training. This includes future costs we may be assessed.
- You will allow us, at least quarterly, to visit you, and discuss safety matters and concerns, and to tour your facility.
- You will allow TPI Staffing or its designated agents to conduct safety site inspections at our discretion.

These areas of the Client Handbook agreement and Staffing Agreement are intended to ensure a safe and productive partnership and reduce <u>your liability</u> to a minimum.

- Only work our employees on jobs for which they have been assigned and trained. Any variance must be reported to our office before work begins.
- Our clients are responsible for Safety Program implementation, management and training as required by OSHA standards.
- Our employees will be required to wear all appropriate safety equipment.
- We will be notified if any of our employees will be required to wear respirators or any other such PPE (personal protective equipment) which requires fit testing, medical evaluation, a written program, training, etc. The client will forward a copy of all said documents to TPI Staffing.

- Our clients will ensure that TPI Staffing employees have been certified to operate any powered equipment as required. Certification must be Powered-Industrial-Truck-specific as required by OSHA.
- Our clients should include our employees in any safety meetings attended by other workers in similar positions.
- Our clients will consent to site inspections by members of TPI Staffing & Recruiting in areas where our employees work. TPI Staffing will provide reasonable advance notice of the visit during normal business hours and complies with any requirements of visitors.
- We will be notified immediately in the event of accident or injury of one of our employees. We will coordinate appropriate medical treatment (unless it is an emergency) with physicians from our workers compensation panel.
- Our clients will allow a qualified representative of TPI Staffing to investigate and obtain a report after an accident or injury to insure proper disposition of possible worker's compensation claims. This investigation will not be used for any purpose beyond proper disposition of possible worker's compensation claims.

Miscellaneous

Client Interviews

We onboard all personnel at the time of hire so you must notify your TPI Staffing Recruiter if you intend to conduct an interview that includes work involved. We must ensure the temporary has completed necessary training and paperwork to include I9, W4, etc.

Working Interviews

In the event you want to conduct a "working interview" with an employee let us know. Working interviews must be paid. We onboard all personnel at the time of hire so you must notify your TPI Staffing Recruiter if you intend to conduct a "working interview" to ensure the temporary has completed necessary paperwork to include I9, W4, etc. The employee will be paid and you will be billed for the hours worked at the agreed upon pay rates and markup.

Visas
We do not sponsor Visa's at this time. Visas include: Student F1 Visa's, H-1B Visa's