



# NW STAFFING RESOURCES

New Employee Orientation

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Proudly connecting good people to great jobs since 1985.

# W E L C O M E

Thank you for choosing NW Staffing Resources as your staffing partner.

In this orientation we will cover:

- Overview of NW Staffing Resources
- Proper lines of communication
- Your responsibility as a NW Staffing employee
- NW Staffing employee benefits
- Payroll procedures
- Safety guidelines and protocol
- Injury reporting
- Causes for termination
- Diversity/equal opportunity statement

# About us

NW Staffing Resources is a privately owned and operated temporary, temporary-to-hire and direct hire staffing agency. We provide immediate, and effective staffing solutions to keep pace with the ever-changing needs of our clients within a variety of industries.

Founded in 1985, NWS has grown from a local business in Portland, Oregon to a regional West Coast company with multiple offices in Oregon, Washington, and California. We are committed to the success of job seekers and to providing an exceptional level of service to our clients.

We are proud to hire directly from our local communities, providing economic and social benefits and ensuring appropriate and efficient placement of our candidates.

## Our Branches:

- Washington: Everett, Longview, Vancouver
- Oregon: Beaverton, Clackamas, Portland
- California: Sacramento

## Specialty Divisions:

- Legal
- Food Processing
- Dental

# Why NW Staffing Resources

*In order to provide you a more personalized service, we make a point of getting to know our clients and applicants, because we truly care about making the right placement for all involved.*

Whether it's temporary work to earn extra income while you search for regular employment, seasonal work while you're on summer break from school, or to search for the job of your dreams, NW Staffing Resources is here to help you every step along the way. We have jobs that will help you gain experience while earning extra income, jobs for people looking to grow their skills and add to their resume/portfolio, and jobs that will allow flexibility for your lifestyle.

We have built a strong reputation on the West Coast for hiring quality employees, and we are proud to have you join our team. We strive to provide the best service to all our employees. Please do not hesitate to call your local branch office with any questions or concerns.

# Our Team

## Branch Managers



Kristen McConnell  
Westside Area Manager  
(Beaverton + Portland)



Haley Mark  
Vancouver Manager



Serra Coate  
Clackamas Manager



Wendie Richards  
Sacramento Manager  
Resource Staffing Group



Anneke Haslett  
Legal Northwest  
Account Manager



Olivia Maisel  
Everett Manager

## Leadership



Jennie Taylor  
President



Francis Faragalli  
CEO



Paul Thielemann  
HR Manager

# About us

## Our Awards:

- Top 100 Best Companies to work for in Oregon consistently since 2003.
- Top 100 Green Companies to work for in Oregon.
- For over the past 30 years, NW Staffing Resources has ranked in the top 20 for largest staffing firms in both the Seattle and Portland/Vancouver markets.
- Consistently named one of Washington's Best Workplaces by the Puget Sound Business Journal.
- Family Forward Workplace Flexibility Recipient.
- ClearlyRated 2017-2020 Best of Staffing Client Award and 2018-2020 Best of Talent Award.
- Healthiest Employer of Oregon Recipient.

## Local, Healthy and Green

NW Staffing Resources is committed to sustainability, our local communities and a culture that values work-life balance. We are proud to hire locally, providing economic and social benefits to the communities where we live.

We continue to work every day to protect our environment and decrease our carbon footprint by composting, choosing recycled products, and moving towards becoming a fully paperless company, just to name a few.

## Our mission

NW Staffing Resources is a team of professionals dedicated to the success of our employees and providing an exceptional level of integrity and service to our clients.

# Communication

*Remember, NWS is your employer, not our client, the host worksite.*

Please call us if:

- You need to request time off from your assignment.
- You are not receiving your rest and/or meal periods on your assignment.
- Your job responsibilities change.
- If an on-the-job injury occurs, call your branch **immediately**.
- Recruiters are available on-call after our Monday - Friday office hours. To contact a recruiter, call you branch's main line to be directed to an on-call recruiter.
- If a client contacts you directly for an assignment, notify NWS immediately. Unless you have met your temporary-to-hire requirements, or the client has chosen to convert you to their payroll, you may not accept employment with that client for a period of 180 days after the last day of your assignment. Additionally, you may not accept employment through another employer for an assignment to work on that client's premises, or on behalf of that client. Call our office if a client asks you a question regarding these policies.
- If you find full-time employment, please let your branch know so we can move you to inactive status.

# Employee Responsibility

**Company Rules:** Observe all NW Staffing and client rules (hours, breaks, dress code, safety policies and procedures).

**Confidentiality:** Company and client information is strictly confidential and must not be disclosed by you without proper authorization.

**Phone, internet and email:** Send personal texts, emails and phone calls at break times only. Do not use a client's phone for personal use. Company/client email and internet systems are a part of the business equipment and technology platform and should be used for company purposes only. You are prohibited from performing personal business on the company/client's email and internet systems. The company's policy against sexual or other harassment applies fully to the email and internet system and any violation of that policy is grounds for discipline and/or termination.

**Client's Property:** Do not use any client's property for your personal use: fax machine, office supplies, computer use, etc. When your assignment ends and/or NWS ends your assignment with the client, you are responsible to return all client premises access property. This includes, but not limited to the following: building access identification badge, security clearance badge, computer identification access information, etc. Failure to return client property access items in a timely manner is viewed by both our clients and us as theft and may be grounds for termination as well as legal prosecution.



# Employee Benefits

*We are proud to offer one of the most comprehensive benefits programs in the staffing industry, where you can enroll in benefits from your FIRST day of your assignment and choose one of our flexible plans to fit your needs. Our excellent benefits packages increases commitment and longevity with our employees.*

- EXCELLENT HOURLY PAY
- PAID TIME OFF:
  - OR/CA= 1 hour PTO after 30 hours worked
  - WA=1 hour PTO after 40 hours worked
- WEEKLY PAYCHECKS
- DIRECT DEPOSIT OR PAYCARD
- 401(k) MATCHING with employer contributions (100% vested upon enrollment)
- MEDICAL, DENTAL & VISION INSURANCE
  - We have a variety of plans to fit your needs.
  - Short- term disability included

# Payroll

*Follow our payroll procedures to ensure you are paid correctly and in a timely manner. Please refer to your recruiter or our website with questions.*

**Your responsibility:** You are responsible for correctly recording the number of hours worked, obtaining a signature from your assignment supervisor and sending your timecard to your NW Staffing office (if using a paper timecard). If you are using an electronic timecard it is your responsibility to correctly input your hours and submit them to be approved by your assignment supervisor before 5PM on Mondays.

**Your hours:** In addition to filling out your timecard, you should keep a record of your hours and let us know **immediately** if you notice any hours missing (and how many) from your check.

**Payday:** Checks can be picked up from our offices on, or after, Wednesday each week. If requested, checks will be mailed to your address on payday. If you request direct deposit, your check will be processed on the same day as payroll and should be available at that time.

**Overtime:** You must notify your branch office before working overtime if you are working for multiple NW Staffing clients within a week.

# Safety guidelines and procedures

*Your safety while on an assignment with NWS is our greatest priority. By following these guidelines and reporting any safety concerns on your assignment, you are partnering with us to ensure your safety and well-being. Call your branch to speak to a recruiter, branch manager or our HR director.*

## Notify us if:

- Notify your branch office immediately if anyone at your job assignment directs you to perform any activity that conflicts with a rule or regulation listed in your handbook, or if you are asked to perform any duties outside of the specific assignment for which you were sent to perform.
- Notify us **immediately** of any workplace safety concerns or hazards.
- Our clients should be performing their own workplace safety training. Please notify us if you have not received it.
- If your onsite supervisor asks you to perform job duties that were not outlined in your job description or job offer, please notify us immediately.
- Notify us if you are requested to lift more than 50lbs.

## Machinery and workplaces safety:

- Do not use any machinery that you have not been trained by our client to operate, or that you have not been approved to operate by your onsite supervisor.
- Make yourself aware of the safety station locations at your jobsite, including the first-aid supplies, eye-washing station, and fire extinguishers.
- Never lift over 50lbs. Never lift more than you can handle. Ask for assistance in lifting heavy loads.

## Attire:

- Appropriate attire must be worn for light industrial assignments. Close toed shoes are mandatory.
- You may be assigned personal protective equipment (PPE) specific to your position. This equipment should be available for on the job use, be maintained in good condition, and worn when required.

# Injury reporting

Notify your branch immediately if an injury occurs while on your assignment.

NWS, and its subsidiaries, carry workers' compensation insurance for work related illness or injury. If you are injured on the job, you may qualify for medical and other related benefits, pursuant to state law.

The following policy has been established to assure that all employees of NWS who sustain a personal injury during their employment with us receive prompt, effective treatment and efficient reporting of their workers' compensation claim.

## Timeline:

1. Report all injuries to your onsite supervisor **and** local NWS branch office immediately, even if you do not believe that it will require medical treatment. Failure to report a workplace injury will be grounds for disciplinary action.
2. Complete our workers' compensation paperwork and be available to participate in our investigation of the accident or injury.
3. Seek medical treatment. You are free to use the doctor of your choice, or any of our preferred clinics. If you are not able to drive yourself, transportation will be provided for you to a local medical facility.
4. Obtain documentation from the medical provider stating if you can work, and if you have any physical restrictions.
5. Once you have been cleared to work by your attending physician, we will speak with our client to return you to work as soon possible.

# Workers' Compensation Policy

**Work Release:** An injured employee will need to obtain a physician's work release for regular, light or no duty work and deliver it to our office immediately following the appointment with the physician and no later than 24 hours from the appointment.

**Light Duty:** If the attending physician determines that the employee can perform light duty, and if we are able to provide a light duty assignment that meets the work restrictions provided by the physician, we will make a formal light duty job offer. Employees are expected to comply with the standards of conduct and company policies discussed in our employee handbook, and this orientation, while working on a light duty assignment.

**Communication:** Employees who are temporarily unable to work due to a work-related injury must report their work status to us immediately after each physician's visit.

**Failure to Comply:** Failure to comply with the policies and procedures outlined in this orientation, and our employee handbook, could delay the processing of your claim and interfere with your ability to return to work at our company.

**Post-Accident Drug Screen:** If you are involved in a work-related accident resulting in physical injury (to yourself or others), depending on the nature of the accident, you may be required to submit to a drug screen to determine if a controlled substance may have played a role in the accident.

**Fraudulent Claims:** NW Staffing Resources is dedicated to taking care of our employees who have been injured on the job. All accidents will be thoroughly investigated to determine the cause and validity of their claim and to prevent further occurrences. Fraudulent claims will be investigated and reported to the appropriate state agency for denial.

# Causes for termination

- Failure to arrive at your assignment prior to your start time without notifying our office of the absence or tardiness.
- Excessive tardiness or absenteeism.
- Violation of our sexual harassment and discrimination policy.
- Failure to return client property, including access and security badges.
- Violation of NWS policies as described in our employee handbook, or violation of our clients' policies.

We reserve the right to terminate your employment with us and to take you off an assignment at any time, with or without an expressed reason. You will be paid for all hours worked, up to the date of termination. If you are unable to report to work or expect to be late, you must call the branch prior to your start time. If you do not report to work and do not call prior to your start time, your employment may be terminated.

# Sexual Harassment and Discrimination Policy

*This policy applies to all NWS employees, staff and clients.*

This policy applies whether the offending party is our employee, or a client's employee at the client's place of business. Respect for the dignity and worth of all should be the guiding principle for our relations with each other.

It is the policy of NW Staffing Resources and its subsidiaries that harassment or discrimination of applicants or employees on the basis of race, religion, color, national origin, physical or mental disability, marital status, age, sex, sexual orientation, gender identity, genetic information, or any other legally protected category (all as defined and protected by applicable law), is unacceptable and will not be tolerated.

This policy applies to all employees. It covers harassment by employees of NWS (including supervisors, and management), customers, vendors, or other third parties having business with NWS.

(This section is only a summary of NWS's Sexual Harassment and Discrimination Policy. Please refer to your employee handbook for the complete policy as well as our procedures for investigating an incident and protections against retaliation.)

**If you are being harassed or discriminated against, call NWS immediately. You can report it to your local recruiter, the local branch manager, or the HR manager for NWS, Paul Thielemann.**

# Equal opportunity employment

NW Staffing Resources and its subsidiaries are Equal Opportunity Employers.

It is our policy to select the best qualified person for each position regardless of race, creed, color, religion, sex, gender, national origin, ancestry, age, physical or mental disability, veteran status or other legally protected categories.

This policy applies to all employment practices and personnel actions.



# Thank you

Thank you for choosing NW Staffing Resources as your employment partner.

If you have any questions regarding our policies, please reach out to your local NWS office, our corporate office, or refer to your employee handbook.

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