



Employee Handbook

Keystone: a central stone at the summit of an arch, locking the whole together or the central principle or part of a policy, system, etc., on which all else depends.

At Keystone Staffing Resources, it is our belief that modern businesses often require these “**keystone**” figures, individuals who fit within an organization so well that they are an integral and strengthening part the organizational structure. In the truest spirit of this idea, the goal is to partner with you to ensure that you become a “keystone” employee for a successful organization for years to come.

~Creve Coeur~

~Fairview Heights~

Welcome to Keystone!

Keystone Partnership was founded in 1992 as a St. Louis based, independent executive search and recruitment firm. After approximately three years of rapid expansion of both clientele and industries served, continued growth and success in the St. Louis region and beyond, and a broadening spectrum of staffing needs and requests of the core client base, Keystone Partnership expanded its services to include supplemental staffing. With their targeted approach to recruitment, an unmatched understanding of company culture, and an unparalleled desire to fulfil their clients' needs, this was a seamless transition.

For decades now, employers and employees have chosen Keystone Temporary Assignment Group as their recruitment firm of choice because of their extensive understanding of and commitment to not only the St. Louis region, but much of the Midwest. Keystone's innate ability to understand their clients' needs has enable them to consistently provide highly qualified candidates with emphasis on both skill set and cultural fit, resulting in an exceedingly high level of satisfaction for both the client and employee, alike.

Professional Recruiting Services:

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

Supplemental Staffing Services:

- 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
- General Office Functions- receptionist, filing, mailing/inserting, copying, faxing
- Insurance – claims, administration, underwriting.
- Healthcare – patient accounts, medical billers
- Management- our recruiting division provides access to professional candidates seeking new careers, as a result we can often provide:
- Human Resources and Benefits Administration personnel
- Controllers, Accountants, or Bookkeepers
- Marketing Managers, Project Managers
- Sales and Sales Management
- Analysts- business, quality control, operations
- Very light industrial pick and pack
- **Event Staffing** – Game day staff, Banquet Servers, Bartenders, Brand Ambassadors

Work Procedures

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

Answer: All Keystone branches are open Monday through Thursday from 7:30am to 5:30pm and on Friday from 7:30am-5:00pm. We have voicemail to take your message when the offices are closed.

Below are the addresses and phone numbers to our offices:

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

Fairview Heights, Illinois
331 Salem Place, Suite 180
Fairview Heights, Illinois 62208
Phone: 618-632-7600
Fax: 618-632-7610

Question: Who is my employer?

Answer: If you receive a paycheck from Keystone, they are **always** considered to be your employer. Even when working with a client, if your check comes from Keystone, then they are your employer.

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

If there are ANY issues while you are working with one of Keystone's clients, you **MUST** inform Keystone **FIRST**. Please make a Keystone 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 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 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 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 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 very important that you inform us of any phone number or address changes as soon as possible so that there is no delay in getting paychecks and/or tax forms to you. This is also important because we need to be able to get in touch with you if an assignment is received.

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

Answer: You must call Keystone 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 hours prior to the start of my shift?

Answer: If you are going to be late or need to leave early, you must call Keystone **AS SOON AS POSSIBLE** so that we can contact our client to let them know. If you are ill, you must call Keystone 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 7:30am 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 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 aware, and accommodations can be made.

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

Answer: If you are introduced to a client by Keystone, you must contact your Keystone 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 but apply/find a position that is **NOT** through a Keystone client, you **MUST** make Keystone aware so that they can make proper arrangements with you and the client.

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

Compensation

Question: How will I get paid?

Answer: To ensure prompt payment, your timesheet must reach the Keystone office by noon on Monday. Ideally, it would see best to send the timesheet to Keystone **BEFORE** you leave your assignment for the week.

You may deliver, fax, or mail your timesheet to our office. All timesheets must be received before we release your check.

Direct deposit IS NOT AVAILABLE through Keystone. Paychecks are mailed prior to payday so that they will be received in a timely manner. Checks are also available to be picked up at the Keystone office every Friday – contact your Keystone representative for times of availability.

Please let us know which office you would like your paycheck to be held at or if you would prefer to have it mailed every week. If you do not pick up your paycheck by 5:00pm on Friday, it will be mailed to you that evening. With your personal approval, someone else may pick up your check; however, they must have a photo ID for proof of identification.

Do not call Keystone on Thursday afternoon to see if your paycheck is ready. No checks will be distributed prior to 7:30am on Friday.

Once an assignment is completed or ended for any reason, the employee's final check will be mailed unless specified otherwise. The employee MUST return any- and-all property of the client to receive this final payment. In addition, if a candidate has left personal property at a business, they must make a Keystone representative aware, and THEY will retrieve those items for the employee.

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

Timesheet Instructions

The pay periods with Keystone run from Monday-Sunday. Therefore, each Monday, you must begin a new timesheet. If you work for different clients within the same week, you must fill out a separate timesheet for each client that you work for. All timesheets must have the following information:

- 1) Your name
- 2) Date of each day worked
- 3) Start time, finish time, and amount of time for lunch
- 4) Total hours for each day (deduct time for lunch) rounded to the **closest ¼ hour**
- 5) Total hours for each week
- 6) Your supervisor's signature (This must be someone that is authorized by our client to sign your timesheet, not just someone that works in the desk beside you! Ask a Keystone representative if you require assistance!)
- 7) Client's name and phone number

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

Emergencies/Injuries

As a Keystone 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 immediately! For a minor injury, we will direct you to go to the nearest emergency care center. For more severe injuries, please make Keystone 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 office at 314-878-7200 (Missouri) or 618-632-7600 (Illinois)** and further direction and contact information will be provided. Also, please call Keystone as soon as possible on the next business day so that we can obtain all details of the accident or emergency.

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

Harassment

Keystone 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 that sexual harassment by and of its employees is unacceptable and will not be tolerated. "Sexual harassment" includes but is not limited to:

- a. All unwelcome sexual advances or requests for sexual favors;
- b. Verbal or physical conduct of a sexual nature;
- c. Making submission to or rejection of such conduct the basis for any employment related decisions affecting the employee; and
- d. 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 Representative. If the claim involves the Keystone Representative, the employee should report it to one of the Principals of Keystone.

The employee must make a written statement of the complaint. A confidential investigation of any complaint will be undertaken. Generally, Keystone personnel will conduct such an investigation; however, there may be times that investigations will be conducted by personnel outside of Keystone. If the complaint is deemed to be valid, the offender will be subject 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

"Please note it is the intention of the company to comply with state and federal laws. Where state and federal law differ, however, the company will typically comply with federal law. The company also may be required to comply with federal law for employees in federally regulated positions. For example, some state laws 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 purposes of this policy in all locations – even these that allow for medical and/or non-medical use.”

The welfare and success of this company depends on the physical and psychological health of all its employees. The abuse of drugs and alcohol poses a serious threat to both the company and its employees. Any employee who engages in the sale of or is found under the influence of habit forming or illicit drugs or alcohol which impairs judgment, performance, or behavior while at work, will be subject to disciplinary action; this may include termination. Keystone reserves the right to randomly drug test any of our candidates.

A few client companies of Keystone Staffing Resources request temporary employees to take a drug test before they are placed on an assignment. If this situation should arise, a Keystone Staffing Consultant will explain this prior to your acceptance of the assignment.

Dress Code

We ask for cooperation in all matters of appearance. Cleanliness, grooming, and neatness are important aspects of our image and our client's immediate perceptions. Many of our assignments require professional attire. Please make sure you check with your Keystone representative on the appropriate attire before starting each assignment.

Employment Policies

This Employee Handbook contains the present personnel policies and practices of Keystone. Keystone 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 constitutes, nor should they be relied upon as, contractual obligations of Keystone 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 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 may terminate the at-will employment relationship with any employee and may decline to assign an employee to any particular assignment at any time with or without reason or advance notice.

Keystone is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of 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) or 618-632-7600 (Illinois).**

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 Temporary Assignment Group, dba Keystone Staffing Resources ("Keystone") 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 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's 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