



# ASSOCIATE QUICK REFERENCE GUIDE

## CONTACTING YOUR BRANCH OFFICE

You should call your office if/when:

- You will be late or absent.
- You need to request time off.
- There has been a change to your job duties.
- Your assignment ends.
- You have questions regarding your assignment end date.
- You are offered a permanent position while on assignment.
- You are interested in applying for a position with the client where you are assigned.
- An incident causes injury to you or someone else or damage to property.

## TIPS FOR SUCCESS

- Be on time and have good attendance.
- Make a good impression – be pleasant and courteous.
- Follow client dress code policies, including for Personal Protective Equipment (PPE).
- Limit cell phone use, including texting and emailing, to breaks and lunch.
- Volunteer for more work when tasks are completed.
- Observe client policies and procedures including Internet use.

## HOW TO BE PAID ON TIME

- Turn in a NW Staffing Resources signed timecard by 5pm on Mondays.
- If using our electronic timekeeping system, submit your timecard to your approving supervisor by noon on Mondays.
- If you need a timecard you can download one from the Resources page of our website.
- Payroll weeks are Monday-Sunday. Paychecks are ready after noon on Wednesdays.

## FREQUENTLY ASKED PAYROLL QUESTIONS

- Direct Deposit & Debit PayCard – Sign up and help us meet our sustainability goals!
- Lost checks – call your office to submit a replacement check request. There is a 14-day waiting period before check issuance.

## **BENEFITS**

- **Paid Time Off (PTO):** You will earn 1 hour of PTO for every 30 hours worked. You can begin taking time off in 1-hour increments after 90 calendar days from hire. You must currently be on assignment and scheduled to work in order to use earned and accrued Paid Sick Time (see Associate Handbook for exclusions).
- **Holiday Pay:** 6 paid holidays after 1,000 hours of work (see Associate Handbook for exclusions).
- **Insurance:** We offer health, vision and dental insurance plans. Contact your branch office for more information.
- **Referral Bonus:** \$25 after referred employee completes 2 weeks of work.
- **401(k):** We offer a 401(k) with employer match after 1,000 hours and 1 year of work.

## **WORKPLACE SAFETY**

- Follow client company safety rules and policies.
- Use proper lifting techniques and only lift what you can handle.
- Use assigned Personal Protective Equipment (PPE) as required.
- Do not operate machinery or vehicles unless specified in your job description.
- If injured, notify your on-site supervisor immediately and contact your branch office.
- If you are involved in an accident or injury while on assignment you may be required to complete a drug screen.
- We offer a light duty / return to work program if you are injured and not yet released to full duty by your physician.

**We are here to help you succeed! If you have a question or concern, please don't hesitate to reach out to your recruiter or branch office for assistance.**