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Integrity Answers #:

Integrity Jobs @ AMAZON

VOL.1

CONTENTS

- 1** ABOUT AMAZON
- 1** YOUR ROLE AT AMAZON
- 1** THE WAREHOUSE ENVIRONMENT
- 3** HEALTH & SAFETY
- 3** TIME MANAGEMENT
- 5** BENEFITS, INCENTIVES, & BONUSES
- 5** GET READY
- 6** SUMMARY

Let's Make
History!

ABOUT AMAZON

Amazon is customer-obsessed. They've built a culture with the customer at the center; its processes, technology, and the general world-view of its employees completely revolve around the customer.

AMAZON'S MISSION STATEMENT

"Our vision is to be Earth's most customer centric company; to build a place where people can come to find and discover anything they might want to buy online."

AMAZON'S EXPECTATIONS

Amazon's expectations are high. As an Integrity associate at Amazon, you are expected to:

- Meet daily production numbers. These numbers are tough to reach, but with a little training and a lot of heart, we believe you can do it.
- Help maintain Amazon's high quality standards. Remember, you're the person behind the smile on the box.
- Be on time, every time; your team needs your help to reach their daily goals, so good attendance is important.

WHAT YOU CAN EXPECT AT AMAZON

You may have worked in other warehouses before, but unless you've worked in an Amazon fulfillment center, you will not know just how fast-paced and customer oriented it is.

Successfully completing your assignment at the Amazon fulfillment center will make you "Integrity Certified" for your next position. You will have the ability to print your Integrity Certification certificate from the Integrity Employee Portal after the successful completion of your assignment. This certificate can be presented to future employers to help set you apart from others seeking the same position.

YOUR ROLE AT AMAZON

As an employee of Integrity Staffing you are being hired to play a temporary but important role at Amazon.

By showing up for work each day, you are making a difference for customers across the country. Integrity associates help break production records every year!

THE BIG PICTURE

- All positions are seasonal
- This is not your typical 40-hour work week
- Overtime will be mandatory and you may have to work when it is not convenient
- We will always try to ensure that you have 24 hours' notice on overtime; please note that you may also be required to work additional days and hours with or without notice
- You will need to be flexible in your work schedule - this will help you get started more quickly
- You may have to work a schedule that is NOT your first choice
- Work schedules are subject to change without notice

THE WAREHOUSE ENVIRONMENT

Amazon fulfillment is a fast-paced environment. It will be loud, noisy and different from any place you have ever worked. You will be on your feet the entire shift and walking upwards of 12+ miles per shift.

YOU WILL HAVE TO: LIFT, BEND, SQUAT, REACH AND MOVE. THERE ARE NO SIT-DOWN POSITIONS.

POSITIONS

There are several different types of departments operating within the warehouse, each separated into INBOUND and OUTBOUND functions:

INBOUND (PRODUCT COMING INTO THE FACILITY)

- DOCK - Unload product from trucks
- RECEIVE - Inspect product and receive into computer
- STOW/STOCK - Verify count, label cartons, place product in appropriate areas of the facility
- POWERED INDUSTRIAL TRUCK (PIT) - Some

fulfillment centers require associates to operate PIT equipment; on-the-job training will be provided at these locations

OUTBOUND (PRODUCT LEAVING THE FACILITY)

- PICKING - Use a scanner to move through the warehouse picking items from inventory; you will walk upwards of 12+ miles per day
- PACK/SORT - Sort customer orders; lift and transfer individual items to conveyors, bins and boxes
- SHIPPING - Lift and transfer boxes weighing up to 25 lbs. to conveyors, pallets or trucks for shipping

Important note: Departments may vary by facility and all departments may not be available at all sites. You will be emailed a site-specific insert containing information about your assigned building. We will do everything possible to place you in a position where your skills will be best utilized. Amazon's staffing needs are based on customer volume and they may change at any time. You may need to be moved and/or cross-trained into a department/area that was not your first choice.

PERFORMANCE EXPECTATIONS

Amazon has performance expectations for each department that are totally achievable. There is a built-in learning curve during your training. After your training, you will be expected to reach the hourly goals as part of your assignment.

DRESS CODE

All associates should come dressed comfortable and ready to work:

- Wear comfortable sneakers—NO open-toe or open-heel shoes
- Minimal jewelry—NO dangling earrings or necklaces
- Long hair? Tie it up—NO hair touching your shoulders
- Shirts need to cover your back, midriff, and shoulder areas
- Keep your undergarments just that - under your garments
- No alcohol, drugs or violence on shirts

- Keep those risqué and provocative T-shirts for after work; let's not offend anyone
- Shorts are great, but must not be shorter than 2" above the knee
- Associates are not allowed to bring personal possessions into the facility; this includes cell phones, computers, or anything that may be sold by Amazon

ONSITE STAFF

Our onsite staff is there to help you be successful! Use the tips they give you during training. Please be sure to COMMUNICATE any concerns you may have to them or to request additional training if necessary!

HR TEAM

Our Human Resource team is always ready to assist you. They are here to help you with any situation you encounter.

SHIFT MANAGER

This is your Integrity manager who works with you every day and is always available onsite for questions about your assignment. Our managers are your direct Integrity contacts onsite.

AMBASSADORS

Ambassadors are experienced Amazon associates who are experts at each job function. They should be consulted if you have any questions during your formal training period.

PERFORMANCE COACH

Coaches are Integrity associates who have proven that they can motivate, encourage and mentor other associates. They will work side by side with you to help improve the success of the entire team. Coaches are available at most locations.

SAFETY TEAM

Safety team members will be available onsite to ensure all safety rules and regulations are adhered to, so that you can work safely.

HEALTH & SAFETY

At Integrity, our commitment is to partner with our clients to ensure the workplace is safe and hazard free. In 2017, we earned the “Safety Standards of Excellence” mark from the American Staffing Association and the National Safety Council as an example of that commitment. While on assignment it is important to remember:

TRAINING

Use the techniques you learn! Coaches will be on hand to help you reach your goals.

REPORT INJURIES AND UNSAFE BEHAVIOR

Medical Technicians are on duty during every shift. It is your responsibility to report all incidents, injuries and unsafe conditions to your Manager right away. Integrity Staffing has a strict anti-retaliation policy in place so you will never be penalized for reporting.

STAY HYDRATED AND HEALTHY

Eat and drink before coming to work. Continue to stay hydrated by drinking plenty of water throughout your work day.

FORK LIFT SAFETY

Heavy equipment is to be expected in a warehouse. Be sure to stay in the pedestrian walkways and always be AWARE of your surroundings and stay out of ORANGE CRUSH ZONES without the proper safety equipment.

PROTECT YOURSELF

Use the personal protective equipment (PPE) that is provided and required for your job.

LIFT SAFELY

Always remember to lift safely with your knees and NOT your back.

STRETCH

Stretch at the start of every shift and after lunch.

REASONABLE ACCOMMODATION

If you have a condition, injury, illness or disability that affects your ability to perform your job and you may need an accommodation, please advise the Integrity Team Member during your interview at the Opportunity Center. You may also provide this information to the Integrity Accommodation Central Team by sending an email to ACT@integritystaffing.com. Integrity has an interactive process in which we work with you to determine if a reasonable accommodation is necessary and what would be an appropriate accommodation.

TIME MANAGEMENT

BADGE USAGE

You will be given a photo badge that you will use to enter and exit the building at all times. NEVER use your badge to swipe in another associate, Amazon employee, or Integrity employee. LETTING ANOTHER PERSON USE YOUR BADGE OR USING YOUR BADGE TO LET SOMEONE ELSE IN WILL COST YOU YOUR JOB!

BE SMART. DON'T SHARE SWIPES.

TIME CLOCK USAGE

You will use your badge to clock in and out at the time clock four times a day:

- When you start
- When you go to lunch
- When you come back from lunch
- When you leave at the end of your shift

Important note: Associates are not permitted to clock in more than 7 minutes prior to their shift.

ATTENDANCE

Amazon's orders come in fast and furious, so we need you at work to be successful! However, we understand that life happens, which is why we provide all associates with a variety of options to handle those unexpected emergencies.

ATTENDANCE CREDIT ACCOUNT

All associates are given an Attendance Credit Account. You can accrue a maximum of 6 Credits per assignment. If you need to miss a day, arrive late, leave early, or take a longer lunch, you'll accrue Credits to your account.

Here's how your Credits are accrued:

- Late for shift start or back from lunch less than 1 hour = .5 Credit
- Late 1 hour or more = 1 Credit
- Leave less than 1 hour early = .5 Credit
- Leave early 1 hour or more = 1 Credit
- Absent full shift = 1.5 Credits
- 2 consecutive days absent without notice = voluntary resignation

Please use your Credits wisely—after all, you can only accrue 6 per assignment! Just like your bank account—watch your balance. Each time you accrue a Credit, we'll send you an email for your records. Once your Credit Account reaches 4.5 Credits, we'll send out a reminder email letting you know that you're approaching your limit. If you accumulate 6+ Credits, your assignment may be ended.

Important note: Every 90 days, every Credit you've accrued will be removed from your account!

You can monitor your Credit Account balance at any time by logging into the Integrity Workforce Employee Portal. If you ever feel a Credit has been applied incorrectly, please contact your Manager right away.

LATE PASSES

On Day 1 of your assignment you're given 5 Late Passes. Late passes will be auto-applied when you arrive late

to work less than one hour, take a long lunch (less than one hour), and leave work early (less than one hour).

APPROVED TIME OFF (ATO)

On Day 21 of your assignment, you'll receive 40 hours of Approved Time Off (ATO) for life's little emergencies. Approved Time Off can be applied in hourly increments and is automatically applied as you accrue credits. Again, please keep track by logging into the Integrity Workforce Employee Portal.

During Amazon's Peak Season, it's all-hands-on-deck, and ATO is not available for our associates to use to take time off.

MEDICAL WAIVER

If you need to take time off for illness, medical issues, or to care for a relative/family member needing assistance, you may request a Medical Waiver. Associates may use 1 Medical Waiver per assignment. Medical Waivers excuse up to 6 days. These are consecutive calendar days and not your "scheduled shift days". If you believe your medical condition is covered under the ADA, please reach out to your local Human Resource, Safety, or Onsite Representative.

LIFELINE

As an associate, you'll receive 1 Lifeline to use during Amazon's blackout period. We will apply a ONE-TIME Lifeline to your assignment which will allow you to continue to work.

Please note: after your Lifeline has been applied, any future Credit accrual may result in the end of your assignment.

HOLIDAYS

If an observed HOLIDAY falls on your scheduled workday, you will be required to work and if you meet all eligibility requirements, you will receive time & a half for the hours worked that shift. Night shift associates who work past midnight will be paid at the overtime rate for all hours worked on that shift.

HOW TO REACH US 24/7

If you can't make it to work or are running late, you must contact us! Thankfully, we make calling out easy. You can contact us via the following methods:

- **Phone**
Call your local Integrity Answers number. Try to call within 2 hours of the start of your shift. This is all automated—no need to speak to a person!
- **Chat**
Let one of our agents know by chatting with them at IntegrityAnswers.com or from your Integrity Workforce Employee Portal at IntegrityWorkforce.net.
- **Web**
You'll receive a Workforce login to the Integrity Workforce Employee Portal. This is your own personal employee portal where you can easily create your own callout record electronically.
- **Mobile**
Download the Integrity Employee Portal App and you can call out with the touch of a button.

BENEFITS, INCENTIVES, & BONUSES

BENEFITS

After 8 hours on your Amazon assignment, all associates are eligible for the following:

- Limited Medical Insurance
- Dental Insurance
- Discounted Vision Plan
- Short-term Disability Insurance

INCENTIVES & REWARDS

During our peak season (November/ December), Integrity and Amazon partner together to implement incentive programs where associates are rewarded with cash and prizes for meeting or exceeding goals.

REFERRAL BONUS

During your assignment, we may offer referral bonuses to our associates! Refer your friends and family to earn extra cash.

GET READY

We can't wait to meet you!

BE PREPARED FOR YOUR INTERVIEW

- We will want you to demonstrate how you will be an awesome fit for our team
- Our jobs are very competitive and not everyone will be a fit to work at our customer-obsessed client
- We will be giving you a lot of important information about your position, where you will be working, and how you will get paid
- Please pay attention and ensure you ask questions of your recruiter if you have them
- Please ensure that you feel comfortable with all the information you have received prior to leaving the interview

DRUG TEST

Integrity has a strong commitment to our associates; we provide a safe work environment and promote high standards of associate health and wellness. Consistent with the spirit and intent of this commitment, Integrity has established a comprehensive policy regarding drugs and alcohol in the workplace. In doing so, Integrity will comply with all federal and state drug-free workplace requirements. Integrity will require all employees and job applicants to participate in, consent to, and comply with this policy as a condition of employment and continued employment. The policy includes, but is not limited to, pre-employment testing, random testing, reasonable suspicion testing, and post-accident testing.

INFORMATION OVERLOAD

We have given you a lot of information today! Before you leave, please make sure you have the following in hand and thoroughly understand the following:

ASSOCIATE BUSINESS CARD

You can call us at the Integrity Answers phone number listed on this card. You can use this number to call out using our automated system, get general information, or speak with one of our customer service reps.

We will call you from **1-855-411-2411**. This number will call you with important information about your assignment, emergency information, and overtime (OT) calls. You may always PRESS 3 to stop the calls.

ACCESS TO YOUR EMPLOYEE PORTAL

Get important assignment information, create a call out, check your attendance credits, enroll in direct deposit, access pay stubs and your W-2, and much more!

Need more help? Chat with a Customer Service Representative 24/7. Visit: integrityworkforce.net

- Username is your LAST NAME plus the last 4 digits of your Social Security number
- Password is the LAST 6 (six) digits of your SS number

ADP ALINE SOLUTION

This envelope contains all the information you need to know about getting PAID.

SUMMARY

Key points to remember while working on your assignment:

ATTENDANCE

- All associates are expected to be at work on time for their scheduled shifts
- You must CALL OUT within 2 hours of your shift start to let us know you can't make it to work or

will be late

- Approved Time Off (ATO) will be automatically applied when you need time off; You will receive 40 hours of ATO after 21 days on assignment
- ATO is unpaid

GENERAL INFORMATION

- The pay period is Sunday through Saturday, and every Friday is pay day; pay is for the previous week worked.
 - For example, you started your assignment on Sunday. You worked Sunday, Monday, Tuesday and Wednesday. You will receive your first pay check on Friday of the FOLLOWING WEEK.
- Remember to follow the dress code.
 - Wear comfortable sneakers because you will be on your feet all day
 - Clothing should be comfortable; avoid loose fitting clothing which could get caught in moving conveyors and cause injury.
- You must bring your badge to work every day and never use it to let anyone into the building, as it will result in the end of your assignment

OVERTIME

- Overtime is required for EVERY position at Amazon
- Overtime is MANDATORY when called for by Amazon
- Overtime is based on business need

ENVIRONMENT

- The Amazon facility is a warehouse environment; it will be loud with moving mechanical parts
- ALL positions are physically demanding and require walking, lifting, bending, squatting, reaching, crouching and kneeling; there are NO sitting positions

SAFE BEHAVIOR IS YOUR RESPONSIBILITY

- Wear personal protective equipment (PPE) when necessary and always follow safety guidelines
- Report all incidents, injuries or unsafe conditions
- Stay hydrated throughout your shift and don't forget to stretch