



Employee Handbook



Welcome to the Keystone Team!

On behalf of your colleagues, we welcome you to Keystone Staffing and wish you every success here.

We believe that each employee contributes directly to Keystone Staffing's growth and success, and we hope you will take pride in being a member of our team. Keystone is proud of the superior customer service provided by our employees to our clients. Keystone in return is committed to providing opportunities for professional growth.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

A handwritten signature in black ink, appearing to read "A.P. Queensen". The signature is written in a cursive, flowing style.

Pat Queensen
Owner/President

Professional Recruiting Services:

- Senior Management Level
- Entry to Mid-Level Management
- Administration
- Sales & Marketing
- Human Resources
- Financial Management
- Insurance
- Operations
- Manufacturing

Supplemental Staffing Services:

- Human Resources and Benefits Administration personnel
- Administrative and Clerical Support- executive assistant, administrative assistant, accounting, data entry.
- Customer Service/Telemarketing- revenue increasing inbound or outbound services/sales contacts, call center applications, collections.
- Legal Secretary/Paralegal
- Accounting – Payroll Specialist
- General Office Functions- receptionist, filing, mailing/inserting, copying, faxing.
- Insurance – claims, administration, underwriting.
- Engineering
- CAD Designer
- Management- our recruiting division provides access to professional candidates seeking new careers, as a result we can often provide:
 - Controllers, Accountants, or Bookkeepers
 - Marketing Managers, Project Managers
 - Sales and Sales Management
 - Analysts- business, quality control, operations
 - **Event Staffing** – Game Day staff, Ticket Scanners, Ushers, Security, Parking, Etc.

Work Procedures

Question: What are Keystone Staffing and Talent Solutions Staffing's hours of operation?

Answer: All Keystone Staffing and Talent Solutions branches are open Monday through Friday from Keystone Staffing and Talent Solutions 8:00 am to 5:00. Our voicemail system is available to receive your message when the office is closed. Below is the address and phone number to our office:

**12747 Olive Blvd, Ste 200
Creve Coeur, MO 63141
Phone: 314-878-7200
Fax: 314-878-1566**

Question: Who is my employer?

Answer: If you receive a paycheck from Keystone Staffing and Talent Solutions, we are considered your employer, regardless of the client you are working with.

Keystone Staffing and Talent Solutions is your one and only point of contact when working on an assignment with one of our clients.

If there are ANY issues while you are working with one of Keystone Staffing and Talent Solution's clients, you **MUST** inform Keystone Staffing and Talent Solutions **FIRST**. Please make a Keystone Staffing and Talent Solutions Recruiter/Account Manager aware **immediately** of any issues so they can be addressed in a timely/effective manner while ensuring professionalism from all involved.

Please overcommunicate!!! Only then can Keystone Staffing and Talent Solutions ensure that they, the client, and you are on the same page!

At the completion of an assignment, you are not to contact the client in any situation. As Keystone Staffing and Talent Solutions is/was your employer, you must go through them for any communication with the client.

Question: How do I get an assignment?

Answer: It is your responsibility to call your Keystone Staffing and Talent Solutions representative and let them know when you are available to accept work

assignments. We will attempt to place you in positions for which you are qualified. **We must know when you can work and how to reach you.**

As soon as you know you will be available, or that your current assignment is nearing completion, call us and let us know. New assignments/positions are added daily, and we call our clients back promptly when they place an order. It is important that we know when you are available and where we can reach you quickly.

Please be aware it is also your responsibility to check your emails DAILY so that you will not miss any of this communication. Keystone Staffing and Talent Solutions representatives work with MANY clients and candidates every day, so this may be the way they choose to communicate with you.

Question: What if I move or my mailing address changes?

Answer: It is essential that you promptly notify us of any changes to your phone number or address to ensure timely delivery of information. Additionally, maintaining updated contact information allows us to reach you quickly should a new assignment become available.

Question: What if I need to have a day off?

Answer: You must call Keystone Staffing and Talent Solutions at least 24 hours prior to a planned day off or if you need to come in late or leave early. We will attempt to arrange that time off for you; however, **you must understand that we expect you to be at your assignment for the hours specified and explained to you at the beginning of your assignment.**

Question: What if I am going to be late, need to leave an assignment early, or am ill, and I don't know this 24 hour prior to the start of my shift?

Answer: If you are going to be late or need to leave early, you must call Keystone Staffing and Talent Solutions **AS SOON AS POSSIBLE** so that we can contact our client to let them know. If you are ill, you must call Keystone Staffing and Talent Solutions at least 1 hour prior to the start of your shift. If you call before operating hours, please leave a message on our voicemail, as we receive these messages at 8:00 am every morning. We will then call the client to let them know that you will not be going to your assignment.

IF YOU FAIL TO SHOW UP TO YOUR ASSIGNMENT AND FAIL TO CALL KEYSTONE STAFFING AND TALENT SOLUTIONS TO NOTIFY US OF YOUR ABSENCE, IT IS CONSIDERED A VOLUNTARY QUIT!

Question: Can I make personal phone calls while on an assignment?

Answer: You MUST adhere to the cell phone policy of the business that you are working. This will be explained before the first day of employment. Please limit personal phone calls to your break and lunch periods.

If your family has an emergency and must reach you during your assignment, please make your onsite manager AND Keystone Staffing and Talent Solutions aware, and accommodation can be made.

Question: What if I am on an assignment for Keystone Staffing and Talent Solutions and find out about another job opening that I would be interested in?

Answer: If you are introduced to a client by Keystone Staffing and Talent Solutions, you must contact your Keystone Staffing and Talent Solutions representative about any openings that you would like to be considered for. We will then make every effort to submit your qualifications to the hiring manager.

In addition, if you are on an assignment through Keystone Staffing and Talent Solutions but apply/find a position that is NOT through a Keystone Staffing and Talent Solutions client, you MUST make Keystone Staffing and Talent Solutions aware so that they can make proper arrangements with you and the client you are assigned to.

VIOLATIONS OF THE ABOVE GUIDELINES MAY RESULT IN YOUR IMMEDIATE DISMISSAL!

Compensation

Question: How will I get paid?

Answer: To ensure you receive your paycheck on time, you must log in and submit your time online. Please make sure this is completed no later than Monday by noon. If your assignment does not require you to log your time, it will be submitted by your client or supervisor.

All paychecks are issued via direct deposit. If you do not have a bank account, a Paycard will be provided for your convenience. Contact your Keystone Staffing and Talent Solutions Representative for more information.

Once an assignment is completed or ended for any reason, the employee MUST return any- and-all property of the client to receive your final paycheck. In addition, if a candidate has left personal property at a business, you must make a Keystone Staffing and Talent Solutions representative aware, and THEY will retrieve those items for the employee.



Overtime: Overtime will be paid as outlined by Missouri/Illinois law and **MUST** be approved by the client.

Timesheet Instructions

The pay periods with Keystone Staffing and Talent Solutions run from Monday-Sunday. Below are the instructions on how to submit time. **If you are working at a client the submits your time on your behalf, this will not apply to you.**

- Login to the Employee portal. If you need help with this, contact your Keystone Staffing and Talent Solutions Representative.
- Click on Enter Timesheet
- Select Job the specific Job you are entering hours for.
- Enter Your Time in/Time out/Lunch Time.
- Make sure the Daily Total is correct.
- Calculate the Daily Distribution (should match the Daily Total).
- Verify your weekly total shows the total hours for the week.
- Click the Employee Certification box and click Save and Submit for approval.

Timesheets must be received by noon on Monday, or a paycheck cannot be issued!

Paid Leave for All Workers Act (PLAWA) Compliance

If you are working in Illinois, Effective January 1, 2024, our company complies with the Paid Leave for All Workers Act (PLAWA), ensuring that all employees have access to paid leave.

Eligibility & Accrual

- All employees, regardless of full-time, part-time, or temporary status, are eligible for paid leave.
- Employees accrue 1 hour of paid leave for every 40 hours worked.
- Accrued paid leave can be used beginning 90 days after employee start date.
- Employees can only earn up to 40 hours of ETO per calendar year.

Permitted Uses

Paid leave may be used for:

- Personal or family illness, injury, or medical appointments.
- Recovery from domestic violence, sexual assault, or stalking.

- Personal time, mental health days, or any reason without the need for disclosure.

Requesting Leave

- Increments: Employees may use Earned Time Off in 4-hour increments.
- Please be advised that all requests for time off must be approved in writing by your supervisor in advance. Employees are required to obtain supervisor approval before scheduling any time off to ensure adequate staffing and smooth operations. Employees should provide advance written notice 7 days for foreseeable leave.

Time Off Policy During Peak or Blackout Periods

- To ensure smooth operations and meet the demands of our clients during high-volume periods, certain dates or seasons may be designated as blackout periods. During these times, requests for time off will not be approved. Employees are expected to be available for work during these critical periods.
- Given that each client's needs may vary, please consult with your supervisor regarding blackout dates.

Carryover & Payout

- Unused paid leave may be carried over to the next year, up to 40 hours.
- Employees are allowed to use up to 40 hours per year.
- Employees will not receive payout for unused leave upon termination.

For further details contact your supervisor.

Missouri Earned Paid Sick Time

Effective May 1, 2025

In accordance with Missouri Proposition A (§§290.600 – 290.642, RSMo), Keystone Staffing provides earned paid sick time to eligible employees as follows:

Accrual of Paid Sick Time

- Employees accrue **1 hour of paid sick time for every 30 hours worked**, up to a maximum of **56 hours per year**.
- Accrual begins on the first day of employment or May 1, 2025, whichever is later.

- Unused sick time **carries over to the next calendar year**, but the total usable amount in any calendar year cannot exceed 56 hours.

Use of Paid Sick Time

- Sick time can be used for:
 1. The employee's own physical or mental illness, injury, or health condition, including medical diagnosis or preventive care.
 2. Care of a family member (spouse, child, parent, grandparent, sibling, or other covered relation) with an illness, injury, or health condition.
 3. Closure of the workplace or a child's school/daycare due to a public health emergency.
 4. Addressing needs related to domestic violence, sexual assault, or stalking (e.g., legal proceedings or relocation).
- Sick time may be used in **1-hour increments**, unless a smaller increment is agreed upon.
- Employees must provide reasonable notice (written) when possible; documentation may be requested for absences of 3 or more consecutive days.

Payment

- Paid sick time is compensated at the employee's **regular hourly rate** (or minimum wage, if higher), excluding tips, commissions, or bonuses.

Keystone Staffing is committed to complying with Missouri law and supporting our employees' health and well-being. For questions about this policy, contact your supervisor.

Emergencies/Injuries

As a Keystone Staffing and Talent Solutions employee, if you are injured IN ANY WAY (even the smallest injury, such as cutting your finger and needing a Band-Aid) WHILE ON THE JOB, you MUST report this to Keystone Staffing and Talent Solutions immediately! For a minor injury, we will direct you to go to the nearest emergency care center. For more severe injuries, please make Keystone Staffing and Talent Solutions aware ASAP, but do not let that hinder your ability to receive care in a timely manner.

If an emergency or accident happens outside of regular business hours, please call the respective **Keystone Staffing and Talent Solutions office at 314-878-7200** and



further directions and contact information will be provided. Also, please call Keystone Staffing and Talent Solutions as soon as possible on the next business day so that we can obtain all the details of the accident or emergency.

REMEMBER, IT IS VERY IMPORTANT TO CONTACT KEYSTONE STAFFING AND TALENT SOLUTIONS AS SOON AS POSSIBLE WITHIN 24 HOURS OF YOUR INJURY!

Harassment

Keystone Staffing and Talent Solutions will not allow any form of sexual harassment within the work environment. Sexual harassment interferes with work performance, creates an intimidating, hostile, or offensive work environment, influences or tends to affect the career, salary, working conditions, responsibilities, duties, or other aspects of career development of an employee or prospective employee, or creates an explicit or implicit term of condition of an individual's employment. Therefore, IT WILL NOT BE TOLERATED. It is the established policy of Keystone Staffing and Talent Solutions that sexual harassment by and of its employees is unacceptable and will not be tolerated. "Sexual harassment" includes but is not limited to:

- All unwelcome sexual advances or requests for sexual favors.
- Verbal or physical conduct of a sexual nature.
- Making submission to or rejection of such conduct the basis for any employment related decisions affecting the employee; and
- Creating a hostile, offensive working environment by such conduct.

This policy refers not only to supervisor-subordinated actions but also applies to actions between employees and other non-employees. Any employee who believes he or she has been the subject of sexual harassment should report the alleged act immediately to his or her Keystone Staffing and Talent Solutions Representative. If the claim involves the Keystone Staffing and Talent Solutions Representative, the employee should report it to one of the Principals of Keystone Staffing and Talent Solutions.

The employee must make a written statement about the complaint. A confidential investigation of any complaint will be undertaken. Generally, Keystone Staffing and Talent Solutions personnel will conduct such an investigation; however, there may be times that investigations will be conducted by personnel outside of Keystone Staffing and Talent Solutions. If the complaint is deemed to be valid, the offender will be subject to appropriate sanctions, depending on the circumstances, up to and including discharge.

Special note: This policy may also be used by an employee who feels they are the victim of racial, religious, ancestry, national origin, age or disability.

Drug & Alcohol Policy

As an employer, Keystone Staffing and Talent Solutions is committed to ensuring a safe, productive, and professional work environment for all employees and clients. The well-being and success of our company depends on maintaining a workplace free from the risks associated with drug and alcohol abuse.

Any employee who engages in the sale, use, or is found under the influence of illicit or habit-forming substances while on duty will be subject to disciplinary action, up to and including termination. Impairment that affects judgment, performance, or behavior in the workplace will not be tolerated, as it poses a serious risk to safety and productivity.

Keystone Staffing and Talent Solutions upholds the policies and standards of our clients and expects all employees to comply with workplace rules set by the companies they are assigned to. To maintain compliance and workplace integrity, we reserve the right to conduct random drug testing on all candidates as necessary."

Please note that Keystone Staffing and Talent Solutions intends to comply with all applicable state and federal laws. Where state and federal laws differ, the company will typically adhere to federal law. Additionally, federal law applies to employees in federally regulated positions, regardless of state-specific regulations. For example, while some states permit the use and possession of marijuana for medical and/or non-medical purposes, federal law does not. In the absence of state law to the contrary, the company considers marijuana to be an illegal drug for the purposes of this policy in all locations, even in states where medical or recreational use is permitted.

Dress Code

We expect all team members to uphold high standards of professionalism in their appearance. Cleanliness, grooming, and neatness are essential to maintaining a positive image and making a strong first impression with our clients. Different assignments have varying attire requirements, so it is important to confirm the appropriate dress code with your Keystone Staffing and Talent Solutions representative before beginning any assignment.

Employment Policies

This Employee Handbook contains the present personnel policies and practices of Keystone Staffing and Talent Solutions. Keystone Staffing and Talent Solutions reserves the right to make additions or changes to the policies and practices set forth in this Employee Guide, and to change wages, benefits, and working conditions without prior notice at its sole discretion. None of the policies or practices set forth in this Employee Handbook constitute, nor should they be relied upon as, contractual



obligations of Keystone Staffing and Talent Solutions to its employees or any other persons. Rather, these policies are general guidelines provided to you for informational purposes only.

Additionally, nothing in this Employee Handbook guarantees any specific term of employment or a minimum number of temporary work assignments, working hours, or limits the right of Keystone Staffing and Talent Solutions or the employees to terminate their relationship at any time. All employment is of a strictly temporary nature and all employees are employed at will. As such, they are free to resign or to refuse any temporary work assignment at any time with or without reason. Similarly, Keystone Staffing and Talent Solutions may terminate the at-will employment relationship with any employee and may decline to assign an employee to any assignment at any time with or without reason or advance notice.

Keystone Staffing and Talent Solutions is an equal opportunity employer and does not discriminate against employees or job applicants based on race, religion, color, sex, age, national origin, hardship, veteran or family status, or any other status or condition protected by applicable state or federal laws, except where a bona fide occupational qualification applies.

If any employee has a suggestion, problem, or complaint with regard to equal employment, he or she should contact **our offices at 314-878-7200 (Missouri).**

Employee Handbook

The contents of this handbook are presented as a matter of information only. The plans, policies, and procedures described are NOT conditions of employment. Keystone Staffing and Talent Solutions reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures, in whole or in part, at any time with or without notice. The language in this booklet is not intended to create, nor is it to be construed to constitute, a contract between Keystone Staffing and Talent Solutions and any one or all of its employees. That is, employment can be terminated at any time at the will of either the employer or the employee.

Employee Acknowledgement: I have received my copy of the employee handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions to it. I also acknowledge that this handbook is not a contract of employment and that either the company or I may terminate my employment at any time with or without cause and with or without notice.

Employee Signature

Date