



# **Associate Handbook**

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# GENERAL INFORMATION

## We're glad you've joined us.

Welcome to JFC. You've registered with one of the largest and finest recruiting firms in Central Pennsylvania. We will do all we can to help you reach your goals.

Please read and fully understand this handbook. Following the guidelines and procedures will support your success as a JFC Associate. While you are working as a JFC Associate, it is required that you provide us with both a phone number and an email address where we can reach you.

If you have any questions after you've read this handbook, please discuss them with your JFC Representative.

## We are your employer.

We will match your qualifications to the jobs we have been contracted to fill, then send you out on assignments to companies.

- We will pay you **by the hour** for all worked time – excluding lunch breaks.
- In most cases, your **pay period** will be every week; in some contract situations, your pay period may be every two weeks.

## Give us a call.

It is your responsibility to **call JFC to advise of your availability to work.**

We cannot guarantee full 40-hour per week assignments. We can offer you only **contract assignments** according to our clients' needs – either long-term or short-term.

We cannot guarantee that you will receive the same pay rate for every assignment, since each one may require different skills.

## Your responsibilities as an associate:

When your JFC Representative calls you, he or she will provide all the details of the assignment we are offering you. When you accept an assignment, we expect that:

- You will **report on time** each day and work until the job is completed;
- You will work to the **best of your ability**;
- You are expected to work in a cooperative manner with management/supervision, coworkers, customers, and vendors.
- You will follow all **JFC rules and regulations**;
- You will **follow all dress code** requirements;
- We will inform you of our client's rules and regulations concerning conduct, appearance, and job performance. Anything you consider **unfair** should be reported to us immediately;

Job assignments may be sporadic or intermittent. As a result, gaps can occur between assignments. Associates do not earn wages except when performing actual work on assignments. Associates may, on a purely volunteer basis and when the opportunity arises, interview on an unpaid basis with one or more of our clients for prospective assignments.

After your interview with a client company, all communication must continue through JFC. Any communication that you have directly with the client company may lead to termination by JFC.

If you decline three consecutive assignments offered to you through our service, we will consider that you have voluntarily quit.

During an assignment you may learn information about the client's company policy, product line, research, or any other data. Divulging this information could be detrimental to the company, therefore, you must hold the information in **strictest confidence**.

If you fail to comply with all rules and regulations, you may be **replaced** on the assignment. If replacement is necessary, you may, also, face disciplinary action – up to and including **discharge** from our service.

## Proper Attire

Your attire and conduct are determined by the client's policies for the area where you will be working.

- Your appearance can be as important as your skills. Please dress according to your work environment with no jeans, shorts, sandals, or other similar casual attire. Proper attire is also important for safety and comfort on the job. Further, safety shoes may be required depending on the position.

If you are not certain of a client's dress code or other policies, check with your JFC Representative.

## Your First Day on the Assignment

Give **your name** to the person who greets you, tell them that you are with **JFC**, and provide the **name of the person or the department** you are reporting to.

If the original length of your assignment should change at any time, please notify JFC. **If you cannot return**, advise both the client and your JFC Representative.

## Your Last Day on the Assignment

Upon completion of all assignments, **you must contact JFC**, so we know that you are available for future assignments. If you fail to do so, JFC may assume you are unavailable for work.

Failure to contact us for a 3-day period as to your employment status will be considered a voluntary resignation from our available workforce.

If you are **contacted directly or indirectly by any of our clients** to work on a contract or permanent basis within one (1) year from your last work date with them, you must contact **JFC immediately**. JFC will make the necessary arrangements with the client.

## Getting Paid

Remember, **JFC is your employer**. Our work week begins on Sunday and ends on Saturday, and it is **your responsibility** to track your hours on each assignment and to make sure your time gets approved by your supervisor for the number of hours you worked.

You are permitted to work overtime **only if** the client requests and approves such work. JFC must obtain approval from the client before overtime can be authorized.

**Timecards must be approved!** Have your supervisor approve your timecard at the end of each assignment or the end of each week. **Unapproved** timecards will not be processed for payment, and this may **delay your pay** for an additional week.

You are not permitted to work out of state without JFC's approval. If your supervisor asks you to perform work outside of PA, you must call JFC immediately.

**Electronic timecards must be submitted by Monday at 9 am. Late timecards will not be processed** until the following week.

Direct Deposit into your bank account or Pay Card is available on Thursday. Holidays may affect this schedule. For guidelines regarding online paystubs, please refer to the Payroll Procedures section.

**Any fraudulent use of timecards will result in prosecution to the fullest extent of the law.**

## Reporting Off Work

If you must be absent from work, you must **notify this office at least one hour** prior to the time you are scheduled to begin work. If a JFC customer requests that you contact them with any absences, you must still call the local JFC office one hour prior to your scheduled start time. **Failure to report** to work or properly report a justifiable absence may result in **immediate termination**.

Our office hours are from **8:00 am until 5:00 pm**. Before and after office hours, we have an **answering service** where you can report any absence by leaving your **name and phone number**, the name of the **company** where you were to report, your scheduled starting time, and the **reason** you will not be reporting.

Absences will be considered justifiable only if the circumstances are determined by JFC to be **reasonable and unavoidable**.

**Remember: JFC offers you a 24-hour answering service for reporting an absence.**

## Ending an Assignment

Should you decide to voluntarily end your current job assignment for any reason, we require **at least two (2) weeks' notice**. Not only is this requirement fair to all concerned, it is also of paramount importance to our future business with the client.

## Important Associate Information Page

The Associate Information Page contains important information regarding your rights and obligations as an employee of JFC. It includes but is not limited to: Associate Handbook, federal and state labor law postings, workers' compensation provider panels, and health and welfare benefits.

## Employment at Will

Your employment with JFC is at will. This means your employment is for an indefinite period of time and it is subject to termination by you or JFC, with or without cause, with or without notice, and at any time. Nothing in this policy or any other policy of JFC shall be interpreted to be in conflict with or to eliminate or modify in any way, the at-will employment status of JFC Associates. The at will employment status of an Associate may be modified only in a written employment agreement with that employee which is signed by the CEO of JFC.

## Workplace Safety / Communicable Diseases

The health and safety of the JFC Team and the community are our highest priority. Safety measures specific to communicable diseases and respiratory viruses such as COVID, flu, RSV and other communicable diseases have been implemented in accordance with federal, state and local guidelines. Associates are expected to uphold and acknowledge these requirements as updates become available.

JFC is concerned with your safety, so we will not accept orders for work we feel is dangerous. Should you question the **safety of an assignment** after you have arrived, do not leave the work site. **Call JFC immediately.**

Do not operate any **machinery or vehicles** if we have not advised you to do so. Ask your supervisor to call JFC if he or she wishes you to operate equipment. If you are required to wear **safety equipment** (safety glasses, goggles, hard hats, etc.), be sure you have them on **at all times**. Failure to follow these procedures could result in accidental injury and in dismissal from JFC.

## Job-Related Injuries

All job-related accidents must be reported immediately to your JFC Representative to ensure coverage of your medical expenses.

If you are injured on the job while working for JFC, contact our office immediately to receive **authorization for treatment** by a Panel Provider and to complete an injury report. Associates will be required to submit to a post-accident drug test. If calling outside our office hours (**8:00 am until 5:00 pm**), we have an **answering service** where you can report the incident by leaving your **name and phone number**, the name of the **company** where you work, and a summary of the occurrence.

## OSHA and Right to Know Laws

JFC, in compliance with the Occupational Safety and Health Act of 1970 and federal and state Right to Know laws, **will not knowingly expose you to hazardous conditions or substances while you are on assignment.**

Each work site will provide OSHA required training and personal protective equipment (PPE) and post a materials safety data sheet for your review. If you feel you have been exposed to hazardous conditions or substances, contact your JFC Representative immediately.

## Substance Abuse Policy

JFC Global has a longstanding commitment to provide a safe, quality-oriented, and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of associates and clients and to the security of equipment and facilities. For these reasons, JFC is committed to the avoidance of illegal or misused legal drug and alcohol use and abuse in the workplace.

Associates should report to work fit for duty and free of any adverse effects of alcohol, illegal drugs, or misuse of legally prescribed or over-the-counter drugs. This policy does not prohibit associates from the lawful use of prescribed medications, including medical marijuana. Associates must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely, and they must promptly disclose any work restrictions to JFC.

Should a candidate or associate use substances known or advertised as possibly: a) affecting or impairing judgment, coordination or other senses; or b) adversely affecting the associate's ability to perform work in a safe and productive manner, the associate shall be required to obtain written certification from the prescribing physician or a pharmacist affirming that the usage will not interfere with safe and productive job performance and/or listing any accommodations/restrictions that are necessary to ensure the associate can work safely and productively while using the substance. Upon review of the certification, JFC will determine the hiring decision of a candidate, if the associate can remain at work, or if work restrictions are necessary.

As a condition of your employment, you must agree:

- Not to possess, use, distribute, receive, or be under the influence of illegal drugs, alcohol, medical marijuana, or any controlled substance while on JFC or client premises; Under the influence is defined as impairment and a positive drug test result.
- Not to perform work under a federal contract or the following safety sensitive positions while actively using medical marijuana: work at heights, work in confined spaces, work with chemicals that require a state or federal permit, work with high voltage electricity or public utilities, or tasks that JFC deems life-threatening/hazardous to self or others.
- To submit to a drug test, if during the terms of employment, post-accident, or random testing is required by JFC, the client, or if you are suspected of being under the influence of alcohol, drugs, or other chemical intoxicants.
- JFC or the client company, in their sole discretion, may deny me employment, require that I be removed from assignment, or discharge me from employment if the result of my drug test including adulterated or diluted is considered unfavorable. I understand I may have the opportunity to explain the positive result to the clinical/medical center and be re-tested at my own expense.
- Failure to comply with these conditions will be grounds for immediate dismissal.



## Prohibition of Harassment Policy

It is the policy of JFC Global (herein referred to as JFC) that all employment and training relationships shall be conducted in an environment that is not hostile or offensive. Harassment based on an individual's age, race, creed, color, national origin, sex, disability, or any other basis prohibited by applicable local, state, or federal law will not be tolerated at or by JFC. Any associate who engages in harassment prohibited by this policy will be subject to discipline up to and including termination.

Prohibited harassment includes, but is not limited to the following:

1. **Verbal Harassment** (oral or written), such as making a joke or comment that refers to a certain ethnic group, race, sex, nationality, age, disability, sexual preference, religion or belief, epithets, derogatory comments, vulgar or profane words and expressions, or slurs.
2. **Physical Harassment**, such as unwelcome touching, assault, blocking, impairing, or otherwise physically interfering with an individual's normal work or movement.
3. **Visual Harassment**, such as derogatory gestures, posters, cartoons, or drawings.

**Sexual Harassment**, such as unwelcome sexual advances or requests for sexual favors, verbal, visual or physical conduct of a sexual nature, such as name calling, obscene jokes, sexually suggestive comments or insulting sounds, graphic or verbal communications of a sexual nature about a person's anatomy, or displaying in the workplace sexually suggestive objects, posters, drawings, or pictures.

## Reporting Incidents of Harassment

Any JFC associate who believes that he or she has been subject to harassment by a supervisor, fellow associate, client, vendor, or any other person in connection with his or her employment by JFC should immediately report this situation to his or her JFC Representative. If the complaint involves the associate's JFC Representative or if the associate for any reason would prefer not to discuss the matter with his or her JFC Representative, the associate should report the matter to JFC management. Always contact JFC first, not the client. We are your employer and are better able to handle these situations.

## Response to Complaints

All complaints of harassment, whether written or oral, will be investigated promptly; appropriate corrective action will be taken where necessary. Any investigation into such complaints will be treated as confidentially as possible. Please do not assume that JFC is aware of your problem. It is your responsibility to bring your concerns to JFC's attention, so that we can help address them. **Associates shall not be subject to retaliation or reprisal for having raised a complaint in good faith under this policy or for assisting in an investigation.** If you feel that you have been subject to retaliation for having complained or for participating in an investigation conducted in accordance with this policy, **report the matter** immediately as provided above.

The scope of the investigation will naturally depend on the nature of the allegations, but we assure you it will be prompt and thorough. Once JFC has reviewed all the pertinent information, JFC will make a decision regarding the complaint and inform both the associate and the alleged harasser of JFC's conclusions. If JFC determines that an associate is guilty of unlawfully harassing another individual, appropriate disciplinary action will be taken against the offending associate up to and including termination of employment.

Associates should be aware that if they do not exercise their rights under this policy, such failure may provide JFC with an affirmative defense in any later proceedings. We encourage all associates to file a complaint in accordance with this policy if they believe they have been unlawfully harassed. Please contact JFC's Human Resource Department if you have any questions about this policy.

## Americans with Disabilities Act (ADA) Reasonable Accommodations Policy

JFC is committed to the fair, non-discriminatory and equal employment of individuals with disabilities. It is JFC's policy to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship. Reasonable accommodation will be provided for qualified individuals with disabilities when such accommodation is necessary to enable those qualified individuals to perform the essential functions of their jobs. It is your responsibility to contact your JFC Representative if you would like to request accommodation. This ADA Reasonable Accommodation Policy applies to all job applicants and all associates.

## Social Networking and Social Media Policy

*During working time, or while using any Client Company–provided equipment, systems or software, associates are prohibited from writing, posting, or otherwise contributing to: blogs or microblogs, personal websites or webpages; listservs or mailing lists; social networking or other similar sites; audio, photo, or video sharing websites ; virtual worlds ; or other user-generated electronic media, unless such activity is directly related to, and necessary, for an associate's performance of his or her job responsibilities. Associates of JFC should not have any expectation of privacy with regard to their use of Client Company–provided equipment, systems, or software.*

With regard to activities outside of work and working hours, associates should remember that information placed on any electronic medium, and data sent via other electronic methods (e.g., email and text messages) can easily become public. Specifically, other associates, potential associates, vendors, and customers of JFC and third parties may use electronic media and search engines to obtain information from the content that associates post, including information about JFC and its activities.

Therefore, if you choose to engage in electronic media activity when you are not working, on your own time and using your own equipment and systems, JFC asks that you observe the following guidelines:

- When you are engaged in personal electronic media activity that is not related to your job responsibilities, including but not limited to blogging, social networking, or instant messaging, you should do so using a personal email account. Client Company–provided email accounts, or email accounts that identify you as a Client Company associate, should not be used either to access such services or to identify yourself on such social networks.
- When you are discussing JFC or your assignment online, you must take care to follow JFC's policies, including, but not limited to, its policies against workplace harassment, discrimination, and retaliation.
- If your blog, message, comment, or post relates to JFC's products or services, you should identify your affiliation with JFC and post a disclaimer clearly stating that you are expressing only your personal opinions that have not been reviewed by, are not endorsed by and do not represent the opinion or viewpoints of JFC.

- You may not disclose any documents or information concerning JFC that is proprietary or intellectual property. Again, remember that messages, blogs, and other electronic media may be public and accessible to third parties, including JFC’s competitors, vendors, and customers.
- You should respect copyright laws.
- While online, you should follow all applicable financial disclosure or securities laws and regulations, as well as any agreements that you may have with JFC.

**If you have any questions or concerns about any aspect of this policy, please contact your JFC Representative.**

## AI Technology

All associates using AI technologies on company-owned equipment, and/or when conducting business on behalf of JFC Global and/or JFC clients, must ensure that their usage adheres to ethical principles and applicable laws. AI should never be used to facilitate or engage in any unethical or illegal activities, including but not limited to discrimination, harassment, privacy violations, or any misuse of sensitive data.

Users should understand and be able to explain the decisions and potential biases made by AI systems. When making decisions based on AI recommendations, associates remain ultimately accountable for their actions, and the decision-making process should be transparent. When in doubt, associates will consult with their JFC representative.

# The Family and Medical Leave Act (FMLA)

## Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible associates for the following reasons:

- For incapacity due to pregnancy, prenatal medical care, or childbirth;
- To care for the associate’s child after birth, or placement for adoption or foster care;
- To care for the associate’s spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the associate unable to perform the associate’s job.

## Military Family Leave Entitlement

Eligible associates with a spouse, son, daughter, or parent on active duty or call to active-duty status in the National Guard or Reserves in support of the contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible associates to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on

the temporary disability retired list for a serious injury or illness\*, or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible associate takes FLMA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness\*.

\*The FMLA definitions of “serious injury or illness” for current service members and veterans are distinct from the FMLA definition of “serious health condition.”

## **Benefits and Protections**

During FMLA leave, the employer must maintain the associate’s health coverage under any “group health plan” on the same terms as if the associate had continued to work. Upon returning from FMLA leave, most associates must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an associate’s leave.

## **Eligibility Requirements**

Associates are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 associates are employed by the employer within 75 miles. FMLA hours are measured using a rolling 12-month period measured backwards from the date of usage.

\*Special hours of service eligibility requirements apply to airline flight crew associates.

## **Definition of Serious Health Condition**

A serious health condition is an illness, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the associate from performing the functions of the associate’s job or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

## **Use of Leave**

An associate generally does not need to use this leave entitlement in one block, except for the birth of a child and to bond with a newborn child within one year of birth. Birth and bonding leave must be taken as a continuous block of leave. Other qualified leaves can be taken intermittently or on a reduced leave schedule when medically necessary. Associates must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

## Substitution of Paid Leave for Unpaid Leave

Associates may choose, or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, associates must comply with the employer's normal paid leave policies.

## Associate Responsibilities

Associates requesting a Leave of Absence must complete the Leave of Absence Request Form 30 days prior to the time off requested when possible. When 30 days' notice is not possible, the associate must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures. Completed forms must be submitted to JFC for review/approval.

Associates must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the associate is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Associates also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Associates, also, may be required to provide a certification and periodic recertification supporting the need for leave.

## Employer Responsibilities

JFC will inform associates requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the associates' rights and responsibilities. If they are not eligible, JFC will provide a reason for the ineligibility.

JFC will inform associates if leave will be designated as FMLA-protected and the amount of leave counted against the associate's leave entitlement. If JFC determines that the leave is not FMLA-protected, the associate will be notified by JFC.

JFC provides equal employment opportunities (EEO) to all associates and applicants for employment with regard to race, color, religion, gender, sexual origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. JFC complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment.

## How to Complete Your Timecard

Working for JFC has never been easier! JFC Time allows you to complete your timesheet online and electronically submit it to your supervisor for approval. Once approved, it will automatically be forwarded to JFC's payroll department.

You will go to the following website: <http://mytime.jfcglobal.com> to login and complete your timesheet for the week. All you need is your username and password. Your username is typically your email address. You will receive a welcome email with login credentials but if you do not have that or cannot remember your password, you can use the 'Forgot Password' option on the login screen.

The 'Forgot Password' link on the login screen will send you an email with a new temporary password. Once logged in with the temporary password you may be prompted to change this. This is one of the reasons it is important to keep information updated in our system. So please notify us of any changes in your contact information, especially your email address.

**All time submitted for the previous work week must be submitted by 9am on Monday of the following week to ensure it is processed properly. Failure to do so may result in delayed payment.**

You will have the option to start with a Blank Timesheet, Copy a Previous Timesheet (only use this if you worked exactly the same schedule as the prior week), or enter No Hours (if you were off for a whole week). Click Create and begin by entering your 'Time In' and 'Time out' plus any time taken for 'Lunch' each day. For Lunch you will see a separate field for 'hours' and 'minutes'. Lunch is not a start/stop time.

You do NOT need to save your time; it is automatically saved as you go. You will then see:

- **Notes** – Add notes regarding your pay for the week. The timecard approver will see your entry.
- **Submit Timesheet** – Submit the entered time for approval by the supervisor.
- **View Timesheet** – View a PDF version of your current timesheet.
- **Delete Timesheet** – Delete the current timesheet (this is not reversible!).

Once you have submitted your timesheet, it will go to your supervisor for approval. **The deadline for employee submission is 9 am on Monday. If submitted after 9 am we cannot guarantee on-time payment.** If approved, it will get transmitted to Payroll for processing. If rejected, you will receive email notification that means there is a discrepancy or error that needs to be corrected. You must correct and resubmit the timesheet for approval to be paid. **Timesheets will not be paid until approval status has been achieved.**

An associate cannot log in or do any work before the designated start time. Associates must log out at stop time and cannot do any work after logging out (subject to exception if supervisory permission or verifiable emergency). If at any time you do any work between last log off and start time log on, or if your meal was interrupted, please see your JFC representative.

Your history of electronic timecards can be accessed from the JFC Time homepage. This is also where you can see if your supervisor has approved your timecard if it is still pending.

Full instructions on how to use JFC Time can be found on the JFC website under the Resource tab at [ifcglobal.com/resources](http://ifcglobal.com/resources).

## Important – Payroll Procedures

In order to get paid on a weekly basis, timecards must be submitted electronically by **Monday at 9 am**.

There are 2 ways that you can receive your pay from JFC:

1. **Direct Deposit into your checking and/or savings account** – Contact your JFC recruiter to set up or change your direct deposit. Your pay will be direct deposited each Thursday. Holidays may affect this schedule. If you change your bank account, it is your responsibility to complete a new form.

Be certain that you understand the rules/regulations of your lending institution regarding their direct deposit procedures.

2. **Pay Card** – If you do not establish Direct Deposit into your checking or savings account, you will be set up with a Pay Card. Your pay will be deposited on the Pay Card on Thursdays. With your Pay Card, you can also be set up to receive a text message when money has been deposited into your account. Call 1-888-727-4314 to activate that feature or log on [www.rapidpaycard.com](http://www.rapidpaycard.com) (under My Alerts). You can also download the APP, rapid!Access for Apple or Google Play.

## Error in Pay

Every effort is made to avoid errors in your paycheck. It is our policy to comply with federal minimum wage, overtime, and salary basis requirements of the FLSA. We want associates to be aware of this policy and that the company does not allow deductions that violate the FLSA. If you believe that an error or improper deduction has been made to your paycheck, you should immediately report this information to JFC's payroll department. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

## W-2 Information

JFC provides online access to your annual W2 statement. Please keep your email address updated, as you will receive an email when your new statement is available to access. Please access [JFC Global Employee Resources](#) for more information under Tax Forms and Questions.

## Accessing Your Paystubs

Paystubs are now available online at <https://employdrive.myisolved.com/cloudservice/>. Directions to view your paystub online are detailed in the next section. If you do not have access to the Internet to view the electronic copy of your paystub, please contact the JFC Payroll Team at (717) 761-8095 or [payroll@jfcglobal.com](mailto:payroll@jfcglobal.com) to make other arrangements.

You will receive a system-generated email to set up your iSolved account. This email is from a no-reply email. You must click on the link in that email to set up your account. Your username will be your email address. Once you create your account, a critical step is to watch for an email to confirm your new account.

You must confirm the account to access self-service. When you log into iSolved, you may see other sections that will not be applicable, so that is why they are blank. If you have any questions, please contact our Payroll Department at 717-761- 8095.

## Accessing Paystubs

1. Login to <https://employdrive.myisolved.com/cloudservice/> and navigate to Pay and Tax > Pay History
2. Once on the Pay History screen, scroll to the bottom until you see the DOWNLOAD PAY STUB button.
3. From here, press the large DOWNLOAD PAY STUB button to download the selected pay's pay stub.
4. If you would like to download multiple pay stubs at once, press the small arrow next to the DOWNLOAD PAYSTUB button and select your date range.

# Attendance Policy and Procedure

JFC must be able to depend upon regular attendance by its associates. Excessive tardiness or absence seriously diminishes JFC's ability to serve its clients and customers. While tardiness and absenteeism may be treated separately, they both can occur concurrently resulting in a pattern of unacceptable associate behavior.

## Absences from Work (Occurrences)

1. Scheduled absences must be arranged in advance with your JFC Representative and supervisor. Unscheduled absences must be reported to your JFC Representative one hour prior to the start of your shift.
2. Excessive absenteeism will result in corrective action in accordance with our Performance Improvement Process (See Performance Improvement Process for details).
3. Physician documentation is required for more than three consecutive unscheduled absences, or more than three single days in a 30-day period.
4. Unscheduled absences of more than three (3) consecutive workdays shall require an approved leave of absence and may qualify for Family Medical Leave (see the Family and Medical Leave section of for additional information).

## Tardiness

1. Associates will report for work and be in their assigned work area on time in accordance with their work schedule.
2. Excessive tardiness will result in correction action in accordance with our Performance Improvement Process (See Performance Improvement Process for details).

# Performance Improvement

JFC Representatives will ensure that associates are aware of the performance and behavioral expectations of JFC and provide tools and resources for success prior to issuing disciplinary action. Should an associate require corrective action, the JFC Representative will consult with their client manager to pursue improved performance through ongoing quality conversations. These guidelines are designed to ensure a workplace reflective of the mission, vision, and values of JFC.

A progressive discipline process will be followed, barring extenuating circumstances that require immediate termination or bypassing of progressive steps. Associates in their probationary period (90 days) are not subject to the progressive discipline process and may be terminated at any time.

## Behavioral Standards

In addition to job-specific expectations, the following are examples of behavioral expectations:

1. Be in your assigned work area on time according to your established schedule and complete the duration of your shift.
2. Be in your assigned work area at all times and use your time efficiently to perform your assigned job duties in accordance with the established requirements.



3. Distribution of literature in work areas and solicitation and distribution of literature during Associates' working time is prohibited. "Working Time" is the time an associate is engaged or should be engaged in performing his/her work tasks. These guidelines also apply to solicitation by electronic means. Solicitation or distribution of any kind by non-associates on company premises is prohibited at all times. Nothing in this section prohibits associates from discussing terms and conditions of employment.
4. Be fit for duty both mentally and physically to perform the essential functions of your job.
5. Be dressed according to the established requirements of your workgroup and company dress code.
6. Be aware of your personal safety and the safety of others and observe all safety rules and regulations. Report any injuries or unsafe conditions to your supervisor immediately.
7. Respond positively and your supervisor's directions and work collaboratively with others in working as a team to serve the best interests of JFC and our Clients.
8. Know and follow the policies and procedures of JFC and your work team as they apply to you.

JFC seeks to support associates in meeting the performance and behavioral expectations of the company. A progressive discipline process affords associates an opportunity to be made aware of areas for improvement with the support to make changes accordingly. Serious policy violations may result in bypassing progressive steps up to immediate suspension/termination of employment.

### Bypassing of Progressive Process

The following represent serious policy violations that warrant bypassing of progressive steps, suspension, or termination of employment. The list below is not intended to be exhaustive and all inclusive; rather this list is intended only to be suggestive of some of the types of misconduct for which associates may be subject to immediate suspension for the purposes of investigation and/or termination.

1. Dishonesty of any kind. Includes, but is not limited to falsification of information during a formal review or investigation, payroll records, employment, or other JFC records or information.
2. Report late arrivals/departures or call-offs to your JFC Representative as a condition of continued employment. If you fail to contact your JFC representative one hour prior to your scheduled start time or you leave an assignment prior to the scheduled end time without JFC's knowledge and consent, your pay rate can be reduced to minimum wage for that week's pay period, and may result in bypassing of progressive steps up to termination.
3. Disclosure of confidential information or any other proprietary, sensitive information without a business need to do so.
4. Insubordination, neglect, or abandonment of job duty.
5. Must have working phone and email on file with JFC and must be able to be reached regarding work and employment matters as a condition of continued employment.
6. No Call, No Show to scheduled shift constitutes a voluntary quit.
7. Misuse of company issued equipment and electronic communication devices.
8. Theft or attempted theft, whether of JFC, Client, or personal property.
9. Harassment or discrimination of any kind.
10. Violence in the workplace.
11. Retaliation, retribution, or any form of harassment directed against an associate who reports, or is involved, in an employment review or investigation.
12. Violations of safety standards.
13. Willful destruction of JFC or personal property.
14. Access to unauthorized areas or information.

15. Possession or use of controlled substances (without a valid physician order), medical marijuana or alcohol during work time.
16. Possession or use of illegal substances, firearms, or weapons not required for performance of job duties on company property or during work time.
17. Failure to inform JFC of any conviction or guilty plea that occurs during the course of their employment with JFC.
18. Conduct (on or off duty) inconsistent with the company's mission, vision, and values in which continued employment may jeopardize associate, customer, and/or visitor safety and may compromise the best interest or reputation of JFC or our Clients.

## Benefits Program

### Paid Holidays

For full-time employees working 500 hours prior to each holiday, with an average of 37.5 hours (or 93.75% of scheduled hours) worked per week for the 13-week period prior to the holiday, you will be able to participate in JFC's Paid Holiday Plan. You can qualify for 6 paid holidays – Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day paid at your current hourly rate. Your hours worked will be averaged for the preceding 13 weeks to determine your holiday pay eligibility.

### Paid Vacation

After working 1600 hours within your anniversary year with JFC Global, you will qualify for five (5) days paid vacation. Upon completion of three (3) years of service with 1600 work hours each year, you will qualify for eight (8) paid vacation days. Vacation will be paid at your current hourly rate and must be taken in 5-day or 8-day increments, based on your eligibility amount. If you wish to cash this out, as opposed to taking paid time off, you may request that from your JFC representative. You must call to verify your hours and request your vacation time with at least two (2) weeks' notice. Your vacation time earned after working 1600 hours must be used no later than 90 days following the end of the anniversary year in which it was earned, and while you are still on assignment with JFC in order to be paid. If you have a break in service working with JFC for more than 30 days (not including approved FMLA leaves of absence) and then later become placed again by JFC, your new placement date will be the beginning of your anniversary year. Earned vacation pay cannot be carried over from one anniversary year to another. Unused vacation time is not payable at time of separation.

### Health Benefits

JFC Global offers all eligible Associates (1<sup>st</sup> of the month following 59 days) health insurance at a nominal cost. Enrollment information will be distributed to the email address provided by the associate.

### Retirement Benefits

A 401K salary deferral is another unique benefit that we offer to you. After one (1) year of service with 1000 hours worked and 1000 hours worked every plan year thereafter, you will be eligible to participate in the JFC Retirement Plan. Part-time associates working at least 500 hours in each of the preceding two consecutive years of employment with JFC are also eligible to participate. Associates are eligible to enter the plan on January 1 or July 1, whichever date corresponds accordingly with your anniversary date.

## Additional Benefits

- Pay cards.
- Referral bonuses
- Performance bonuses.
- Completion bonuses for specific projects.

**For further details contact your JFC Representative**

## Important Vacation and Holiday Pay Criteria

- It is your responsibility to notify JFC if you are eligible for vacation pay.
- A break of employment for more than 30 days will disqualify all hours previously worked for holiday and vacation benefits eligibility.
- JFC reserves the right to change, modify, or revoke these benefits, at any time, with or without notice.

## Referral Bonuses

Many of the new jobs we are working on are exclusive, confidential, and throughout Central PA. Our clients are relying on us more than ever to help them find great talent. Share your experience with others by referring a friend. If they become part of our team, we will give you a monetary bonus! Please contact your recruiter for more details on our referral program.

## Keeping in Touch

Technology continues to play an important role in how we do business at JFC. We may utilize a variety of methods to keep in touch with you, including text, calls and emails.

If you receive one of these communications from JFC, please call or email us to update your status for work.

Keeping in touch is the key to finding the perfect job for you!

# Associate Handbook Acknowledgement

I acknowledge that JFC's Associate Handbook is not intended to create an implied or expressed contract of employment and that employment with JFC is employment at-will, which may be terminated at the will of either JFC or myself. Rather, the handbook is intended to describe JFC and its present policies and procedures.

I understand these policies and procedures will change from time to time as JFC deems appropriate, with or without prior notice. I further acknowledge that a current copy of the Associate Handbook, including any future updates, is available to me online at [www.jfcglobal.com/associates](http://www.jfcglobal.com/associates) (Password: MyJFC2025) and it is my responsibility to stay informed of its contents and any changes. [This page also includes other important employment information such as federal and state labor law postings, workers' compensation provider panels, and health and welfare benefits.](#)

I have received the Associate Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. I understand that I may address any questions concerning the Associate Handbook with JFC at any time.

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Associate: Print Name

Signature

Date