



## Employee Orientation Guide

- Administrative
- Industrial
- Technical
- Professional

1880 Windsor Road  
P.O. Box 15068  
Loves Park, IL 61132-5068

### **Business Hours**

Monday through Friday: 8:00 a.m. to 5:00 p.m.

Phone: (815) 636-4477

Availability Line: (815) 636-4484

Fax: (815) 636-4486

Email: [dss@dickeystaffing.com](mailto:dss@dickeystaffing.com)

[www.dickeystaffing.com](http://www.dickeystaffing.com)

Message Center - 24 hours, a day 7 days a week for both availability and general messages

# Welcome to Dickey Staffing Solutions

Thank you for selecting Dickey Staffing Solutions. We want you to be successful during your employment with us. Therefore, we have prepared this handbook to familiarize you with our company, its policies and procedures. ***These policies and procedures establish employment guidelines only. They do not establish an employment contract. Management reserves the right to unilaterally modify and change both policies and procedures. Dickey Staffing Solutions recognizes and supports that the terms, conditions and duration of employment are at will.*** Questions regarding this information are welcome and should be directed to your Dickey Staffing Solutions' representative (DSS representative).

Dickey Staffing Solutions was established in May of 1965. We are one of the oldest independently owned staffing firms in the Greater Rockford Area. Because of people like you, we are recognized and respected in the business community for our professionalism, commitment to superior customer service and quality personnel. We are recipients of the Rockford Area Chamber of Commerce Small Business Recognition Award. We serve a client base ranging from small emerging growth companies to Fortune 500 firms. It is our desire to develop a lasting relationship with you. We are looking forward to your valuable contribution to our future success.

## Mission

The mission of Dickey Staffing Solutions is to be recognized as the leading employment service in the Greater Rockford Area. We pledge to provide qualified candidates and exceptional service to our clients, offer meaningful employment to our employees and contribute a positive influence on our community.

# ***Policies and Procedures***

## **Equal Employment Opportunity**

It is the policy of Dickey Staffing Solutions, its subsidiaries and employees to offer wide and equal opportunities for employment, promotion and personal growth. Dickey Staffing Solutions complies completely with statutes, rules and regulations regarding personnel activity that is subject to equal employment opportunity protection. Dickey Staffing Solutions will seek and employ the most qualified individuals and will administer all personnel functions regardless of race, color, religion, sex, age, marital status, national origin, physical or mental disability, veteran status or any other basis prohibited by federal, state or local law.

We firmly believe that each person in our society must be given the opportunity to compete for any job that person is qualified to hold. All job vacancies will be filled based on merit and ability only.

## **Harassment Policy**

Every employee of Dickey Staffing Solutions is recognized as a valued individual and contributor. We believe all employees have the right to a work environment free from intimidation or harassment due to race, color, religion, sex, age, marital status, national origin, physical or mental disability, veteran status or any other basis prohibited by federal, state or local law. Employees are expected to accept responsibility for their workplace behavior and conduct themselves in a businesslike manner. This includes refraining from any form of harassing behavior including any unwelcome sexual advances and any verbal, visual, written or physical behavior that interferes with a positive work environment.

Any incidents of discrimination or harassment should be immediately reported to Dickey Staffing Solutions. Contact a DSS Representative or any member of management so that a proper investigation may be conducted. Every effort will be made to promptly investigate all complaints in as confidential a manner as possible and to take appropriate corrective action. Any employee who is determined, after an investigation, to have engaged in sexual or other harassment

in violation of this policy will be subject to disciplinary action, up to and including termination.

## **DRUG & ALCOHOL ABUSE POLICY**

Employees health and safety are serious Company concerns. Drug use and alcohol misuse may pose a serious threat to employee health and safety. It is, therefore, the policy of the Company to prevent substance use or abuse from having an adverse effect on our employees. The Company maintains that the work environment is safer and more productive without the presence of illicit or inappropriate drugs or alcohol in the body, on company property or customer property. Furthermore, all employees have a right to work in a drug-free environment and to work with individuals free from the effects of prohibited substances. Employees who use or abuse prohibited substances are a danger to themselves, their co-workers, the public and the Employer's assets.

Specifically, it is the policy of the Company that the abuse of prescribed drugs, the abuse of alcohol or the use, possession, sale or transfer of illegal drugs, cannabis or non-prescribed controlled substances by Company employees is strictly prohibited on or off duty. Violation of these policies will result in disciplinary action up to and including termination.

During your employment with Dickey Staffing Solutions, you may be subject to a drug and/or alcohol test where it is a prerequisite for a job assignment, following an on-the-job accident involving personal injury or property damage and if reasonable suspicion of drug use or alcohol abuse exists. Failure to submit to testing or to cooperate in the completion of the test will be cause for disciplinary action up to and including termination.

A complete and detailed copy of Dickey Staffing Solutions Drug & Alcohol Abuse Policy (Dickey Staffing Solutions hereinafter referred to as Company) is made available to all employees at the time of application. If you have any questions or need another copy of the policy please contact us.

## **Confidentiality Policy**

All employees of Dickey Staffing Solutions have direct contact with confidential information, material, correspondence and

property of the Company, its employees, its client companies and their employees. As part of Company ethical values, all employees are required to maintain the highest regard in handling this information. Any use of or disclosure to any person of any confidential item shall result in disciplinary action, up to and including termination.

## **What You May Expect From Dickey Staffing Solutions**

- No Placement Fee
- Competitive Pay
- Variety of challenging assignments
- Weekly Paycheck (issued locally)
- Payroll Services (Federal and State tax withholding, FICA, and annual W-2 form)
- Holiday Bonus (see eligibility requirements)
- Client Referral Bonus – Refer a customer who places a job order and receive a bonus. (See your DSS representative for eligibility requirements)
- Training and on-the-job experience in skills that are in demand in today’s workplace.
- Opportunities to highlight your talents to a variety of potential employers.
- Access to various positions.

## **What Dickey Staffing Solutions Expects from You**

When you are hired as one of our employees and sent on an assignment, it is because you are the best person available for the job. We feel your skills and capabilities will benefit the client. When you are working at one of our client companies, you are representing Dickey Staffing Solutions and the client companies where you will be reporting. Dickey Staffing Solutions is your employer. We are not an employment agency. We do not charge our employees a fee to locate a job. Our client companies pay for our services. You will also be expected to:

- ***Keep your commitment, be on time and be dependable.***

- ***Always show up for the assignment, be on time and observe the client's business hours. If at any time you are unable to work, call your DSS representative before your scheduled starting time and explain your circumstances. Our general message center is available 24 hours a day, 7 days a week.***
- ***Never walk off the job assignment without first contacting your DSS representative. If there is a problem, your DSS representative can usually respond to it over the telephone.***
- ***Notify us whenever your personal status changes, such as your name, address, telephone number, dependent status, work status, or persons to notify in case of emergency.***
- ***Provide your DSS representative with a doctor's statement excusing you for absences due to illness after absences of three days or more.***
- ***Have reliable transportation to and from your assignment.***
- ***Be able to work anywhere in the greater Rockford area, including Winnebago and Boone Counties.***

## **Commitment to Complete Your Assignment**

If you accept a job assignment, you are expected to make the commitment to work on that assignment until the client has indicated the assignment has been completed.

You are expected to be punctual and dependable. Please do not allow anything to interfere with the work schedule that you have agreed to upon accepting the assignment.

Please contact your DSS representative if you have doctor appointments, dentist appointments, court dates, a death in the family, vacations etc. If you have knowledge of these appointments prior to accepting the job assignment please let us know.

A very valuable and important contribution by all Dickey Staffing Solutions employees is sharing in our commitment to provide excellent service to all our clients.

## When to Call Dickey Staffing Solutions

- If you will be late or missing work, you must call us at (815) 636-4477 before your designated start time. If it is outside of our normal business hours, leave a message on our general message center stating your name, the Client Company where you are assigned, a telephone number where you can be reached and a brief explanation of your circumstances. Do not call the Client Company unless you have been instructed to do so. Even if you were instructed to call a client company contact, you must also call Dickey Staffing Solutions.
- If you need to quit your job assignment for any reason. **You will be considered a voluntary quit from our employment for two consecutive workdays of no show/ no call to your job assignment. Employees must call within two hours of their scheduled start time of the 2nd day to avoid a voluntary quit.**
- If you have any questions or problems regarding your time card or paycheck.
- If your assignment has been completed or extended.
- If you are injured on the job.
- If you are offered a position by our Client Company.
- If you are doing work that is different from the job description your DSS representative gave you, or the working environment is unsafe.
- If you have a change of name, address, telephone number or tax deductions.
- To report your availability, at least three times a week. (See Availability Reporting Procedure).

Failure to comply with Dickey Staffing Solutions' rules and regulations will be grounds for disciplinary action, up to and including termination.

## Reporting Your Availability

Employees of Dickey Staffing Solutions not currently on an assignment need to inform us of their availability for work at least three times a week between Sunday and Thursday. Persons reporting their availability after 5pm on Thursday will be listed as available for the following week. Dickey Staffing

Solutions has a designated message center for employees to check in for work. Dial (815) 636-4484 and leave a message stating your name, telephone number and hours and shifts you're available to work.

## **Open Door Policy**

Dickey Staffing Solutions practices an "Open Door Policy". If at any time you do not feel our service is the best available or you want to discuss employment issues which are important to you, please contact any DSS representative or member of management.

## **Professionalism as a Dickey Staffing Solutions Employee...**

- ***Allow plenty of time to arrive at your assignment on time, or a few minutes early. In case of an emergency, contact your DSS representative immediately.***
- ***Wear proper attire. Your DSS representative will inform you of each client's dress code and will be happy to provide suggestions on dress code if you would like.***
- ***Introduce yourself to the person to whom you are reporting. Customers remember employees that are star performers and will request you back when they have other assignments.***
- ***Be adaptable and flexible. Do your best to adjust to the routines of each company and establish good working relationships with everyone at the company.***
- ***Ask questions concerning the work you are to do, how to properly answer the telephone, important names or policies to remember, when and where you are to eat meals, take breaks, etc.***
- ***Exercise good judgement when using equipment. Do not leave equipment running unless appropriate. If you do not know how to operate a piece of equipment, ask for help before attempting to use it.***



- **Show initiative. When you complete your work, notify a supervisor and ask if there is anything else that you can do. Do not read newspapers or magazines, make personal telephone calls or take other employees away from their work.**
- **Show pride in your work and make every effort to do the best that you can.**
- **Complete each assignment by working the required hours, taking only designated breaks.**
- **Avoid making personal telephone calls, sending or receiving personal e-mail messages and texts while on assignment. Cell phone usage is prohibited at work.**
- **Be discreet and keep confidential information to yourself.**
- **Have a good attitude, be enthusiastic and smile.**

## **Telephone Calls**

Leave our office telephone number as your emergency number. If someone needs to contact you we will get the message to you immediately. If you have to make an unavoidable telephone call from work, do so during your scheduled meal or scheduled break periods.

## **Safety**

Dickey Staffing Solutions is committed to providing a safe work environment for our employees. All employees have a responsibility to work safely, eliminate hazards and help avoid accidents. The success of our accident prevention efforts depends primarily on the cooperation of our employees. Each employee is expected to abide by the safety rules and to follow safe work practices to insure his/her safety as well as that of fellow co-workers.

- Report any work-related injuries, illness and/or property damage to a client company supervisor and to your DSS representative immediately, no matter how minor.
- Report unsafe working conditions or equipment to a client

- company supervisor and to your DSS representative.
- Utilize all safety equipment and protective clothing required for the job you are performing.
  - Dress properly for the job you are performing, or the equipment you are using. Do not wear loose clothing or hanging jewelry when working around machinery.
  - Use all safety devices and guards. Follow instructions on any equipment used.
  - Never operate any equipment or use any chemical with which you are unfamiliar until you have been trained by the client company and received authorization.
  - Properly care for and be responsible for any protective equipment you use.
  - Keep all equipment in safe working condition. Never use defective equipment. Report all defective equipment immediately.
  - If you use chemical products, read and follow labeled directions and safety data sheets. Only labeled items should be used. Follow client company instructions.
  - Practice good housekeeping. Never block aisles, walkways, stairways or other points of egress.
  - Adhere to Dickey Staffing Solutions Drug & Alcohol Abuse Policy.
  - Horseplay causes accidents and will not be tolerated.
  - All posted safety rules must be obeyed and must not be removed. All other known Federal, State and Local regulations must be obeyed.
  - Use proper lifting techniques.
  - Do not twist back when lifting.
  - Do not drive a forklift unless you are trained to do so.

**Violation of any of these rules or failure to report any accident or injury within 24 hours will be grounds for disciplinary action, up to and including termination.**

If you have any kind of work-related injury or accident, contact your supervisor at Dickey Staffing Solutions **IMMEDIATELY** so that proper medical care can be administered. We will refer you to a clinic and provide any assistance that is needed. For insurance reasons, please bring all related paperwork to our office as soon as possible.

## **Employee Right-To-Know Policy**

Dickey Staffing Solutions wants to inform you of the "Employee Right-To-Know Program". This is a law requiring that you be informed of **any** hazardous or toxic chemicals that may be found at your work site. If you have any questions regarding materials used at your work site, please contact us. We want our employees to work safely and to be in a safe working environment.

## **Disciplinary Procedures**

Dickey Staffing Solutions hires employees on an "at-will" basis and therefore reserves the right to discontinue the employee relationship at any time for any reason. If an employee engages in objectionable conduct, a warning and opportunity to correct the conduct may be given to him/her at the option of Dickey Staffing Solutions. Following is a partial list of unacceptable conduct, which will generally constitute grounds for a warning or termination. (This list is intended to be illustrative and not all-inclusive).

- More than one poor performance evaluation from a client company.
- Disclosing confidential information obtained during the course of an assignment.
- No show, no call to a job interview.
- No show, no call to a job assignment.
- Failure to notify Dickey Staffing Solutions before your scheduled starting time if you will be absent, late or need to leave early.

- Using cell phones during working hours for any reason, including phone calls, email, and texting.
- Leaving a job assignment during your scheduled work hours without permission.
- Failure to provide a medical excuse for absence of three or more days due to illness.
- Excessive tardiness and/or absenteeism.
- Refusing to follow directions given by DSS representative or a client company supervisor.
- Failure to comply with safety regulations.
- Failure to comply with the Harassment Policy.
- Verbal abuse of supervisor or co-workers. Using threatening, insulting or provocative language.
- Inability to get along with fellow employees.
- Excessive personal telephone calls or charges to a client company's telephone.
- Failure to follow prescribed dress code.
- Smoking in prohibited areas.
- Failure to contact Dickey Staffing Solutions within 24 hours after completion of an assignment.
- Failure to contact Dickey Staffing Solutions at least three times a week with your availability.

**Immediate termination will result if you engage in any of the following types of behavior or any other unlisted offenses, which may be similar in nature.**

- Use, possession, sale or distribution of alcohol and/or illegal drugs or controlled substances.
- Willful destruction of Dickey Staffing Solutions', client company's or co-worker's property.
- Assault, battery or fighting with another employee, customer or DSS representative.
- Falsification of records including employment application, time cards, I-9 forms, etc.
- Carrying concealed weapons while on the job or in surrounding areas, parking lots, etc

- Unauthorized removal of Dickey Staffing Solutions property, client companies property or property of another employee.

## **Family and Medical Leave Act (FMLA)**

*Eligibility for FMLA leave:* Any employee, who has been employed by the Company at least one year and has worked at least 1,250 hours during the 12 months preceding the commencement of a leave of absence, is eligible for a family or medical leave of absence for one or more of the following reasons:

- Birth of a son or daughter, and care for the newborn son or daughter, if concluded within 12 months of the birth of the child;
- Placement with the employee of a son or daughter for adoption or foster care, if concluded 12 months after placement;
- Care for the employee's spouse, child, or parent of the employee who has a serious health condition; or
- Inability of the employee to perform the functions of his or her position due to a serious health condition.
- Military Family Leave: Eligible employees will be able to take up to 26 workweeks of leave to care for a covered service-member with a serious illness or injury and can use FMLA leave because of any qualifying exigency arising out of the fact that a covered family member is on active duty or called to active duty status.

Any employee requesting leave must complete an "Application for Leave of Absence" form, which can be obtained from a Staffing Representative.

## **Insurance**

- All Dickey Staffing Solutions employees are covered by Worker's Compensation and, if eligible, unemployment insurance benefits.
- Health insurance will be evaluated on an annual basis. Consideration will be given to our employees financial and legal obligations when selecting our options.

## Pay Rates

The skill level and experience required for each assignment determines the rate of pay. In some cases, our clients dictate the pay rates. Pay rates are confidential and should only be discussed with your DSS representative.

Our workweek begins on Monday and ends on Sunday (unless you are instructed otherwise).

Overtime is paid at one and one-half times your current rate for all hours you actually work in excess of 40 hours in one workweek.

## Holiday Bonus

Holiday Bonus will be offered to those employees who have met the following requirements:

1. You must be on an active assignment at the time of the holiday.
2. You must have worked 1,000 or more hours in the 52 weeks preceding the holiday.
3. You must have worked 100 hours in the four weeks preceding the holiday week.
4. You must have worked your entire shift the last scheduled workday before and the first scheduled workday after the holiday.
5. The Holiday Bonus is currently at \$66.00 per holiday.
6. Part time employees, payrollees, referrals and employees on similar billing programs are not eligible, authorized by Dickey Staffing and our client.

The following holidays will be considered for a holiday bonus when they fall on a regular workday:

1. New Years Day
2. Memorial Day
3. Fourth of July
4. Labor Day
5. Thanksgiving Day
6. Christmas Day

## Time Card Policy

Your time cards are your responsibility. **If we do not receive one from you, a paycheck will not be issued.** A time card is

required for each week that you work and a new time card is included with each paycheck. Time cards are also available in our lobby.

- Please be sure to complete the following information on your time card each week:
- Your name
- Client company name
- Week ending date (Sunday of the week you completed)
- Record **ONLY** the actual hours you work including start time, end time and total hours (less meal period) for each day. **DO NOT INCLUDE** holiday pay, vacation pay etc on your time card.
- Total number of hours for the week
- Your signature
- Client company supervisor's signature

The top (white) copy remains with the company and the middle (yellow) copy is for your records. The bottom (mailer) is to be returned to our office. **Time cards must be received in Dickey Staffing Solutions office by Monday at 1:30 p.m. Failure to turn your time card in by this deadline will create a delay in you receiving your paycheck until the next payday.**

The time card may be turned in by placing it in the time card drop box/mailbox at the end of our driveway.

Your time card is set up for mailing purposes and requires first class postage. However, we recommend that if you mail it, do so Friday before midnight. Dickey Staffing Solutions will not guarantee that the U.S. Post Office will deliver your time card before the Monday deadline.

## **Payday**

Payday is on **Wednesday** (unless you are instructed otherwise). This may vary around holidays. You will be notified in advance of any changes in our pay schedule. Paper checks may be picked up at our office Wednesday–Friday during normal business hours. If you do not pick up your paycheck, it will be mailed Friday evening.

Our current payroll options are as follows:

1. Direct Deposit – A voided check or authorization statement from your bank must be provided.
2. Global Cash Card – Ask about details if you're interested. This is a debit card that is loaded weekly with your payroll.
3. Paper Check – Pickup Wednesday–Friday  
8:00 a.m. – 5:00 p.m.

If you want to authorize someone other than yourself to pick up your paycheck, it is your responsibility to provide us with written consent authorizing Dickey Staffing Solutions to release your paycheck to that individual. Please state whether that person has permission to pick up your check for a single payday or every payday from now on. The individual picking up your paycheck must have proper identification.

## **Questions?**

If you have any questions that are not answered in this brochure please call us at anytime. We look forward to building a partnership with you. We hope that working with Dickey Staffing Solutions will be a rewarding experience.



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