
Questar Partners, Inc.

Employee Handbook

Introduction

This handbook has been prepared to inform you of our policies, procedures, benefits and other issues concerning your employment through Questar Partners. Please read it carefully. For your reference, the most current Employee Handbook is available at our website, www.questarstaffing.com under the Candidate Services tab. You may also contact our office directly for an emailed version.

Questar Partners, Inc. dba Questar Staffing reserves the right to delete, amend or modify these policies and practices as needs dictate. The policies in this handbook are subject to change at the sole discretion of Questar Staffing.

All employees are expected to be familiar with and abide by the policies outlined in this manual. Should you have any questions regarding any policies, please contact our office at 615-371-0111.

As an employee of Questar Partners you are truly important to us, and it is for this reason we want every assignment that you accept through our service to be a successful and rewarding experience.

We know it is your participation that will help make Questar Partners the most valued staffing service in the industry and encourage you as a member of our team to help us achieve this goal.

Our Questar Partners Goal is to:

- Meet the needs of our clients by recruiting the most productive and talented employees in the market.
- Deliver top quality employees and value in the most cost-effective manner to our clients.
- Provide assignments to employees that match their unique skills, experience and talents.
- Create client and employee partnerships that thrive and prosper on confidence, trust and mutual respect.

General Information and Expectations

Our client's decision to interview and/or request you for assigned work at their facility will result in your placement on the payroll of Questar Partners. Instructions about the job and work assignment that you were hired to perform will always be provided and supervised by our client.

Please note as a Questar Partners employee nothing in this handbook should be construed as an employment contract. You are an "At Will Employee" of the Company. This means your assignment may be terminated at any time, for or without reason, and with or without warning by Questar Partners or our Client.

If you have any concerns or questions, please consult Questar Partners at 615-371-0111 or send an email to frontdesk@questarstaffing.com.

In order to define our expectations and your teamwork pledge we ask you to please review the information below which was enclosed in the initial application packet that you signed.

As a Questar Partners employee, you agree to:

- Be on time every day of your assignment.
- Arrive 10-15 minutes early the first day of each new assignment.
- Be at work every day during your assignment.
- Follow all work instructions given by the client during your assignment.
- Perform your work to the best of your ability with a pleasant and professional demeanor.
- Wear the appropriate professional business attire for each assignment.
- Call Questar Partners as soon as possible, if you will be late or absent for any reason from your assignment. (Failure to do so may be grounds for dismissal or indicate the “voluntary termination” of your employment).
- Not discuss personal problems of any type or pay rates related to your assignment with anyone.
- Limit personal telephone calls to breaks, lunch, or after hours and turn off your cell phone unless you are on your break or at lunch.
- Not use the internet while on assignment unless it is a requirement of your job.
- Remember you are employed as a member of the Questar Partners team – NOT the Company to which you have been assigned.
- Call Questar Partners immediately if you experience an on-the-job injury.
- Have your approved time sheet in our Questar Partners office no later than 9:00 A.M. on the Monday following the week you worked. It is necessary in order for you to be paid.
- Always notify Questar Partners of any and all dissatisfaction, problems or concerns regarding your assignment. A special time will be scheduled to review your issues with you.
- Contact Questar Partners at the end of your current assignment and weekly thereafter to determine if suitable work is available for you. Failure to do so or to accept the next assignment will indicate you voluntarily terminated your Questar Partners employment.
- Provide Questar Partners with a 24 hour minimum notice if you are unable for any reason to complete your assignment. Failure to provide such notice automatically ends your employment eligibility or consideration for any future assignments with Questar Staffing.

SUCCESS TIPS

BE PUNCTUAL

- Arrive a few minutes early the first day of the assignment.
- Ask your Questar Partners representative for complete directions to your assignment.
- Have reliable transportation available to and from your assignment.
- Call the Questar Partners office *immediately* if for any reason you cannot report to your assignment.

BE PROFESSIONAL

- Make personal calls during your lunch break or after work.
- Save socializing for after hours.
- Check with our office on the client's smoking policy at each of your assignments.
- Do not eat or chew gum at your desk in a front office environment.

BE APPROPRIATELY DRESSED

- A professional appearance should be the first thing you communicate to others.
- Your Questar Partners representative will tell you the appropriate attire for each assignment.

MAINTAIN CONFIDENTIALITY

- Do not discuss confidential information about the client company.
- Never discuss your pay with any other field employee or employee of the client. Your pay is a confidential matter between you and Questar Partners.

NEVER DRIVE ANY VEHICLE WHILE ON AN ASSIGNMENT

- You must receive permission to drive any vehicle while on assignment. In the event that vehicle operation on behalf of the client is necessary, contact your Questar Partners supervisor immediately.

COMPANY POLICIES

EEOC Compliance

Questar Partners is an Equal Opportunity Employer that maintains a policy of non-discrimination with respect to all employees and applicants for employment. Employment decisions, subject to the legitimate business requirements of Questar Partners or client companies, are based solely on the individual's qualifications, merit and performance without regard to race, color, religion, national origin, age, sex, disability, marital status or veteran status.

Immigration Requirements

It is the policy of Questar Partners to employ only individuals who are currently authorized to work in the United States. As a condition of employment, you must properly complete, sign and date the first section of the Department of Homeland Security's I-9 (Employment Eligibility Verification Form), and provide documentation to prove both your identity and your employment eligibility. No one will be placed on our payroll without this information.

Leaves of Absence

Questar Partners acknowledges and complies with all federal and state laws regarding Family and Medical Leave, Military Leave and Jury Duty Summons. If the need for leave arises, please contact your Questar Staffing representative for more information and assistance.

Weapons

For the protection of our employees, firearms, explosives and other weapons are prohibited on any Questar Partners or client company premises, including autos, parking areas and lockers, regardless of your authority to carry a concealed weapon. Questar Partners reserves the right to conduct searches to verify compliance with this policy.

Employment at Will

An "Employment at Will" relationship exists between Questar Partners and its employees with both parties having the right to terminate the employment relationship at any time, for any reason, with or without notice. No supervisor, manager or officer has the authority to enter into any agreement, whether verbal or written, with any employee for any specified time period.

Harassment

Any form of harassment, including sexual harassment, of an employee or applicant because of race, color, religion, national origin, age, sex, disability, marital status or veteran status is strictly prohibited and will not be condoned. The purpose of this policy is to assure that all employees will enjoy a work environment free from intimidation, hostility or offensive behavior by management, co-workers or others having business with Questar Partners.

Violation of this policy should be reported immediately to your Questar Partners Representative, or any level of management at Questar Partners, or the President. All issues will be investigated promptly, thoroughly and as confidentially as possible. Violations of this policy will be subject to disciplinary action up to and including termination.

Substance Abuse

Questar Partners recognizes that substance abuse impairs job performance, reduces productivity, increases absenteeism, lowers morale, causes needless accidents and raises insurance costs.

The term “substance” includes alcoholic beverages, inhalants, illegal drugs and drugs that are legally obtainable but have not been legally obtained (including prescription drugs and/or prescription drugs not being used for prescribed purposes).

The unlawful use, possession, purchase, sale, distribution or being under the influence of any illegal drug or alcohol and/or the misuse of legal drugs while on Questar Partners or client company premises or while performing services for Questar Partners or a client company is strictly prohibited. To ensure compliance with this policy, substance abuse screening may be conducted at any time, at client request, pre-employment, for reasonable cause, post-accident, and random in geographical locations where permitted by law.

Any violation of this policy will result in immediate dismissal. Additionally, employees who test positive or who refuse to submit to substance abuse screening will be subject to termination.

Safety

Questar Partners strives to offer assignments in safe work environments that comply with federal and state safety requirements. Employees must participate in this process by being aware of their surroundings, working in a safe manner, and following all safety requirements of their positions. No employee will knowingly be required to work in unsafe conditions.

Employees should notify their client supervisor and Questar Partners immediately of any unsafe situation/equipment, or any requests to perform different duties than assigned. Employees should exercise due care in performing their job functions. Negligent, reckless or careless conduct by an employee may result in disciplinary action up to and including termination of employment.

Accident/Injury Reporting

All injuries, no matter how minor, are to be reported to your client supervisor at once. You and the supervisor should call your Questar Partners representative immediately to report the accident and review procedures to be followed.

Written notice of any accident or injury must be given to a Questar Partners representative. This may be done prior to or immediately following treatment, depending on the nature and severity of the injury. Your full cooperation in completing all required paperwork is necessary.

Drug testing is required post accident for all injuries and will be administered at the medical facility. Laws governing post accident drug testing may vary slightly in some states.

GENERAL SAFETY RULES

- Office workers should not lift and move their own office equipment.
- If your job involves data entry or other repetitive motions, you should change positions and flex fingers and hands often.
- Do not operate equipment that is not specific to your job or for which you are not authorized and certified.
- Horseplay and scuffling are strictly prohibited.
- Appropriate clothing must be worn at all times.
- Maintain a clean and organized work area.
- Report any unsafe or hazardous conditions, practices or behavior immediately to your client supervisor and the Questar Partners representative.
- Follow all OSHA guidelines posted at the jobsite.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Do I pay for Questar Partners service?

No! Questar Partners is hired by client companies to find employees for them. Client companies pay for our professional services, not the employee/applicant. However, this also means that we work for the client. We are paid to find employees for them. We analyze the need and requirements of the client and use our applicant/employee data base to identify the best candidate match for their job.

I have interviewed with a Questar Partners representative. What is the next step?

As stated above, different companies hire us to find employees for them. Once we have interviewed you and determined that your experience and skills is a possible “match” for our candidate, we complete the administrative work on our end. This means we check your background and/or your credit as discussed in your interview. We check your references and we review your computer skills and scores. If everything still matches our clients’ requirements, your profile and resume is submitted to our client. If they choose to interview you, they will contact Questar Partners. A Questar Partners representative will contact you to schedule your interview and provide all the details you will need for your interview with the client. The client makes the final decision about your qualifications to perform their work. If the client is satisfied with your qualifications and request you to work for them; you will become a Questar Partners employee and placed on our payroll.

If we do not currently have a position that matches your qualifications or if our client does not choose to interview you, we will keep your application on file and contact you if another opportunity becomes available.

What does this mean for me? How often do I need to contact my Questar Partners Representative?

We ask that you call or email Questar Partners at least once every other week to confirm your continuing availability. You can speak to anyone in the office and simply tell them your name and confirm your availability. Your information will be in our system and all Staffing Representatives will have access to your qualifications.

We encourage you to use every avenue possible to find yourself a job, but

ask you to please let us know when you have found a job. This way, your status will be classified “inactive.” We will congratulate you and not bother you with work opportunities you no longer need.

Having experienced an uninterrupted 1on 1 interview with your Staffing Representative you have insight as to the amount of time we spend with each applicant. Multiply this by the number of interviews that take place in our office and you will understand our suggestion of using e-mail to contact your Questar Partners Representative. It is truly the best way for you to maintain contact with us. The second best way to contact your Questar Representative is voicemail.

However, as previously stated, in the case of letting us know of your availability please let whoever answers the phone know you are available for assignments. Any general questions you have can be directed to our office manager.

If you have a question that needs to be answered quickly (such as directions to a job interview or to alert us that you are having problems) – and your Staffing Representative is not available please talk to the office manager or President of Questar Partners.

Your Questar Partners representative is usually in interviews with other applicants and may not have time to make daily calls or emails. But please be assured if you call or email us once a week or every other week, you will be contacted if a position becomes available that matches your qualifications. While we are pledged to assist you in every way that we can, our first obligation and commitment is to our clients. Clients pay Questar Partners to find qualified candidates for their positions.

It is recommended that you continue to visit our website, www.questarpartners.com and review our job postings. If a position becomes available that you are interested in and feel that you are qualified to perform, email or leave a voice message for your Questar Partners Representative. Your qualifications will be reviewed and if it is determined you are a good fit for the position you will be contacted.

Please notify us immediately if your contact numbers or email changes as this is how we contact you for positions!

You've submitted me – they interviewed me – and I've been offered a

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job! Now what?

Congratulations! Typically, there are three methods of hiring by our clients:

- Temp – Are short term or long term temporary assignments. The client has no intention of making it a permanent position. If the job status should change, you will be notified.
- Temp to Perm – A “contract” employment assignment for a client that intends to hire you after you have worked a specified number of hours on Questar Partners payroll. The client will be notified by Questar Partners of your eligibility for transfer to their payroll at the completion of your required hours of work. The client may or may not choose to hire you at that time and may need, for business reasons, to extend your temporary employment status. A client may also choose to transfer you to their payroll before you complete the temporary hour requirements. Transactions of this type result from discussions between Questar Partners and our Client. You will be informed of any changes in your employment status.
- Direct Hire - Some companies engage Questar Partners on a contract basis to find the highly skilled and experienced talent they seek. This means a client needs an employee, and has engaged Questar Partners to find that person for them. If it is determined after your interview that you are that person and are hired, then on day one, you are an employee of our client and are not a Questar Partners employee.

OK. My assignment is a temp position. What do I need to know?

Make sure you have all of the information needed to succeed in your assignment. Report to work on time on the specified day. Take your Questar timesheet to work with you. Timesheets are available on our www.questarpartners.com website for downloading, or we can email one to you at your request. Another available option is for you to call our office at 615-371-0111 and ask us to fax you one after you arrive on the job. Please have the fax number available so we can send it directly to you.

Be sure to have your work supervisor approve and sign your timesheet. Their signature is required on each timesheet. Then fax it to us at 615-371-8804.

Make a follow-up call to be sure we actually received your timesheet. Unfortunately, confirmations from fax machines are not always accurate or reliable. **So please call!**

If your assignment lasts more than a week, you must complete a timesheet each week and fax it to our office each Monday following the week that you worked. See more information regarding pay and timesheets in the next section of the Handbook.

Remember it is your responsibility to call us at the end of your assignment to find out if other opportunities are available through Questar Partners for you!

TIMESHEET INFORMATION

Timesheets are available for download under the Candidate Services tab at www.questarpartners.com or you may call us and ask for a timesheet to be faxed to you.

In order for Questar Partners to process and issue your paycheck, your timesheet must always include the following information:

- The dates that you worked
- Your start, lunch, and finish times
- The total hours you worked daily and weekly
 - Hours should be rounded to the nearest quarter hour.
 - 15 minutes is recorded as .25
 - 30 minutes is recorded as .5
 - 45 minutes is recorded as .75
 - Be sure to deduct your lunch hour!
- A line drawn through any days you did not work
- Name of company where you were assigned to work
- Your printed name and signature
- Your supervisor's signature

Recheck your total hours before turning in your timesheet. Accuracy is important because turning in a falsified timesheet is immediate grounds for termination. Do not let timesheet misunderstandings happen - **call and ask questions!**

The work week begins on Monday and ends on Sunday.

In the event you work more than one assignment within a given week you must complete a separate timesheet for each assignment.

Give a copy of your approved and signed timesheet to your site supervisor and keep one for your own records.

Turn your timesheet in every week by 9:00 a.m. on Monday. You may fax it in or bring it by as long as it is in our office no later than 9:00 a.m. on Monday. Our fax number is 615-371-8804.

In order for you to be paid, Questar Partners must have your approved and signed timesheet. To confirm your timesheet was received CALL Questar Partners at 615- 371-0111. A confirmation sheet from your fax does not confirm your timesheet was received.

The firm that produces your Questar Partners check must have your timesheet information in a timely manner for you receive your check on payday. This requires your timesheets to BE IN our office by 9:00 a.m. each Monday. We recommend that you fax your timesheet on Friday afternoon before you leave. If you are scheduled to work on the weekend you can still fax it in on the weekend because the Questar Partners fax is a 24 hour, 7 days a week secured server.

Timesheets submitted after 9:00 a.m. on Monday will not be paid until the following week. Timesheets not signed by a supervisor will not be accepted. If your supervisor is not available, contact us immediately.

You work hard and deserve to receive your check on time. Submitting your timesheet in the proper manner will ensure that this happens!

PAYROLL QUESTIONS

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When do I get my first paycheck?

Payroll is processed each Monday and checks are distributed on Friday. This means, if you start on a Monday, you will not turn in a timesheet until the following Monday and your first check will be issued on the second Friday that you work.

How do I get my paycheck?

Questar Partners offer three options for you to receive your pay and they are:

1. Direct Deposit. This is the quickest, most reliable way to get your pay. It is also the preferred method offered by Questar Partners.
2. Pick it up at our office on Fridays between the hours of 7:30am and 5:00pm.
3. Mailed to you. HOWEVER, please note that once a check is put in the mail, it is out of Questar Partners hands and under control of the United States Postal Service. We can not guarantee a delivery date. Mailed checks are placed in the Postal Service box on Thursday afternoons.

IMPORTANT NOTE ABOUT PAYCHECKS AND W2s

Questar Partners use Suntrust Online notices for your paychecks regardless of which way you receive them. Therefore, we need a current email address for you in our system at all times. The week that you receive your first paycheck from Questar Partners, you will receive an email notice from Suntrust Online. In that email you will receive a temporary user code and password. Once online, you will be able to change your user code and password so that only YOU know the information. Each week that you receive a paycheck from Questar Partners, you will receive an email from Suntrust. This is your check stub and history. You will be able to go into your personal page at anytime and check on your pay history with Questar Partners. (Example: if you need “the last 3 paystubs” as you are applying for credit or mortgage, you don’t have to frantically search for your paystubs, you can simply log on and print out the ones you need.) THIS online service is ALSO how you will receive your W2 for the years 2009 and after. You will not receive a hardcopy – only the emailed copy so it is ESSENTIAL that we always have a current email address for you. Please call us if you change your email address. We will ask you private information to confirm that it is YOU changing your address.

How do I sign up for Direct Deposit and when does it go into effect?

Provide Questar Partners a voided check for direct deposit to be set up. This may be done in person or by fax. A deposit slip will not work. If you do not use checks, please have your bank print on their letterhead your account number and routing number. Most banks have their own forms for direct deposit that you can complete and have sent to Questar Partners. We can't sign you up for direct deposit until you actually turn in your first timesheet. After that time, it usually goes into effect that same week. We will call you once we have confirmation that your direct deposit is in place.

When will my Direct Deposit show up in my account?

Each bank is different. Our bank "transmits" your pay to your bank every Thursday at midnight. Your bank, based on its policy and schedule, will post it to your account. Check with your bank for their schedule.

***PLEASE NOTE that you MUST notify Questar Partners before closing your account or changing accounts. Once payroll is finished on Mondays, there is nothing we can do about your direct deposit until the following week. It is a process in which we must wait for your bank to notify our bank that your account was closed or changed. The money has to be deposited back into our account before we can reissue a check. This is a very timely ordeal and will delay your being paid in a timely fashion.**

***If you choose to change accounts, we must go back to step one and you will have a "live" check for a week or possibly two that will need to be picked up or mailed until the new account is set up with our bank.**

What do I do if my paycheck did not arrive in the mail?

As stated above, when a check is mailed on Thursday, it is no longer in possession of Questar Partners and a delivery date can not be guaranteed. However, MOST checks arrive within 2 – 4 days. If you have not received a check that was mailed on Thursday by the following Tuesday, please contact Questar Partners and alert us on Wednesday morning. The check will be cancelled and reissued, usually by the next Monday. Please note that if you moved and failed to change your address with Questar Partners, you will be charged for the \$35 "stop payment" fee and it will be deducted from the paycheck that we are reissuing. We also recommend contacting your local post office if there is a problem.

I've lost a check that I had from Questar Partners!

If you received your paycheck and then lost it, you can choose to pay the \$25 fee to stop that check and we will reissue you another one.

I am moving and don't want to miss a paycheck!

You must complete a new W4 form with your new address as soon as possible! Please contact the Office Manager for a new W4.

Even if you no longer work for Questar Partners, you must notify us of your new moving address if it is within the tax year of your employment to assure that your W2 reaches you before taxes are due to be filed!

It is the desire of Questar Partners to have every employee paid for their work in a timely manner. This is why we sincerely recommend direct deposit or pick up as your best options.

BENEFIT QUESTIONS

Questar Partners is your employer and will be responsible for providing you with worker's compensation coverage, unemployment insurance, overtime pay as provided by law.

Are there any referral bonuses?

Questar Partners employees are our best source for referring other qualified employees for temporary and permanent placement. In appreciation for your personal referrals, we offer \$35 for each of your referrals that work 40 hours or more for Questar Partners.

In addition, if you give us the name, address and contact of a potential client, you will receive a \$50 bonus after that client has received 40 hours of service from Questar Partners.

Does Questar Partners provide insurance?

No. However an arrangement has been made with Pancoast Benefits that will provide you the option of purchasing your own short term medical insurance. You may find information on their website, www.pancoastbenefits.com or ask your Questar Partners representative for a brochure.

Thank you for representing Questar Partners. Please feel free to call or email if you have any further concerns or questions. You may consult Questar Partners at 615-371-0111 or send an email to frontdesk@questarstaffing.com.