



Kelly Services®

employee handbook



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Welcome



Welcome to Kelly:

You're joining a large, but select, group of professionals who work around the world. Kelly employees work in a variety of disciplines, including, but not limited to:

Accounting and Finance

- Accountants
- Accounting Professionals
- Banking Professionals
- Chief Financial Officers
- Controllers and Assistant Controllers
- Financial Analysts
- Financial Professionals
- Financial Support Staff

Creative Services

- Agency and Studio Management
- Account Services
- Creative Copy
- Design and Production
- Interactive
- Languages
- Media
- Traffic and Production

Engineering

- Aerospace Engineers
- Chemical Engineers
- Civil Engineers
- Drafters/Designers
- Electrical Engineers
- Engineering Test Technicians
- Environmental Engineers
- Industrial Engineers

- Manufacturing Engineers
- Mechanical Engineers
- Project Managers
- Tool Designers

Healthcare

- RNs/LPNs/LVNs
- Medical Assistants
- Medical Technicians
- Occupational Therapists
- Pharmacists
- Phlebotomists
- Physical Therapists
- Radiology Technicians

Industrial

- Assemblers
- Material Handlers
- Maintenance Workers

IT

- Data Processors
- Database Analysts and Administrators
- Help Desk/PC Support Professionals
- IT Project Managers
- Network Administrators
- Programmers
- Systems Analysts
- Systems Engineers
- Web Developers

Legal

- Attorneys
- Compliance and Contract Specialists
- General and Senior Counsel
- Legal Administrators
- Legal Systems Specialists
- Paralegals/Legal Assistants

Office Services

- Administrative Assistants
- Clerks
- Data Entry Operators

Professional

- Call Center Representatives
- Marketing Representatives
- Substitute Teachers
- Security-cleared Employees

Scientific

- Biochemists
- Biologists
- Biostatisticians
- Chemists
- Clinical Research Associates
- Clinical Research Monitors
- Health Physicists
- Industrial Hygienists
- Lab Technicians
- Microbiologists

We take great pride in our commitment to be the world's best workforce solutions provider. We work with many leading companies and organizations to provide the following employment arrangements:

- **Contract**
- **Contract to Hire**
- **Direct Hire**

This handbook provides valuable information that will help you be successful. If you have any questions, don't hesitate to contact your Kelly Representative.

We wish you success in your career with Kelly Services!

Thank you,

Carl Camden
President and CEO

Guidelines

Employment Opportunities

Now that you are part of our global network of professionals, we will contact you when your skills and interests match our customers' job requirements. Our goal is to find the right opportunity to best suit your employment needs. You can choose from the following:

Contract assignments—These opportunities vary in duration and allow you the flexibility of working according to your schedule, interests, and desired location. You will have the opportunity to build your skills, gain work experience at leading companies in the area, and increase your marketability.

Contract-to-hire opportunities—This arrangement gives you and the customer the opportunity to evaluate your fit before a full-time hiring decision is made.

Direct-hire opportunities—For these positions, customers use Kelly's expertise to identify qualified employees whom they hire directly.

The term of your employment with Kelly is not guaranteed; either you or Kelly may end the relationship at any time. Thus, your employment is considered to be "at will." In addition, the duration of any assignment is based on customer need and may vary or change without notice.

What is Expected of You

When you accept an assignment, you represent Kelly to our customers. It is important to note that **Kelly is your employer**, not the customer to whom you're assigned.

Kelly will provide you with the details of any assignment you accept. If the customer changes those responsibilities, notify your Kelly Representative. Your Kelly Representative will also tell you the appropriate attire for your assignment.

We expect you to be the best. This means exhibiting the following attributes:

- **Responsibility**—Once you accept an assignment, we expect you to fulfill your obligation. Please give us advance notice if you are unable to do so. You are responsible for personal items taken to the workplace.
- **Dependability**—Honor your commitment to be at work on time every day, and to finish the tasks assigned to you.
- **Efficiency**—Verify the accuracy of your work. Offer to do additional work when appropriate, and regularly inform the customer of the status of your work.
- **Professionalism**—Keep your work area neat and organized. Do not use the customer's equipment and supplies for personal use, and do not take any items that belong to the customer (e.g., notes, calculators, office supplies).
- **Personal Communication**—Keep personal phone calls (including cell phone calls) to a minimum. Refrain from exchanging personal e-mail and instant/text messages at work.
- **Time recording**—report all actual hours worked—no more and no less—for each day worked.

- **Discretion**—Do not disclose any proprietary or confidential information of any Kelly customer. Protect the customer's confidential information and materials by maintaining and storing them properly.

Working with Your Kelly Office

When to Contact Your Kelly Office

You are expected to maintain communication with your Kelly office when the following situations occur:

- You are going to be late or have an emergency that prevents you from reporting to work. Do not call the customer. We will inform them of your situation and make the appropriate arrangements.
- You are unable to complete an assignment. In this situation, contact your Kelly Representative, not the customer. We will inform them and make the appropriate arrangements.
- You are not satisfied with your work assignment. Do not speak with the customer. Instead, contact your Kelly Representative to discuss possible solutions.
- Your work duties are different or have changed from those originally described by your Kelly Representative.
- The customer asks you to work overtime.
- Your availability changes or you have commitments that will keep you from being available.
- You plan to take time off for a vacation or holiday.
- You have moved or your contact information has changed (e.g., payroll address, e-mail address, phone number).
- You feel you are being harassed at work by a supervisor or co-worker.
- You are injured at work or the work environment seems unsafe.
- You are charged with, or found guilty of, any criminal offense (where applicable by state law).
- Your assignment has ended, and the customer wants you to return at a later date.
- The customer offers to hire you directly.
- You are instructed or prevented from recording and reporting all actual hours worked, at any point in your assignment. If this occurs, immediately notify the Employee Service Center at **866.KELLY.4U (866.535.5948)**.

Note: For information about the status of your pay, contact the Kelly Paycheck Hotline at **800.762.8011** (available 24/7). If you have questions about submitting your time, call the Employee Service Center at **866.KELLY.4U (866.535.5948)**.

How Kelly May Contact You

Your Kelly branch may contact you directly or through the use of enabling voice, text, or e-mail messages. Kelly may use an automated communication system to relay work-related information such as job opportunities, reminders, and other informational messages.

Getting Paid

One of our highest priorities is paying you quickly. You are responsible for promptly and accurately submitting your time at the end of your work week. As long as you submit your time in accordance with Kelly policy, you will be paid within seven days from the end of the pay period.

Record and report all actual hours worked—no more and no less—for each day worked. Never report time for another employee.

As your employer, Kelly deducts required federal, state, and city taxes, Social Security (FICA), and other legally required deductions (e.g., garnishments and tax levies) that have been served to Kelly.

For information about the status of your pay, contact the Kelly Paycheck Hotline at **800.762.8011** (available 24/7), or refer to **myKelly.com** for additional payroll contact information.

Submitting Your Time

Kelly customers may use a variety of timekeeping systems (e.g., paper time cards, card swipe systems, web-based systems). Please follow the instructions for submitting your time as explained by your Kelly Representative. Ensuring that your time is approved by the customer is your responsibility. Unapproved time may result in the delay of your pay.

Using Kelly Web Time

Kelly Web Time is an online timekeeping system that allows you to enter your timesheets through the Internet. The system is fast and easy to use. To make the timekeeping system successful, please note the following:

- You must have access to the Internet. If you do not, contact the Kelly Hotline IT Desk (see the Getting Help section). Please note that the Hotline cannot enter timesheets for you.
- All time must be entered before 11:59 p.m. Eastern Time on Sunday, following your work week.
- Enter only actual hours worked—no more and no less. Contact your Kelly Representative for directions on how you will be paid for holidays, paid time off, and expenses as they should not be included in your time document.

Note: The system allows you to enter time as often as you like throughout the week.

Getting Help

If you have questions or problems using Kelly Web Time, contact the Kelly Hotline IT Desk at **800.KELLY.28 (800.535.5928)**.

Accessing Kelly Web Time

To access Kelly Web Time, visit **myKelly.com** and click **Kelly Web Time**.

Completing a Time Card

A sample of a correctly completed time card is shown below.

Name Jane Doe		Employee ID Number 1 2 3 4	Week Ending 04/05/09	Region WEST							
Enter last 4 digits of your Social Security no.		MM 04 DD 05 YR 09	XXX XXXX XXX								
DAILY TIME RECORD											
START TIME	LUNCH OUT	LUNCH IN	LUNCH OUT	LUNCH IN	FINISH TIME	DAILY TOTAL	KELLY Region WEST				
HR. MIN.	HR. MIN.	HR. MIN.	HR. MIN.	HR. MIN.	HR. MIN.	HRS. MIN.	Current Reference/Order Information	Branch No.	Letter	Reference/Order No.	
MON 7:56	12:14	1:14			5:06	8:15	1:02:0A	0001			
TUE 7:58	11:57	12:57			5:02	8:00					
WED 7:55	12:03	1:05			5:03	8:00					
THU 7:54	12:37	1:38			5:02	8:00	Company Name / Information ABC Company				
FRI 8:00	12:03	1:03			4:45	7:45	Customer Verification and Signature X Bob Smith				
SAT							I certify that the hours are correct and have read and agree to the "Terms of Service" on the back of this time card.				
SUN							Round daily hours to nearest 15 minutes (ex. 0.15,30,45) before summing column				
Employee Signature X Jane Doe						Total Time 40	TOTAL TIME SUMMARY	Rounded to nearest 15 Minutes (ex. 0.15, 30, 45)	Standard Time	Overtime	Double Time
								40:00			

Notes:

- Daily time should be entered to the minute. When calculating total time for each day worked, make sure to round to the nearest 15 minutes. If between 1-7 minutes (e.g., 8:01, 8:02, etc), round down (e.g., to 8:00). If between 8-14 minutes (e.g., 8:08, 8:09, etc), round up (e.g., to 8:15).
- The Region section of the time card will be pre-populated with your appropriate payroll region (i.e., North, South, or West). Please do not update this information.

An incomplete time card may result in a delay in processing your pay.

Electronic Pay Options

Electronic pay is our preferred method of payment and the fastest, safest, and most reliable way to get paid. When you get paid electronically, you don't have to worry about lost or stolen paychecks, or getting to the bank on-time. If your time is submitted accurately and on-time your pay is always available on payday. Kelly offers two electronic pay options—direct deposit and payroll card. If an electronic pay option is selected, you may also enroll in ePaystub (electronic wage statement). Even if you don't select an electronic pay option, you may enroll in eW-2 (electronic W-2).

Guidelines

Direct Deposit

With direct deposit, your pay is electronically deposited directly into your checking or savings account. To enroll, complete the Authorization for Direct Deposit of Pay (e1993), which can be found in the back of this handbook (or on myKelly.com), and give it to your Kelly Representative.

Chase® Payroll Card

The Chase Payroll Card is a prepaid Visa®, debit card that is accepted by merchants, banks, and automatic teller machines (ATMs) displaying the Visa logo. The card can also be used to make online purchases or to pay bills electronically. Enrollment is quick and easy. You don't need a bank account and no credit check or approval process is required.

Enrolling in the Payroll Card Program:

Complete all sections of the Payroll Card Enrollment Form (e1993) which can be found at the back of this handbook (or on myKelly.com) and return it to your Kelly Representative.

Your payroll card will be mailed to your home address and will arrive in about two weeks. If your address changes before your card arrives, immediately contact the Chase Customer Service Center at **888.606.7058** and notify your Kelly Representative. With your card, you will receive a copy of the Chase Terms and Conditions, and instructions for using the card.

Activating Your Payroll Card:

When your payroll card arrives, you must **immediately** activate the card by following the instructions printed on the sticker on the face of the card (your activation code is the last four digits of your Social Security number). After the card is activated, your pay will be deposited in your payroll card account. If you have not enrolled in ePaystub, wage statements will be mailed to your home every payday.

Chase Payroll Card Fee Schedule:

Description of Service or Fee

Monthly account maintenance	\$0.00
Over-the-counter cash withdrawal at any Visa bank	1 free per deposit, \$5.00 for each additional withdrawal
Point-of-sale transaction (PIN and signature)	\$0.00
Domestic (U.S.) ATM withdrawal ¹	2 free per month, \$1.75 for each additional withdrawal
International ATM withdrawal ²	\$3.00 per transaction
Domestic ATM or point-of-sale transaction denial ³	\$1.00 per transaction
International ATM or point-of-sale transaction denial ³	\$3.00 per transaction
Balance inquiry via Customer Service or E-funds web site	\$0.00
Balance inquiry via domestic (U.S.) ATM	\$1.00 per inquiry
Balance inquiry via international ATM	\$3.00 per inquiry
Foreign currency conversion	3.50% (of value of overseas transaction)
Negative balance (overdraft)	\$15.00 per incident
Inactive account ⁴	\$3.00
Monthly statements via E-funds web site	\$0.00
Monthly paper statements	\$1.00 per month
Duplicate copy of statement via E-funds web site	\$0.00
Duplicate paper copy of statement	\$10.00 per request
Lost/stolen card replacement	\$5.00 per card
Expedited delivery of replacement card (optional)	\$20.00 per card
Check issuance (to close account at employee request)	\$12.00 per check
Second card on account for additional user	\$0.00
Online bill payment	\$0.75 per successful transaction

ePaystub

With Kelly ePaystub, your wage statement is posted electronically to a secure Internet site rather than mailed to your home.

Enrollment in Kelly ePaystub is voluntary, but you must be enrolled in an electronic pay program (direct deposit or Chase® Payroll Card) to be eligible. Once you have received your first electronic deposit, you will receive an e-mail from Kelly inviting you to enroll in Kelly ePaystub.

eW-2

With Kelly eW-2, your annual W-2 is posted electronically to a secure Internet site rather than mailed to your home. Once you have received your first pay from Kelly, you will receive an e-mail inviting you to enroll in eW-2. Or, contact the Employee Service Center at **866.KELLY.4U (866.535.5948)** for additional enrollment details. Remember, everyone who would normally receive a paper W-2 is eligible to enroll in eW-2.

¹ There are no additional ATM fees at Chase or Allpoint ATMs. Other ATM owners and operators may charge an additional fee per transaction.

² ATM owners and operators may charge an additional fee per transaction.

³ This fee will be assessed if an ATM or point-of-sale transaction is denied due to insufficient funds.

⁴ A monthly fee will be assessed on each Chase E-funds account that has been inactive for 90 days (fee not assessed during periods of activity). Account activity is defined as credits or debits to the account that are not the result of fees.

Perks of being a Kelly employee

Please note: The number of hours worked will determine eligibility for the Holiday Benefit and Service Bonus Plans. If you have questions about your hours accrued for either plan, call the Paycheck Hotline at **800.762.8011**.

Holiday Benefit Plan

You may be eligible for as many as six paid holidays per year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

This plan applies to:

- All Kelly U.S. temporary employees except employees of Kelly Educational Staffing, KellyOCG-BPO, Payroll Services without benefits, federal government assignments, and those on assignments with certain Kelly customers.

Contact your Kelly Representative with questions regarding holiday benefit plans.

To qualify for a holiday benefit payment, you must meet all of the following requirements:

- Work, and be paid for, 960 hours during the 26 weeks immediately prior to the holiday.
Note: Employees working at pre-approved 37.5 hour work locations have a reduced hours requirement.
- Work, and be paid for, 30 hours during the week immediately prior to the holiday week. For New Year's Day, however, work, and be paid for, 30 hours during the week immediately prior to Christmas Day.
- Be available to work during the holiday week.

A holiday benefit payment will be issued automatically the week following the holiday. It will be equivalent to eight hours at your current pay rate. Do **not** record holiday hours on your time card or other timekeeping systems.

The Holiday Benefit Plan may be cancelled or modified at any time at the discretion of Kelly Services.

Service Bonus Plan

The purpose of the plan is:

- To give all eligible Kelly temporary employees an opportunity to earn a service bonus if they satisfy all of the conditions precedent.
- To help Kelly ensure a stable workforce throughout the service bonus eligibility year and to provide an adequate workforce to Kelly's customers during the month of December.

This plan applies to:

- All Kelly U.S. temporary employees except employees of Kelly Educational Staffing, KellyOCG-BPO, Payroll Services without benefits, federal government assignments, and those on assignments with certain Kelly customers.

As a condition precedent to receiving a service bonus under this plan, eligible employees must:

- Work at least 1,500 hours during the service bonus eligibility year; the hours must appear on paychecks/advises dated from January through December of the bonus year.

- Be active at year-end. "Active at year-end" is defined as having received a paycheck/advice dated in the month of December of the service bonus eligibility year period.

If an employee satisfies the above conditions precedent, Kelly Services will pay a service bonus equal to:

If worked 1,500 hours and less than 1,800 hours:

- 1 percent of the employee's total earnings (excluding service bonus payment) for the applicable service bonus eligibility year.
- This 1 percent bonus payment is inclusive of all overtime compensation as the 1 percent will also be applied to all overtime payments.

If worked 1,800 hours or more:

- 2 percent of the employee's total earnings (excluding service bonus payment) for the applicable service bonus eligibility year.
- This 2 percent bonus payment is inclusive of all overtime compensation as the 2 percent will also be applied to all overtime payments.

Payment details:

- Payments will be made by January 31 of the following year.
- Employees will be paid automatically only if they satisfy all conditions precedent.
- Hours worked do not carry over from one service bonus eligibility year to another.

Kelly Services reserves the right to amend, modify, or terminate this discretionary plan at any time. Employees not satisfying the conditions precedent are not eligible for this bonus or any portion thereof, as this plan prohibits any portion of the bonus from vesting on a pro rata basis. If you have questions, please contact your local Kelly office.

Referral Bonus

If you know someone you think would be a great Kelly employee, let us know. Based on staffing needs, your Kelly office may offer referral bonuses. Contact your Kelly Representative for details.

myKelly.com Employee Web Site

myKelly.com is a dedicated employee portal for your one-stop information needs. This site is your gateway to all things Kelly, including online timekeeping, branch information, career planning tools, job opportunities, online training, and employee discounts.

Employee Recognition

Recognizing our employees is a top priority. If you go "above and beyond" or meet certain performance goals, you may be rewarded through a recognition program. Participation may vary by location, so contact your Kelly Representative for additional details.

Training

Kelly Services is committed to your personal and professional growth. We are pleased to offer you enhanced learning opportunities through the Kelly Learning Center (KLC) to ensure your skills keep pace with market demands. Thousands of online

Perks of being a Kelly employee

professional development courses are available, ranging from customer service and effective communication to leadership, project management, and more. The KLC offers hundreds of desktop software courses covering the entire suite of Microsoft Office products as well as other software applications.

The KLC is available 24 hours a day from any computer with Internet access. You will automatically receive a welcome e-mail with your KLC login information when you provide an e-mail address during the registration process.

We encourage you to take advantage of these training programs to improve your skills and increase your career opportunities. Please note that these programs do not constitute an offer, promise, or guarantee of future positions.

When training is voluntary, you will not be paid for the time you spend training. For more information, visit myKelly.com or contact your Kelly Representative.

Software Support

Kelly offers you free software support and hardware troubleshooting on your Windows®-based home PC, while you are on assignment with Kelly. Our highly trained Hotline IT Service Desk Analysts have the ability to use remote control tools to help resolve some of the most challenging issues with home PCs, including the integration and use of a variety of software products and services such as Microsoft Word, Excel®, PowerPoint®, e-mail, anti-virus protection, Internet browser, connectivity, downloading and installing patches, etc.

If you have a question or need support, you can call our qualified IT Service Desk Analysts toll-free at: **800.KELLY.28 (800.535.5928)** M-F from 5:30 a.m. – 8:30 p.m. Eastern Time. When you contact the Kelly Hotline IT Service Desk, please have the following information available:

- **The branch number and reference number for your current assignment**—If you do not know your reference number, please contact your Kelly Representative.
- **Telephone number**—Where you can be reached throughout the day.
- **E-mail address**—The Service Desk can e-mail you updates and instructions, ask follow-up questions, or invite you to participate in a survey regarding the support you received.
- **The name and version of the software application you are having trouble with**—To find the name and version number of the application you're using, select the "Help" menu, then click "About." If you are not able to do so, the Service Desk Analyst will be able to determine the version of the software for you.
- **Previous case number, if applicable**—This tracking number is very important, so please have your case number available if you are calling the Service Desk regarding an existing or repeat issue.

Qualified Transportation Expense Plan

This plan is applicable to all U.S. employees and allows you to set aside money through pre-tax deductions from your paycheck to pay for qualified workplace mass transit and parking expenses. For additional plan details, refer to myKelly.com.

Access2wellness™

Access2wellness provides access to more than 1,000 free and discounted prescription medications for uninsured and underinsured individuals who qualify. For additional information about the program, refer to myKelly.com.

Benefit Alliance Plans

Kelly has arranged for the opportunity for employees to purchase benefits from a third party vendor, Leslie & Associates. This plan, called Benefit Alliance Plan, is wholly unrelated to Kelly Services. Kelly assumes no authority over, financial partnership in, or responsibility for the acts of the vendor or provisions of the plan including, but not limited to the benefits provided.

The plans include the purchase of medical, prescription drugs, vision, dental, life insurance, critical illness, accident insurance, and/or short-term disability benefits. You may select any combination of one or more plans to meet your individual needs.

You may enroll at any time for all the benefits with the exception of Group Life, which requires you to enroll within 60 days of your hire date (the start date of your last assignment) or during the November 1 through December 31 enrollment period.

To learn more about available plans and options, visit lesliebenefits.com or call **800.644.6854**.

Note: You may qualify for enhanced benefits. Speak with your Kelly Representative for more information.

Group Supplemental Medical Plan

- Four levels of coverage to choose from
- Affordable coverage with no deductibles
- Choose your own doctor
- Covers doctor visits for sickness or accident
- In-hospital and surgical benefits
- Tiers 3 + 4 include prescription drug coverage

Permanent, short-term, and PPO Network medical plans are also available in most states. Contact Leslie & Associates for plan details and individual major medical plan quotes.

Group Critical Illness Insurance Plan

- Benefit amounts from \$5,000 to \$50,000
- Lump-sum benefits paid following diagnosis of each covered critical illness (including heart attack, stroke, major organ transplant, end-stage renal failure, and cancer)

Group Accident Insurance Plan

- 24-hour coverage
- Specified injury and medical fee benefits
- Accidental death benefits

Prescription Drug Plan

- \$15 co-pay for most generic drugs
- Cash discounts on brand name drugs
- More than 54,000 pharmacies nationwide

Dental Insurance Plan

- Choose your own dentist
- Choose from two plan designs

EyeMed Vision Care Plan

- Co-pay plan covers frames, lenses, contacts, and eye exams
- Services available through a network of more than 7,500 providers (including LensCrafters® retailers)

Group Life Insurance Plan

- Coverage for employees, spouses, and children
- Up to \$100,000 for employees, \$50,000 for spouses, and \$10,000 for children

Short-term Disability Income Plan

- Up to 50 percent of weekly pay covered
- Coverage for up to 26 weeks

Convenient Premium Payments

- All premiums combined into a single monthly payment
- Choice of bank draft authorization or monthly billing

Group Home and Auto Discount Program

For more information, refer to myKelly.com

- Multi-Policy Discounts
- Exclusive Kelly Services Group Discounts
- Safe Driver Discounts
- Automatic Monthly Bank Draft Available

Employee Discount Program

PerkSpot® is your one-stop shop for hundreds of online discounts, in-store coupons and hot deals—all in one place! Use PerkSpot to find discounts and deals from many well-known name brands! Visit myKelly.com for more information.

Fun Facts

Each week, Kelly employees work with more than 13,000 companies.

Kelly puts a new employee to work every 40 seconds.

Employee health and safety

Our Commitment to Absolute Zero

It is the policy of Kelly Services, Inc. to promote workplace health and safety. Our vision to provide the world's best workforce solutions requires us to pursue continuous improvement toward Absolute Zero – zero on-the-job accidents, zero on-the-job injuries, and zero on-the-job illnesses. Each of us must take personal responsibility for our own safety and the safety of our co-workers and those for whom we are responsible.

Safe behavior requires an alignment of interests with our customers, employees and suppliers. We expect all Kelly customers, employees, contractors and suppliers to:

- Comply with, if not exceed, all applicable safety, health, and security regulations;
- Promote a culture that fosters open dialog on working conditions;
- Hold all employees personally responsible for safety and health compliance;
- Engage in collaborative and effective safety partnerships, and
- Continually assess worksites to ensure a safe work environment.

Ensuring workplace safety and health must be constants in our business. We shall pursue nothing less than Absolute Zero.

You and Absolute Zero

To ensure your success during your assignment, your personal safety is our number one priority and must be yours. That is why at Kelly Services, we believe the most important number when it comes to employee safety is zero. Zero on-the-job accidents, zero on-the-job injuries, and zero on-the-job illnesses. ABSOLUTE ZERO!

Working with our customers, we will prepare you to conduct your assignment safely and successfully by providing the necessary training, tools, and resources. As a Kelly Services employee it also your responsibility, and it is our expectation, that you will perform your job the right way and the safe way every time. Meeting these expectations will ensure we can achieve Kelly Services safety vision of an injury-free workplace. Personal safety is a core job responsibility for all Kelly Services employees.

As an employee of Kelly Services, you are expected to:

- Accept responsibility for your own behavior and actions.
- Know and comply with all safety policies, standards and procedures that apply to your job.
- Actively participate in all required training.
- Actively participate in safety meetings.
- Not knowingly commit unsafe acts.
- Know and manage your own personal limitations.
- Assess the hazards of the job area before starting any assignment and plan the job so that the work can be done safely.
- Manage any situations that affect your ability to do the job safely.
- Continuously evaluate conditions that affect your ability to do the job safely.
- Use the correct tools and use them safely.
- Maintain good housekeeping in your work area.
- Not let job pressures affect your ability to safely perform your job.
- Work with your Kelly Representative to identify additional training needs.

Additionally, to help ensure your safety and the safety of those around you, you are expected to:

- Immediately report all incidents, near misses and unsafe conditions to your customer supervisor and Kelly Representative.
- Intervene to address unsafe conditions or behaviors.
- Immediately report to your customer supervisor and Kelly Services Representative upon becoming aware of an injury or illness that may be work-related.

Overview

You have a right to a safe and healthful workplace. Congress passed the Occupational Safety and Health Act of 1970, requiring employers to provide workplaces free from serious recognized hazards and to comply with occupational safety and health standards.

To prepare you for placement, we will provide a generic overview of the most common safety regulations, ways you can prevent accidents and injuries, and instructions for what to do in the event of a work-related injury or illness. The customer is obligated to provide site-specific training, as well as any additional safety training that may be required when you start an assignment.

The safety policies and procedures developed by Kelly, the government, and the customer are designed to protect you and your co-workers from potential harm. It is your responsibility to comply with all safety and health standards that apply to your actions on the job.

If you have questions or do not understand safety standards, restrictions, or instructions, ask your customer supervisor or your Kelly Representative for further assistance or information.

Hazard Communication

There are more than 650,000 chemicals that have been categorized as hazardous by federal regulatory agencies. Examples include, but are not limited to, inks, solvents, adhesives, dusts, cleaning compounds, boiler and water treatment chemicals, oil, and lubricants.

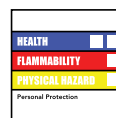
The Occupational Safety and Health Administration (OSHA) Hazard Communication Standard (HCS) is based on a simple concept that employees have both a need and a right to know the hazards and identities of the chemicals to which they are exposed when working. Employees also need to know what protective measures are available to prevent adverse effects from occurring and what actions to take if an exposure occurs. OSHA designed the HCS to provide employees with the information they need to know.

There are two primary means of communicating a chemical's hazards: container labels and Material Safety Data Sheets (MSDS).

Container labels use words, symbols, numbers, and colors to quickly communicate information about a chemical's potential hazards (e.g., flammability, reactivity, physical hazard), and precautions to take when handling them. All chemical containers must be labeled to provide this information. The two most common types of container labels are the National Fire Protection Association, or "NFPA" label, and the Hazardous Materials Identification System, or "HMIS" label. The customer will provide site-specific information concerning how to interpret the labeling system they utilize.



Example NFPA label



Example HMIS label

Each MSDS contains specific chemical hazard information such as: physical health hazards, routes of entry, exposure limits (if any), precautions for safe handling and use (if known), spill clean-up procedures, personal protective equipment to be used, emergency and first aid procedures, and the name, address, and telephone number of the chemical manufacturer. All of the information on the MSDS must be in English and available to employees working with or near the hazardous chemical.

Upon placement, the customer will provide site-specific HCS training. The training shall include: methods and observations used to detect the presence or release of the chemical, physical and health hazards, protective measures, labeling, explanation of the MSDS information, and how MSDS information can be readily accessed.

Machine Guarding

Equipment with moving parts can be hazardous if proper guarding is not in place or related work procedures are not followed. Examples of guarding methods are barrier guards, two-hand tripping devices, and electronic safety devices.

One or more methods of machine guarding will be provided, as appropriate and necessary, to protect you and your co-workers from hazards such as those created by point of operation, ingoing nip or pinch points, rotating parts, flying chips, and sparks. These guards must always be in place when the equipment is operating. If you notice guards missing or feel the guarding is inadequate, immediately notify your customer supervisor and your Kelly Representative.

The Control of Hazardous Energy (Lockout/Tagout)

The customer may sometimes shut down machinery or equipment for maintenance or repair to ensure efficient operation. Often, the maintenance or repair technician may not be visible to you.

To protect personnel working on equipment, locks or tags are used to prevent the device from being accidentally turned on. This procedure is called "lockout/tagout." Never attempt to start or operate a piece of equipment or machinery with a lock or tag on it.

Kelly employees are prohibited from locking or tagging out machinery or equipment unless they have been specifically authorized and trained to do so by the customer, and they have received approval from their Kelly Representative.

Personal Protective Equipment

Some job functions may require the use of personal protective equipment (PPE). PPE is designed to protect you from serious workplace injuries or illnesses resulting from contact with chemical, biological, physical, electrical, mechanical, or other workplace hazards.

Examples of PPE include:

- Hard hats
- Safety glasses
- Ear plugs or muffs
- Respirators, face masks, and face shields
- Aprons and smocks
- Gloves
- Safety shoes or boots

If your job function requires the use of PPE, the customer will provide additional information, including training on how to properly use and maintain it. If you are asked to use PPE that you are unsure about, notify your customer supervisor and/or your Kelly Representative.

Powered Industrial Vehicles

In addition to machinery, powered industrial vehicles (PIVs) may be used to transfer materials throughout a facility. A PIV is any powered vehicle used to carry, push, pull, lift, or stack materials. Examples of PIVs include forklifts, hi-los, fork trucks, tractors, platform lift trucks, and motorized hand trucks.

When walking through a facility, it is important to be aware of PIVs at all times. Use pedestrian walk ways when provided. Before stepping out from aisle ways, between equipment, or from blind corners, check both ways and use convex mirrors if available to make sure the path is clear.

Never operate a PIV unless it has been approved by your Kelly Representative, and you have been properly trained by the customer.

Prior to operating any PIV, the customer must provide formal and practical training. In addition, the customer must evaluate the operator's performance and conclude that the operator can competently and safely operate a powered industrial vehicle.

If you are a trained PIV operator, travel at safe speeds suitable to the surroundings and the type of load you are carrying. Also, watch for pedestrians. Slow down and sound your horn at cross aisles and other locations where your vision is obstructed.

Confined Spaces

Many workplaces contain spaces that are considered "confined" because they hinder or limit the activities of employees who must enter, work in, and exit them. Tanks, vessels, silos, storage bins, hoppers, vaults, and pits are examples of confined spaces. Because of the potential hazards, unless specific permission is received from appropriate Kelly management, Kelly employees are prohibited from entering confined spaces. If asked to enter a confined space, inform the person that you are not allowed to enter confined spaces and contact your Kelly Representative immediately.

Bloodborne Pathogens

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease. There are many different bloodborne pathogens, but Hepatitis B and HIV (the virus that causes AIDS) are the two diseases of which you should be especially aware.

Any worker who may come in contact with blood, other bodily fluids, or needles is at risk, including nursing staff, lab workers, doctors, and even janitors or other housekeeping staff. If there is a reasonable likelihood you may be exposed to bloodborne pathogens while performing your normal job tasks, you will be offered the Hepatitis B vaccination (free of charge) and receive additional training and information from the customer.

Sometimes, however, it cannot be anticipated that an assignment may involve potential exposure. If this happens, inform your Kelly Representative to ensure you receive the necessary training, vaccinations, and personal protective equipment.

Emergency Action Plan

One of the first things you should do at the beginning of every new assignment is familiarize yourself with the location of emergency exits, evacuation procedures, and available shelter areas. The customer will provide site-specific training regarding their Emergency Action Plan and the procedures to be followed in the event of a fire, severe weather (e.g., tornado, hurricane), chemical spill, or any other event deemed an emergency.

Fire extinguishers, first aid kits, and other emergency equipment may be provided, but keep in mind that use of this equipment requires appropriate, site-specific training. If you have questions or do not understand any of the emergency procedures or equipment, ask your customer supervisor for further assistance or information.

Reporting Workplace Injuries and Illnesses

While Kelly and our customers are committed to providing you with a safe workplace, injuries sometimes occur. If you are injured on the job, keep these points in mind to ensure you receive the best possible care.

- Immediately report any injury or illness, no matter how minor, to both the customer supervisor *and* your Kelly Representative.
- If you require medical attention, arrangements will be made for you to receive appropriate medical care.
- You have the right to copies of your medical records. If you need copies, please notify your Kelly Representative.

Kelly knows how important it is for you to return to productive work after an injury or illness, and we are committed to working closely with you, the customer, and your healthcare provider to get you back to work as soon as appropriate.

Safety is everyone's responsibility. By working together, we can reach our goal of an accident-free work environment.

Policies

Business Conduct and Ethics

Every Kelly Services employee is expected to follow all Kelly policies and procedures, as well as those of any Kelly customer to whom they are assigned. Additionally, every Kelly employee is expected to abide by the law and to act with the highest level of ethics, honesty, and integrity.

Kelly has adopted a *Code of Business Conduct and Ethics* that is intended to help identify and resolve ethical issues, deter wrongdoing, provide mechanisms to report dishonest or unethical conduct, and help foster a culture of honesty and accountability. For a complete copy of our *Business Conduct and Ethics*, visit myKelly.com or contact your Kelly Representative.

Reporting Dishonest or Unethical Behavior

Kelly has established a reporting system that enables our employees to report any suspected violations of the Code. This system, which is administered by a third party, allows users to remain anonymous and all reports are kept confidential. Please refer to the "Reporting Dishonest or Unethical Behavior" section of the Code for more information about the reporting resources.

Equal Employment Opportunity Policy

It is the policy of Kelly Services to provide equal employment opportunity in recruitment, selection, training, compensation, promotion, job transfer, and assignments. These opportunities and other conditions of employment are extended to qualified applicants and employees regardless of an individual's race, color, sex, age, religion, national origin, genetics, sexual orientation, gender identity/expression, disability, and/or other protected categories under applicable laws. It is also the policy of Kelly Services to make reasonable accommodations for qualified persons with disabilities, and to extend employment opportunities to such persons, as well as to special Disabled Veterans, Veterans of the Vietnam era, Recently Separated Veterans, Armed Forces Service Medal Veterans, and other protected veterans. The Senior Vice President of Human Resources is the Equal Employment policy officer for the company.

Accommodation Policy

It is the policy of Kelly Services to comply with all applicable federal and state laws concerning the employment of persons with disabilities. Consistent with that commitment, it is Kelly's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

Kelly Services will seek to provide reasonable accommodations to individuals with disabilities, unless to do so would cause undue hardship. An applicant or employee in need of a reasonable accommodation should promptly provide notice to their Kelly Representative, so that the individual and Kelly can work together to arrive at a reasonable accommodation, if such exists.

Pay Policy

Kelly Services is committed to paying our employees timely, accurately, and in compliance with all state and federal laws, including, when applicable, the overtime pay requirements and

salary pay requirements of the Fair Labor Standards Act (FLSA). Employees exempt from overtime will be notified. Contact the Employee Service Center at **866.KELLY.4U (866.535.5948)** to report pay-related errors.

Time Recording

Kelly employees must record all actual hours worked, no more and no less. This may include recording and reporting time for activities such as logging on to a customer's system, putting on/taking off protective gear, etc. When submitting your total hours worked to Kelly, be sure to include daily and meal in/out times (where available) and also submit your time to Kelly within the time requirements. If instructed not to record or report all actual hours worked, for any reason, you must immediately notify the Employee Service Center at **866.KELLY.4U (866.535.5948)**.

Some states have strict laws regarding taking meal and rest periods. If your meal or rest period is interrupted or missed and you are unable to record and report all actual hours worked, you must immediately notify the Employee Service Center at **866.KELLY.4U (866.535.5948)**. Refer to myKelly.com for a listing of states with specific meal or meal and rest period requirements.

Family and Medical Leave Act of 1993

Your Rights

The Family and Medical Leave Act of 1993 (FMLA), as amended, requires Kelly to provide 12 weeks of unpaid, job-protected leave to eligible employees for certain family or personal medical/military reasons. FMLA rights and responsibilities provided to you and Kelly are as follows:

Employee Eligibility Criteria and Amount of Leave

You are eligible for leave if you have worked for Kelly for at least 12 months and worked 1,250 actual hours during the previous 12 months. Kelly provides eligible employees with up to 12 weeks of unpaid, job-protected leave in a rolling 12-month period and maintains healthcare benefits (if applicable) during the 12 weeks of authorized leave. Employees eligible for Military Family Leave may receive up to 26 weeks of unpaid, job-protected leave on a one-time-per-injury only basis.

Notice Requirements

If the need for leave is foreseeable, you must notify Kelly 30 days prior to taking leave to ensure staffing needs can be met. When the leave is not foreseeable, give notice as soon as possible. You must follow the regular attendance call-in policy and procedures to report an unforeseeable FMLA absence. **Failure to follow procedures may result in delay or denial of leave and may affect employment status.** Kelly may require medical certification to support a leave request based on a serious health condition. When the leave is foreseeable and at least 30 days notice is provided, you should provide the medical certification before the leave begins. In any other case, you must provide the certification within 15 calendar days of the date FMLA certification is requested. Kelly may request recertification, which is at your expense. Kelly may also request second and third medical opinions at its expense. In addition, Kelly may require a "fitness for duty" statement regarding your own serious health condition before you can return to work, indicating whether you can perform the essential duties of your job.

Approved Reasons for Family Medical Leave

- Birth of your child, care for your newborn following birth, or placement of a child with you for adoption or foster care. This leave must take place within one year of your child's birth or placement.
- Care for your spouse, child, or parent who has a serious health condition.
- Your own serious health condition making you unable to perform your assigned job.
- Military Family Leave to care for a covered spouse, son, daughter, parent, or next-of-kin servicemember who is injured or recovering from an injury suffered while on active military duty making the servicemember unable to perform the duties of the office, grade, rank, or rating, or when receiving medical treatment, recuperation, or therapy, even if the service member is on the temporary disability retired list.
- Qualifying Exigencies (requiring immediate action) related to a spouse, son, daughter, or parent's call to active duty in the Regular Armed Forces or Reserves in support of a contingency operation, such as short-notice deployment issues, military events, childcare/school activities, financial/legal arrangements, counseling, rest/recuperation, and post-deployment activities.

Job and Benefits Protection

Kelly will reinstate you to the assignment you held before your leave or to an assignment that is comparable in pay and responsibilities unless the assignment would have naturally ended while you were on leave. In that event, Kelly will attempt to place you in a new assignment when you are ready to return to work. Any benefits or health coverage you receive through Kelly or on a specific customer assignment continue throughout your FMLA leave for up to 12 weeks.

Intermittent or Reduced-schedule Leave

Intermittent or reduced-schedule FMLA leave may be available under the following circumstances: 1) When medically necessary due to your own serious health condition, or to care for a seriously ill spouse, parent, or child, or 2) Related to either type of military family leave. Intermittent FMLA leave for any reason, including planned medical treatment, must be scheduled to create minimal disruption to your position.

Failure to Return to Work

Kelly may recover the portion of health care premiums it paid during the FMLA leave (if applicable) if you fail to return to work from a FMLA, unless you cannot return to work because of the continuation, recurrence, or onset of a serious health condition for either you or a qualifying family member, or other circumstances beyond your control. This does not include a parent's decision to remain at home with a healthy child beyond the 12-week FMLA leave period. Kelly does not extend FMLA leaves beyond the 12-week FMLA maximum. If you do not return at the end of an approved FMLA leave you will be deemed to have abandoned your job and employment will terminate.

Coordination with Other Leaves/Laws

Any form of leave, whether paid or unpaid, taken for a FMLA qualifying reason, will run concurrently with available FMLA leave

(e.g., workers' compensation lost time taken for FMLA qualifying reasons will be counted toward the 12-week maximum FMLA leave). A FMLA leave will run concurrently with any type of leave provided under applicable state/local laws. Please contact your Kelly Representative with questions about state or local laws, policies, or for more information.

FMLA Protection

Kelly may not interfere with, restrain, or deny you the ability to exercise FMLA rights. Kelly may not terminate or discriminate against you for opposing an unlawful FMLA practice or for involvement in a FMLA-related proceeding. Please bring any FMLA-related concerns to your Kelly Representative promptly. For a complete copy of Kelly's FMLA Policy, visit myKelly.com or contact your Kelly Representative.

Anti-harassment Policy and Reporting Procedure

Kelly Services is committed to maintaining a work environment that is free from harassment. Kelly will not tolerate harassment of or by its employees. All employees are expected to help ensure the work environment remains free of harassment.

Definitions and Examples of Harassment

The term "harassment" is used in this policy to refer to sexual harassment as well as other forms of harassment. Below are definitions of sexual and other forms of harassment, as well as examples of conduct that may constitute harassment. (These lists are examples only; they are not all-inclusive.)

Sexual harassment—Sexual harassment is unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when submission to such conduct is: a) made a condition of employment, b) made the basis for employment decisions, or c) unreasonably interferes with an individual's ability to perform their job duties or otherwise creates an offensive or hostile working environment.

Examples of sexual harassment include:

- Unwanted physical touching
- Telling sexually explicit jokes or stories
- Making lewd or offensive comments or gestures
- Displaying sexually suggestive objects, cartoons, or pictures
- Sending sexually explicit messages by letters, notes, electronic mail, or phone
- Making offensive comments about an employee's body, physical appearance, or clothing
- Using terms of endearment (e.g., "dear" or "sweetheart") when referring to employees of one gender
- Repeatedly asking a co-worker or subordinate for a date or meeting outside of working hours after they have indicated an unwillingness to go

Other Forms of Harassment

Other forms of harassment include offensive comments or conduct pertaining to a person's race, ethnicity, religion, creed, ancestry, national origin, age, physical or mental disability, sexual orientation, gender identity/expression, marital status, or veteran status.

Policies

Examples of other forms of harassment include:

- Making gestures, threats, derogatory comments, or slurs that may be offensive to individuals in a particular group
- Displaying derogatory objects, photographs, cartoons, calendars, or posters
- Sending messages by letters, notes, electronic mail, or phone that may be offensive to individuals in a particular group

Responsibilities of Kelly Employees

All Kelly employees are expected to help ensure the work environment remains free from harassment. Any employee who believes they are being subjected to harassment, or who witnesses the harassment of or by another employee, has the responsibility to promptly report the matter through one of the means identified in the following "Reporting Incidents of Harassment" section.

Reporting Incidents of Harassment

Report incidents of harassment using one of the methods listed below:

- Contact the Kelly Services Business Conduct and Ethics Reporting Program: **877.978.0049** or submit your report online at <https://www.integrity-helpline.com/kellyservices.jsp>.
- Contact the local Kelly office.
- Contact the Human Resources Representative who supports the local Kelly office. The name and phone number of the Human Resources Representative can be obtained from the local Kelly office, the Human Resources department at Corporate Headquarters, or the Kelly Business Conduct and Ethics Reporting Hotline.

Upon learning of a situation that may violate this policy, Kelly will conduct a prompt investigation. All information regarding the alleged harassment will be kept as confidential as permitted by the investigation process.

If it is determined that a violation of this policy has occurred, Kelly will take appropriate steps, which may include disciplinary action up to, and including, termination of employment. In addition, Kelly will not tolerate retaliation against an employee for making a complaint or cooperating in an investigation.

Employees in California, Maine, Massachusetts, Rhode Island, and Vermont may also contact your regional, state, or federal agency. Contact information will be provided to you by your Kelly Representative.

Employment and Income Verification Policy

Kelly offers its employees an automated employment and income verification process through The Work Number®. The Work Number reduces the verification and lending processing time, resulting in faster, less complicated loan, employment, and social services approvals.

When asked to provide employment or income verification for a lending institution, property manager, or other business, follow the appropriate steps below. The verifier will have instant access to your employment and/or income information.

If you have any questions, contact The Work Number Client Service Center at **800.996.7566** (Voice) or **800.424.0253** (TTY-Deaf), Monday – Friday, 8:00 a.m. – 7:00 p.m. Eastern Time.

To Provide Proof of Employment and/or Income

1. Visit theworknumber.com/employee or call **800.367.2884**.
2. Enter the following:
 - Kelly Services Employer Code: **11336**
 - Your **Social Security Number** (SSN)
 - Your **PIN** (the last four digits of your SSN)
3. If you want the verifier to have access to income information, select the option to obtain a Salary Key. Write down the Salary Key number issued to you. The Salary Key is used to authorize the release of salary information and is unique for each request.
4. Give the following information to the person requesting your proof of employment and income:
 - The Work Number Access Options:
 - Online: www.theworknumber.com or Phone: **800.367.5690***
 - *Government assistance and social services agencies should call **800.660.3399**.
 - Your **Social Security Number** (SSN)
 - The Kelly Services Employer Code: **11336**
 - Your **Salary Key** (if applicable).

Weapons Policy

Unless otherwise prohibited by state laws, it is the policy of Kelly Services that weapons of any kind, whether or not concealed, are prohibited on Kelly's or its customers' premises. Employees who carry a weapon on these premises are subject to immediate termination of employment.

If you require further clarification of Kelly's Weapons Policy, please contact Global Security and Investigations at **248.244.4180**.

Workplace Violence Policy

Kelly Services is committed to providing a safe and secure work environment free from violence, threats, intimidation, and harassment. Threats, threatening behavior, or acts of violence directed toward Kelly employees, customers, or visitors while on Kelly or its customers' premises are not tolerated.

Employees violating any terms of this policy may be subject to disciplinary action up to, and including, termination of employment and/or pursuit of criminal prosecution or civil remedies.

Employees are responsible for promptly reporting any inappropriate, alarming, threatening, or violent behaviors in which they have been involved, witnessed, or learned of having occurred, regardless of the nature of the relationship between those involved.

Employees who have obtained or applied for a protective or restraining order that lists Kelly or its customers' premises as protected areas must notify their Kelly Representative. Kelly does not discriminate against victims of domestic/family violence,

sexual assault, stalking and the like and is committed to providing reasonable security accommodations and leave for such individuals.

Reporting Incidents of Workplace Violence

- When an immediate threat to your safety or the safety of others exists, contact local law enforcement authorities.
- In the event of a medical emergency, seek first aid or medical assistance.
- Report all incidents to your Kelly Representative, immediate supervisor, Human Resources, or the Kelly Services Business Conduct and Ethics Reporting Program: **877.978.0049**.

Note: All employees can be assured of confidentiality when reporting an incident to their Kelly Representative, immediate supervisor, Human Resources, or the Kelly Services Business Conduct and Ethics Reporting Program.

Drug-free Workplace and Substance Abuse Policy

Kelly Services believes a drug-free work environment is vital to the safety and well-being of our employees and fully endorses the federal Drug-Free Workplace Act of 1988 and similar state and local laws.

It is our policy that all employees must agree to maintain a workplace free from illegal drug-related activities.

Employees are prohibited from being under the influence of controlled substances at all times during work hours. Controlled substances include alcohol, inhalants, prescription drugs not legally obtained, and prescription drugs not being used for prescribed purposes, in prescribed amounts, or by the person for whom they were prescribed.

Kelly prohibits the illegal use, possession, sale, exchange, or manufacture of controlled substances and drug paraphernalia on Kelly or its customers' premises, in a Kelly- or customer-supplied vehicle, or in any connection with one's employment with Kelly. The dangers of drug use in the workplace include impaired job performance and judgment, risk to the health and safety of co-workers, and significantly reduced coordination, concentration, memory, and reflexes.

Violation of this policy may result in disciplinary action up to, and including, termination of employment.

Additionally, Kelly will report to law enforcement authorities illegal drug-related employee activities that occur on Kelly or its customers' premises, and will cooperate with any criminal investigation of such activities. In addition, Kelly requires employees to provide notice to their Kelly Representative within five days of conviction for a criminal drug-related offense.

For a complete copy of the *Kelly Drug-Free Workplace and Substance Abuse Policy*, contact your Kelly Representative.

Getting Help With a Substance Abuse Problem

To get help with a substance abuse problem, contact the **National Center for Substance Abuse Treatment** at **800.662.HELP (800.662.4357)** or drughelp.org.

Representatives will provide information regarding local counseling programs. Discussions will be kept confidential. Listings for organizations such as Alcoholics Anonymous, Narcotics Anonymous, and Cocaine Anonymous can be found in most local phone books under Alcoholism and Drug Abuse. Local health departments, hospitals, mental health centers, and social service agencies can also provide assistance with substance abuse problems.

Information Security Policy

Kelly Services is committed to safeguarding the integrity and confidentiality of our information and information systems, as well as those entrusted to us by our customers and suppliers. As a condition of employment, employees are expected to safeguard these systems from unauthorized use, disclosure, modification, destruction, or loss.

All information created, stored, or transmitted on Kelly or its customers' systems is the property of Kelly Services or its customers.

Definitions

Information is any form of data created, stored, or transmitted electronically or in paper format.

Information systems are assets, such as computer hardware, computer files and records, software, magnetic media, and internal/external communication systems.

Employee Responsibilities

- Employees must keep their passwords confidential and must not share their passwords with others. Employees will be held accountable for all actions performed with their User ID and password.
- Employees will not use Kelly or its customers' information systems to communicate, input, or access language or images that may be considered offensive or demeaning to any individual.
- Employees will use Kelly or its customers' information systems for business purposes only, and will not use them for inappropriate purposes such as illegal activity, gambling, soliciting or selling personal products, or engaging in commercial activities other than those expressly permitted by Kelly or the customer.
- Employees will not duplicate, delete, or disclose Kelly, or its customers' proprietary or confidential information, or remove information or information systems without the proper authorization.

Employees will not be afforded privacy when using Kelly or its customers' information systems. All electronic files and e-mail sent, received, or stored in Kelly or its customers' information systems are the property of Kelly or its customer. Kelly reserves the right to monitor, audit, and terminate employees' access to information and information systems at any time without notice.

Employees violating any terms of this policy may be subject to disciplinary action up to, and including, termination of employment and/or pursuit of criminal prosecution or civil remedies.

Policies

Report suspected violations of the *Information Security Policy* to the local Kelly office or the Kelly Services Business Conduct and Ethics Reporting Program at **877.978.0049**.

Social Media Policy

To protect Kelly, our customers, and other parties with whom we do business, Kelly Services has adopted rules of permissible and prohibited conduct regarding employee use of social media networks. You are expected to observe this policy when using social media sites. Your failure to comply with these rules may result in disciplinary action up to and including termination of employment, subject to applicable law. For a complete copy of Kelly's Social Media Policy, contact your Kelly Representative or visit myKelly.com.

Smoking Policy

Employees must comply with smoking policies and any state or local regulations at all customer locations. Direct questions about customer-specific smoking policies or regulations to the customer to whom you are assigned.

Privacy Statement

Kelly Services is committed to maintaining the privacy and security of the personal information of our customers, applicants, and employees.

Kelly will collect, use, store, transfer, and purge personal information for employment-related purposes only.

Kelly does not sell or trade personal information, and we will disclose it only when required by law.

Kelly, or its representative(s), protects personal information from misuse, alteration, unauthorized access, destruction, or disclosure.

An individual may be granted reasonable access to their personal information to correct or update it as appropriate.

Kelly is prepared to respond to any questions regarding the use of personal information. We will fully cooperate with the Federal Trade Commission and local data protection authorities when requested to do so. Additionally, Kelly will conform to the appropriate privacy requirements of our customers.

For a complete copy of the Kelly Privacy Statement, as well as our Privacy Policy, visit myKelly.com or contact your Kelly Representative.

Additional Policies

Kelly Services complies with all applicable local, state, and federal employment laws. Please contact your Kelly Representative if you need further information.

A Final Note

We want to provide you with the opportunities you need to further your personal and professional goals. If questions arise, or if you need more information or guidance, please feel free to visit myKelly.com or contact your Kelly Representative.

Kelly reserves the right to interpret, modify, or discontinue policies or perks at any time without prior notice. It is your responsibility to become familiar with the contents of this handbook. You may receive a printed copy of this handbook at the onset of your employment; however, it is your responsibility to speak with your Kelly Representative to ensure that you are referencing the most current version.

Thank you for choosing Kelly Services and sharing your skills and talent with us. We believe our employees are the best in the world.

"Kelly is full of opportunities that could last a lifetime. Kelly offers good job choices and experiences for your résumé, and helps you build skills that matter."

– Cindy Brown, Kelly Employee



Our Vision

To provide the world's best workforce solutions

Our Character

We are authentic, the industry founder. We believe in relationships, not transactions. We value teamwork, realizing that we are stronger together than as individuals. We take seriously the promises we make. We are passionate, dedicated and driven to excel. With us it has never been about being the biggest. It has always been about being the best and doing the right thing.

At our core, we are a community. Each day we welcome into our community the varied talents of all people who embrace our culture of service, teamwork and integrity. We offer the opportunity to work with the best companies in the world, and to make a difference in the communities in which we live and work.

Our Values

We are judged, collectively and individually, by the return we provide to our shareholders. We choose to provide that return with the following values:

We are personally responsible for our actions, outcomes and reputation.

We build strong relationships and create Kelly advocates for life.

We own and resolve customer and candidate issues with urgency.

We treat every customer, employee and supplier with respect and integrity.

We continuously seek opportunities to innovate and improve the Kelly experience.



myKelly.com gives you access to Kelly branch information, job opportunities, training, and employee perks, as well as Kelly Web Time. Visit **myKelly.com**, your personal, virtual Kelly office today!

