



Your Opportunity Engine.

**WE'RE HERE FOR YOU 24/7**  
**INTEGRITYANSWERS.COM**

# **NEW ASSOCIATE WELCOME GUIDE**





# CONTENTS

2	<b>INTRODUCTION</b>
3	<b>PROGRAMS + POLICIES</b>
4	<b>FAQ</b>
5	<b>HEALTH COVERAGE OPTIONS</b>
7	<b>BENEFITS + PAYROLL INFO</b>

## OUR MISSION

We generate opportunities for people to exceed their own expectations, and advance careers, companies and communities.

## OUR VISION

Our clients succeed when our associates succeed.®

# INTRODUCTION

We're glad to have you on board.

At Integrity Staffing Solutions, we offer much more than a new job experience and a paycheck; we provide an opportunity for you to learn new skills, advance your career, and discover possibilities you never knew existed.

Everything we do is intended to help you succeed. We expect great things from you; you should expect a great experience with us. If we help you make a difference in your future, we've done our job.

Sincerely,



**Todd Baval**  
President and CEO

## OUR CORE VALUES

Our 10 Core Values guide our culture, our brand and they are how we generate success for both our associates and clients.



### ADVOCATE FOR OUR ASSOCIATES' SUCCESS

So often, the **GREATEST IMPACT** on our associates comes from getting the little things—the unexpected things—**CONSISTENTLY RIGHT**. So let's focus on the details from their perspective, and make our associates' time with us the **MOST REWARDING** it can be.



### THE GREATEST INCENTIVE IS OPPORTUNITY

We **GIVE OUR ALL** when we can see the next peak to **CONQUER**.



### DON'T BE AFRAID, YOU CAN DO IT

We ask a lot of each other, because our clients ask a lot of us. Sometimes it seems the task at hand is impossible, until we **EMBRACE THE CHALLENGE**, push back our fear, and discover our **TRUE ABILITIES**.



### LEARN IT HERE, USE IT THERE

The **SKILL SETS** we learn in one context may lead to **SUCCESS** in the next. More important, what may seem a failure today can lead to tomorrow's **BREAKTHROUGH**.



### MAKE IT GREAT AND MAKE IT LAST

Strive for the **HIGHEST QUALITY** in all pursuits. **ASK FOR HELP** from others who know their business better than you do. Let's do **GREAT THINGS** that **ENDURE** the whims of time.



### BIGGER BOOTS

It's in our nature to take on roles that force us to increase our personal and professional **CAPACITY**. It's our **OBSESSION** to fill bigger boots with **EVERY STEP** we take.



### DANCE ALONG THE EDGE

**TAKE RISKS** when they are worthy, and know when and where to pull back. When appropriate, why not **GO OUT ON A LIMB**, if indeed that's where the fruit is?



### TO INNOVATE IS TO SIMPLIFY

It's not a big idea if it doesn't **MAKE THINGS EASIER**.



### WE RUN WITH THOROUGHBREDS

Yes, we're high strung. We're **PROFESSIONALS AT THE TOP OF OUR GAME**. We don't settle for second place from ourselves or from our clients.



### LET YOUR CONSCIENCE BE YOUR GUIDE

If **INSTINCTS** tell us it's not the right thing to do, it probably isn't. **INTEGRITY** is the roadmap of our actions, even when no one is looking.

# PROGRAMS + POLICIES

## INTEGRITY STAFFING SOLUTIONS ALTERNATIVE DISPUTE RESOLUTION PROGRAM (ISSADR):

### Mediation and Mandatory Arbitration

When you applied for employment with Integrity Staffing Solutions, you signed an Agreement to mediate and/or arbitrate legal claims. If you joined Integrity before the ISSADR was implemented, use of the ISSADR is required as a condition of continuing your employment. Although it is optional to use the Open Door, Corporate Review or Integrity Ethics Hotline you are legally required to use the arbitration process or you can elect to use mediation to

to address all disputes involving certain statutory and legally protected rights.

If you want more information about ISSADR, feel free to contact your local HR representative about this or any other questions you may have.

## WORKPLACE VIOLENCE

### Zero Tolerance Policy

ISS is committed to providing a safe and healthy work environment where all employees treat each other with respect and dignity. Conflicts can arise between individuals at work; we ask that you inform ISS immediately so that we can assist you with resolving issues in an appropriate manner. Remember, disagreements may occur, but how you conduct yourself can affect others and can affect whether you will continue in your employment with ISS. If you are involved in a conflict with another individual which you feel requires assistance to control, you must notify a member of the ISS team and/or your Shift Manager immediately so that we can control and address the situation. ISS has a zero tolerance policy regarding threats of violence and/or violent behavior. The safety of everyone in the workplace is our most important concern. Threatening/intimidating/aggressive behavior does not have a place here. As an ISS associate, you must be aware of what types of behavior are considered to be workplace violence. Please review the information below which outlines a number of behaviors that are considered inappropriate and will lead to discipline and/or termination. Please note this list is not all inclusive. If you have any questions about this information please contact your ISS Shift Manager.

Any of the following behaviors will lead to discipline: swearing or cursing at or about another associate; raising your voice at another associate. Situations involving a threat and/or violent behavior will likely lead to termination of your assignment and your employment through ISS: threatening another associate with harm, even in jest; threatening another associate with harm, even if the threat is not made directly to the associate; offering to fight another associate, even after work and/or off-premises; intimidating, menacing, hostile, physically aggressive, or violent behavior; stalking or surveillance of associates, either at work or outside of work; excessive arguing or swearing, threats, or sabotage of company property; defacing or causing physical damage to ISS company property, or to the property of ISS clients; any intentional or reckless act that harms persons or property, or that could potentially result in violation of any criminal laws prohibiting violence or threats of violence. It is important that you remain calm and exercise good judgment while at work. If you find yourself getting angry or frustrated, or you feel that you have been subjected to the above behavior, please go to the ISS onsite office and speak with a Shift Manager or your local HR Manager about your concerns. They will work to help you resolve the situation appropriately. You may also call our corporate office at (888) 458-8367 and ask to speak to a member of the Human Resource Team.

## SEXUAL AND/OR RACIAL HARASSMENT

ISS is committed to providing a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in an environment that promotes equal employment opportunities and prohibits discriminatory practices including harassment. Therefore, ISS expects that all relationships among persons in the workplace will be professional and free of bias, prejudice, and harassment. It is the policy of ISS to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, age, national origin, veteran status, disability, or other status protected by federal and/or state law. ISS prohibits and will not tolerate any such discrimination or harassment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature which interferes with an associate's work performance or creates an intimidating, hostile, or offensive working environment. Sexual harassment may involve individuals of the same or different gender. Examples of sexual harassment include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes; sexually degrading words used to describe an individual; display or circulation of sexually suggestive material via electronic mail or otherwise; comments about an individual's body; and other physical, verbal, or visual conduct of a sexual nature. Harassment on the basis of any other protected characteristic is also strictly prohibited.

Harassment is verbal or physical conduct that shows hostility or aversion toward an individual because of his/her race, color, religion, sex, age, national origin, veteran status, disability or any other characteristic protected by law. Harassing conduct includes, but is not limited to: slurs or negative stereotyping; threatening, intimidating, or hostile acts; display or circulation of material that shows hostility or aversion toward an individual or group via electronic mail or otherwise. If an associate believes that he/she is being subjected to harassment of any kind he/she should immediately notify a member of the ISS team and/or their Shift Manager. It is also appropriate to contact our corporate office and request to speak to a member of the Human Resource team (888) 458-8367. An investigation will be undertaken and appropriate sanctions and corrective measures will be instituted if the investigation shows that the allegations are true and constitute a violation of policy. Persons who commit acts of intimidation and harassment will be required to discontinue such conduct and will be disciplined according to the severity of the case. Appropriate disciplinary actions may include, but are not limited to: verbal or written reprimands, suspension, demotion, and termination of employment. No associate will be penalized or retaliated against in any way for making a harassment complaint. ISS is dedicated to removing all forms of sexual or other harassment from the workplace and will promptly and impartially investigate and resolve any complaints.

## SAFETY TIPS:

- Follow all safety guidelines and techniques. Always work SAFE!
- Report all injuries and unsafe conditions immediately—if it doesn't feel safe, IT PROBABLY ISN'T!
- Follow ALL PPE (personal protective equipment) guidelines and expectations if it's required for your job. PPE is gloves, eye or hearing protection, etc.
- Lift with your legs and not your back—avoid twisting.
- Load too heavy? Ask for help!
- Eat well prior to your shift and stay hydrated ALL THE TIME. Hydrate every 15 min. If you're thirsty— you're too late!
- Always follow posted safety signs and directions on the job-site. Your safety is our priority!

# HEALTHCARE REFORM ACT FAQs

## WHY AM I GETTING THIS NOTICE?

The purpose of this notice is to educate employees on the Insurance Marketplaces and their opportunities to purchase insurance from the Marketplace or through Integrity Staffing Solutions.

## WHAT IS THE ACA HEALTHCARE REFORM ACT?

The Health Care Reform Act is also referred to as ACA or Affordable Care Act. This is a federal act that was put in place to provide more people with access to affordable health insurance coverage as well as encourage people to use preventative and wellness services available to them at a low cost through their employer.

## WHAT DOES THE HEALTHCARE REFORM ACT MEAN TO ME?

Under the new federal reform, most citizens are required to have health care coverage that provides one with minimum essential coverage. If you opt out of enrolling in the plans available to you either through the Exchange or through your employer for a period of over 3 months in a row, you will most likely have to pay a penalty at the end of the year. The Minimal Essential Coverage or MEC Plan that Integrity is offering this year will cover you for the individual mandate.

## I'M A TEMPORARY ASSOCIATE, WHAT TYPE OF INSURANCE IS AVAILABLE TO ME THROUGH INTEGRITY STAFFING SOLUTIONS?

Integrity offers its associates the opportunity to participate in a MEC or Minimum Essential Coverage Plan. The MEC plan is an ACA approved plan which will cover 100% of Preventative and Wellness visits. You can also add additional Hospital Indemnity Coverage to this plan to ensure that you have the type of coverage you would like for yourself and your family. The additional coverage would be provided through Transamerica.

## WILL INTEGRITY CONTINUE TO OFFER COVERAGE FOR MY SPOUSE, MY CHILDREN, OR MY FAMILY?

Yes, at this time we are planning to continue offering coverage for spouses, children, and families through our MEC and limited medical program.

## WHAT IF I AM CURRENTLY ENROLLED IN THE LIMITED MEDICAL BENEFITS (TRANSAMERICA INSURANCE) THROUGH ISS AND WOULD LIKE TO MAKE CHANGES?

If you are currently enrolled in a Limited Medical Plan through Transamerica and would like to make changes you may do so during Open Enrollment. During this period you may make any changes, including canceling your current plan. During this period you may add the MEC plan as stand-alone coverage or in conjunction with the Limited Medical Plans.

## WHEN IS INTEGRITY'S OPEN ENROLLMENT PERIOD?

All new associates have 30 days to enroll in benefits. Each year, we hold our Open Enrollment period from February to March, with insurance going into effect in April. If you need assistance outside of these timeframes, please email: [benefits@integritystaffing.com](mailto:benefits@integritystaffing.com)

## WHAT IF I CANNOT AFFORD TO PURCHASE HEALTHCARE COVERAGE?

There are programs available to assist in providing medical benefits to individuals or families who cannot afford the Benefit programs available to them. These programs include Medicare, Medicaid, and subsidies provided through your local Exchange. Your eligibility to participate in these programs depends on certain factors including your annual income as well as the size of your family.

## I'M NOT CURRENTLY ENROLLED IN ANY HEALTHCARE INSURANCE PROGRAM. SHOULD I CONSIDER GOING TO THE MARKETPLACE?

Effective 1/1/2014, the healthcare law requires all people who can afford it to take responsibility for their own insurance by getting coverage or paying a penalty. Individuals can meet this requirement either by participating in a plan sponsored through the company (the MEC Plan), purchasing an independent plan or participating in a plan purchased through the Marketplace.

## WHAT IS THE BENEFIT OF BUYING INSURANCE THROUGH THE MARKETPLACE?

Certain individuals who opt to purchase insurance through the Exchange will be eligible for subsidies, that will be dependent on income levels and various federal/state provisions.

## IF I AM ENROLLED IN HEALTHCARE INSURANCE THROUGH THE MARKETPLACE, CAN I DROP IT TO PARTICIPATE IN THE 2016 OPEN ENROLLMENT PERIOD WITH INTEGRITY?

This will depend on the policy you enroll in through the Marketplace. You will need to review the policies specific to the insurance plans offered through the Marketplace.

## WHERE CAN I GO TO FIND OUT MORE INFORMATION ON THE HEALTHCARE MARKETPLACES?

Please visit [HealthCare.gov](http://HealthCare.gov) for more information.

## WHERE CAN I GO TO FIND OUT MORE INFORMATION ON THE MEC AND LMB PROGRAMS OFFERED THROUGH ISS?

For more information regarding the programs offered through Integrity you can visit the following site:

<http://www.enrollkeysolution.com/enroll/employer> or pick up a pamphlet from onsite or at your local Opportunity Center.  
**Group ID - MTA0154102 | Password - Password123**

## I LOST MY MARKETPLACE NOTIFICATION, WHERE CAN I GET ANOTHER ONE?

You can print a copy of the Marketplace Notice from the Integrity Answers website and from your Workforce Employee Portal. You can also pick up a copy from your local Opportunity Center.



# New Health Insurance Marketplace Coverage Options and Your Health Coverage

Form Approved  
OMB No. 1210-0149  
(expires 1-31-2017)

## PART A: General Information

When key parts of the health care law take effect in 2014, there will be a new way to buy health insurance: the Health Insurance Marketplace. To assist you as you evaluate options for you and your family, this notice provides some basic information about the new Marketplace and employment-based health coverage offered by your employer.

### What is the Health Insurance Marketplace?

The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. You may also be eligible for a new kind of tax credit that lowers your monthly premium right away. Open enrollment for health insurance coverage through the Marketplace begins in October 2013 for coverage starting as early as January 1, 2014.

### Can I Save Money on my Health Insurance Premiums in the Marketplace?

You may qualify to save money and lower your monthly premium, but only if your employer does not offer coverage, or offers coverage that doesn't meet certain standards. The savings on your premium that you're eligible for depends on your household income.

### Does Employer Health Coverage Affect Eligibility for Premium Savings through the Marketplace?

Yes. If you have an offer of health coverage from your employer that meets certain standards, you will not be eligible for a tax credit through the Marketplace and may wish to enroll in your employer's health plan. However, you may be eligible for a tax credit that lowers your monthly premium, or a reduction in certain cost-sharing if your employer does not offer coverage to you at all or does not offer coverage that meets certain standards. If the cost of a plan from your employer that would cover you (and not any other members of your family) is more than 9.5% of your household income for the year, or if the coverage your employer provides does not meet the "minimum value" standard set by the Affordable Care Act, you may be eligible for a tax credit.<sup>1</sup>

**Note:** If you purchase a health plan through the Marketplace instead of accepting health coverage offered by your employer, then you may lose the employer contribution (if any) to the employer-offered coverage. Also, this employer contribution—as well as your employee contribution to employer-offered coverage—is often excluded from income for Federal and State income tax purposes. Your payments for coverage through the Marketplace are made on an after-tax basis.

### How Can I Get More Information?

For more information about your coverage offered by your employer, please check your summary plan description or contact [benefits@integritystaffing.com](mailto:benefits@integritystaffing.com).

The Marketplace can help you evaluate your coverage options, including your eligibility for coverage through the Marketplace and its cost. Please visit [HealthCare.gov](http://HealthCare.gov) for more information, including an online application for health insurance coverage and contact information for a Health Insurance Marketplace in your area.

<sup>1</sup> An employer-sponsored health plan meets the "minimum value standard" if the plan's share of the total allowed benefit costs covered by the plan is no less than 60 percent of such costs.

## PART B: Information About Health Coverage Offered by Your Employer

This section contains information about any health coverage offered by your employer. If you decide to complete an application for coverage in the Marketplace, you will be asked to provide this information. This information is numbered to correspond to the Marketplace application.

3. Employer name Integrity Staffing Solutions, Inc.		4. Employer Identification Number (EIN) 23-2917432	
5. Employer address 700 Prides Crossing Suite 300		6. Employer phone number 888-995-1022	
7. City Newark	8. State DE	9. ZIP code 19713	
10. Who can we contact about employee health coverage at this job? Benefits Team			
11. Phone number (if different from above) 888-995-1022		12. Email address acaquestions@integritystaffing.com	

Here is some basic information about health coverage offered by this employer:

- As your employer, we offer a health plan to:

All employees. Eligible employees are:

Some employees. Eligible employees are:

All Temporary Associates and all Temporary Staff Members are eligible to participate in our Minimum Essential Coverage plan upon completing 8 hours of work on assignment.

Temporary Associates and Temporary Staff Members who have met the requirements to be classified as a qualified full-time individual are eligible to participate in our Minimum Value Plan.

- With respect to dependents:

We do offer coverage. Eligible dependents are:

Spouse/Husband/Wife, Child(ren)

We do not offer coverage.

If checked, this coverage meets the minimum value standard, and the cost of this coverage to you is intended to be affordable, based on employee wages.

\*\* Even if your employer intends your coverage to be affordable, you may still be eligible for a premium discount through the Marketplace. The Marketplace will use your household income, along with other factors, to determine whether you may be eligible for a premium discount. If, for example, your wages vary from week to week (perhaps you are an hourly employee or you work on a commission basis), if you are newly employed mid-year, or if you have other income losses, you may still qualify for a premium discount.

If you decide to shop for coverage in the Marketplace, [HealthCare.gov](https://www.healthcare.gov) will guide you through the process. Here's the employer information you'll enter when you visit [HealthCare.gov](https://www.healthcare.gov) to find out if you can get a tax credit to lower your monthly premiums.

# BENEFITS + PAYROLL INFO

## OUR ASSOCIATE BENEFITS ARE THE BEST IN THE INDUSTRY.

### Insurance Plans

Integrity Staffing Solutions provides associates the ability to participate in a health insurance plan that is in compliance with the Individual Mandate of the Affordable Care Act. Once you have been placed onto an assignment with Integrity you are eligible to enroll in this benefit plan. This Minimal Essential Coverage, or MEC plan, covers the employee and any enrolled dependents with 100% of Preventative and Wellness care. Enrollment information and additional information regarding the benefit options of an Integrity Staffing Solutions associate can be found on site or at your nearest Opportunity Center. For more information or to enroll visit:  
[www.enrollkeysolution.com/enroll/employer](http://www.enrollkeysolution.com/enroll/employer)

### NEWLY HIRED ASSOCIATES

Be certain to enroll within thirty (30) days of date of hire. Benefits are effective the first Sunday following your first payroll deduction.

A Qualifying Life Event (QLE) is an event defined by the Internal Revenue Service in Section 125 that allows one to change a medical election. Once you are enrolled in a plan, you may contact customer service at any time for questions regarding your benefits, claims, status of ID cards, or anything else. Brochures with the details about the Limited Benefits Medical, and optional Dental and Short Term Disability plans will be provided at the time of hire.

### QUALIFYING LIFE EVENTS

This includes: change in legal marital status (i.e., marriage, legal separation, divorce, or death of your spouse); change in the number of tax dependents; Birth of a child or date of adoption of a child, or placement for adoption; death of a dependent; change in dependent's eligibility (for example, a child reaches the age of 26, when he/she is no longer eligible under a parent's medical plan); change in employment status that affects eligibility for health insurance benefits

### INTEGRITY ETHICS HOTLINE

1-855-727-6724

#### WHAT IS THE INTEGRITY ETHICS HOTLINE?

The Integrity Ethics Hotline (IEH) is a completely CONFIDENTIAL channel for reporting serious issues and complaints not resolved at your location. It is also for bringing to the Company's attention activity that you think violates ISS's code of conduct or the law.

#### HOW TO USE THE IEH

To file an IEH report online: [www.IEH.IntegrityStaffing.com](http://www.IEH.IntegrityStaffing.com)  
To file an IEH report by telephone call: 1-855-727-6724

Integrity lives by its name—be assured **no retaliation will be tolerated** because you report offending or unlawful behavior.

#### WHAT TO DO BEFORE USING THE IEH

The IEH is an escalation tool – **BEFORE** you use the IEH you should try to get your problem resolved by:

1. Reaching out to your HR or Ops team at the location where you work.
2. Contacting Integrity corporate HR or Employee Relations for assistance by telephone or online at [IntegrityAnswers.com](http://IntegrityAnswers.com).

If either of these outlets do not get the results you need, OR you want to report something ANONYMOUSLY, then file a report using the IEH.

### PAYROLL:

#### YOU CAN CHOOSE TO RECEIVE YOUR PAY VIA:

1. **Aline Card Pay Solution**—Weekly pay is deposited onto a Visa payroll card
2. **Aline Check**—Gives you the ability to issue yourself a payroll check
3. **Direct Deposit**—We Direct Deposit your pay into your bank account

If you don't want to use the Aline Pay Solution, you can fill out a Direct Deposit form at the Opportunity Center. Sometimes the FIRST week's pay winds up in the Aline system. If that happens, just take the Aline Card to your bank and they'll deposit your pay into your account for you. Register your ADP card, customer support, FAQ's and more at [www.mycard.adp.com](http://www.mycard.adp.com) or phone: 1-877-237-4321



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