

Your Guide to Employment

with



Welcome!

This guide is designed to help you on your way to a successful employment relationship with NRI.

While our clientele is very diverse, there are certain standards we ask all of our associates to adhere to at all of our client sites. This brochure represents our “Code of Professionalism” that we take very seriously.

We will review these issues with you, ask for your signature and leave this brochure with you for future reference!

We are looking forward to working with you and having you be a successful member of the NRI Team.

EMPLOYMENT GUIDE

“Code of Professionalism”

Communicating with NRI

NRI serves as the liaison between you and the client - **we are your employer**. If you have any questions or are confused by any directions given to you by a client, please call your recruiter for clarification. Please also keep the following guidelines in mind:

- Give yourself extra time so that you arrive at your assignment on time.
- If, for any reason, you are running late or will not be able to report to your assignment, please contact your local NRI office and speak directly with your recruiter prior to your scheduled arrival time at the assignment.
- If you need to leave your assignment early for any reason or have a scheduling conflict, please contact your recruiter immediately. Your recruiter’s number is:_____.
- We require at least one day’s notice for any appointments or time off. In the absence of a legitimate emergency, calling the morning of an assignment to indicate that you are not able to return to work is grounds for immediate termination.
- Contact your NRI Recruiter if you are having any problems with an assignment.
- You should never call the client with any scheduling changes or problems. Remember, we are your employer and all scheduling issues should be handled directly with NRI.
- When accepting an assignment you should be of the mind-set that you intend to stay at the assignment until completion. However, if you need to end the assignment prior to completion, you are required to give two working days notice.

On The Job

- Personal phone calls should be made during your lunch breaks and not during working hours. Do not make long distance calls unless they are work related. You may give your local NRI office phone number to your family and we will direct only emergency phone calls to you. Please refrain from giving others your phone number as we will be unable to pass those messages on to you.
- Personal use of the web, e-mail and other uses of the client’s computer system and equipment is STRICTLY PROHIBITED, with the exception of submitting your weekly electronic timesheet. You also cannot use services that will result in an expense for the client (i.e. Fed-Ex or courier services).
- The vast majority of our clients require professional dress, in some instances business casual. Please be careful with your attire. Conservative is always best until you arrive at the client site to see what the environment actually is. If you have any concerns about your attire, remember **if in doubt, don’t wear it**. (For our healthcare divisions, you will occasionally be required to wear scrubs. Make sure your scrubs are clean, pressed and free of any stains).
- We ask that you display some flexibility in your assignment. It is not always possible to forecast everything you may be asked to do. Of course, if it is something significantly different than what we have described, please notify your recruiter.
- We ask that you not carry personal belongings to client’s sites. NRI cannot be held responsible or liable for these belongings.
- Take a specified lunch unless the client asks you to work through lunch. While you should always contact NRI if there is a schedule change, you should work out lunch or break schedules with the client ahead of time.

Office Etiquette

Every office has its own way of doing things. In order to ensure that your experience at your assignment is positive, please keep these guidelines in mind:

- Remember that **WE ARE YOUR EMPLOYER!** As such, we would never want you in a situation that is uncomfortable. If something has occurred that concerns you, please contact your recruiter immediately to discuss the situation. **Do not discuss any situation with the client. We will handle that for you.**
- Please take it upon yourself to ask for work when you have completed your assigned tasks. This is a prime opportunity to show yourself as a valuable resource and possible permanent employee (if applicable).
- Please remember that issues of your compensation and personal matters as they relate to your ability to perform on the assignment should be discussed with your recruiter or other NRI staff, not other associates and clients. If it comes to our attention that your compensation is being discussed with anyone other than your NRI recruiter, that would be grounds for immediate termination.
- A positive attitude is what a client remembers. Our clients often request back particular individuals who have acted professionally and positively.
- Taking part in office gossip or discussing problems with others reflects negatively on you and NRI.
- Appear friendly and eager to learn. Make it easy and comfortable for your co-workers to approach you with tasks or instructions. Accept advice and instructions gracefully.

Payroll and Benefits Information

- **WEEKLY TIMESHEETS AND PAYCHECKS** - Please remember that submitting your time is **YOUR RESPONSIBILITY!** NRI uses **Electronic Timesheets** to record time worked each week. Electronic Time Sheets allow you to send us your hours over the web. NRI's work week runs Monday through Sunday. We will provide you with a complete "how to" sheet. At the end of each work week (or each assignment if any assignment is less than one week in duration) please enter your time no later than midnight on Sunday night. Please round your hours to the nearest quarter hour. Any hours worked must be entered within 3 weeks of the days worked or no payment will be issued.

Paychecks are mailed every Wednesday afternoon (subject to change due to holiday hours). However, you may also immediately sign up for **Direct Deposit**. Your paycheck can be automatically deposited into any checking or savings account. Your funds are available on Friday each week. Information will be provided to you during your initial interview.

- **PAY RATES** - NRI prides itself on paying outstanding wages. Each NRI assignment pays a specific hourly pay rate, which is explained to you at the time of the assignment. Your pay rate is based on your skills and tenure with NRI. Pay rates vary from assignment to assignment. Raises are based on performance and tenure with NRI.

- **BENEFITS**

Holiday Pay - NRI temporaries who have worked a total of 1,000 hours over any period of time are eligible for paid holidays. To receive holiday pay, you must work a minimum of 100 hours during the calendar month that proceeds the holiday and work the day before, the day after, or the day of the holiday. Holiday pay is for 7 hours. The hourly pay rate you receive for holiday pay is the average hourly pay rate you received for the holiday week. The holidays for which you are eligible to be paid are:

New Year's Day	Labor Day	Memorial Day
Independence Day	Thanksgiving Day	Christmas Day

Health Benefits - NRI temporaries who are placed on a four month or longer assignment for at least 30 hours per week or who work 1560 hours or more during the 12 month measurement period are eligible for ACA compliant medical coverage. Further details will be provided to you when you reach the eligibility status. NRI also offers an indemnity plan to all temporaries; these benefits include medical, dental and vision, but are not ACA compliant. Information about this plan will be given to you during your initial interview with NRI. These details are subject to change. Please contact your recruiter if you have questions about your eligibility.

Retirement Benefits - All NRI employees who have worked for NRI a total of 1,000 hours during their initial twelve months or any calendar year thereafter and who have attained the age of 21 are eligible to participate in NRI's 401(k) Retirement and Profit and Sharing Plan. Further details will be provided to you when you reach the eligibility status.

NRI temporaries will be permitted to participate in these benefits and programs in accordance with their terms and conditions. NRI may from time to time, with or without notice, alter or amend its package of benefits.

- **TEMPORARY AND CLIENT REFERRALS** - As an employee of NRI, you are eligible to receive a cash bonus when you refer temporaries or clients to NRI. If an NRI branch office hires the person you referred as a temporary, you will receive a \$_____ bonus after the temporary is paid for 80 hours of work. When you refer a client firm to NRI, providing the firm name, the name of a contact person, address and telephone number, you will receive a \$50 bonus after the client firm pays for 300 hours of temporary help services.

NRI Policies

- **WORKER'S COMPENSATION ISSUES** – If injured on the job, immediately contact your NRI office. If you require medical treatment, we will give you a toll free number to call to obtain a list of physicians that are registered to handle on-the-job injuries. In Virginia, you must use one of the physicians on the “work-related injury physician’s panel”. For Maryland and DC, we recommend that you use the physician panel to help expedite treatment and payment for all injury related medical bills.

If the injury is sufficiently serious to require Emergency Room treatment, do so, but be sure to notify the Emergency Room personnel that your injury is “a work-related injury”. For Virginia claims, all follow up care must be made with one of the physicians on the “work-related injury physician’s panel”.

- **DISCRIMINATION** - It is the policy of NRI to forbid all forms of discrimination based upon race, color, creed, religion, marital status, national origin, sex, sexual orientation, age, income level, personal appearance, physical handicap, family responsibilities, matriculation or political affiliation. This policy provides for disciplinary action against violators of this policy. It is the responsibility of all employees of NRI to report any suspected discrimination violations to the President and/or Executive Vice President of the company immediately.
- **SEXUAL HARASSMENT** - It is NRI's policy that all employment relationships shall be conducted in an environment that is not hostile or offensive. Sexual harassment consists of 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 other such behavior that is considered offensive. NRI will not tolerate such behavior. If you believe that you have been subject to harassment by any person in connection with your employment at NRI, you should immediately bring the matter to the attention of your immediate supervisor or any member of management at NRI with whom you feel most comfortable. All complaints of harassment will be investigated promptly and, where necessary, corrective action will be taken. Any investigation will be treated as confidentially as possible. Any supervisor, agent or other employee who is found to have engaged in harassment will be subject to appropriate discipline, up to and including discharge. There will be absolutely NO RETALIATION against any employee who complains of sexual harassment or against any witness. Retaliation will be dealt with just as forcefully and in the same manner as sexual harassment itself.
- **DRUG TESTING** - Certain client companies require that temporaries assigned to work for them have passed a urinalysis or other appropriate clinical test(s) designed to identify the use of drugs. NRI may ask you to submit to such a test for these clients. You are not required to submit to the test, but if you do not do so, you will not be eligible for assignment to the client companies who require such a test. Your decision not to submit to the test will not otherwise affect your status with NRI. If you agree to submit to such testing and the results are positive, your employment with NRI will be immediately terminated. With regard to medical explanations, or requests for a reanalysis after a non-negative drug test result, NRI follows the Department of Transportation (DOT) drug testing guidelines. (Procedures for Transportation Workplace Drug & Alcohol Testing Programs, 49 CFR Part 40). For additional information on DOT testing requirements, please see <http://www.dot.gov/ost/dapc> or request a copy of our Drug Testing Policy.