

# CLIENT HANDBOOK

**Renoir Staffing LLC**

*“The Fine Art of Real Estate Staffing”*



## General Rules and Regulations

As a new client of Renoir Staffing LLC (Renoir) we require that all new clients complete a business application with us prior to sending a temporary employee to the client's site. We also require two (2) positive business references.

## Expectations from Clients

It is our goal to provide you with excellent customer service and care. As a specialist in the Fine Art of Real Estate Staffing, we are dedicated to providing each client with experienced real estate and property management staff. In order for us to better serve you, we ask that you carefully adhere to the topics listed in this handbook. From timecard approval to employee supervision, every topic covered is an important item to your success in working with us. Renoir is able to provide you with customized staffing solutions when you abide by our rules and guidelines. Here are some things you should consider when hiring a Renoir temporary employee.

## Job Orders

In this handbook, you will find a copy of a Job Order Form (Appendix A). This form provides you with a convenient way to provide your recruiter with your hiring request. After you've reviewed and/or completed your Job Order Form, call your recruiter to request a temporary employee. Having the job order information ready prior to contacting your recruiter is very helpful, and will assist the Recruiter in placing the *right* candidate at your property. You can submit a request by phone, email, or on our website at [www.renoirstaffing.com](http://www.renoirstaffing.com).

## Other Things to Consider:

There are other areas you should consider when hiring a temporary employee, such as:

**Driving-** We inform all of our temporary employees not to drive any vehicles while on an assignment. If asked to do so, our employee has been instructed to contact Renoir immediately.

**Keys/Client Property/Cash-** We inform all of our temporary employees not to remove any keys or company property from the property/site. We also inform each employee not to handle cash on any assignment. If a Renoir temporary employee is asked to do any of these things, he/she has been instructed to contact Renoir immediately.

**Maintenance Exclusions-** There are certain maintenance areas of work that are excluded from Renoir employees approved work list. For your convenience, we've included a list of such areas in the appendix of this handbook (Appendix B).

## **And Finally:**

Please call us with any changes to your job order. Report any change regarding your hiring request immediately; no matter how big or small. We are especially concerned with the assignment dates of your job order. If the dates of your assignment changes, let us know. Failing to do so may result in over-time charges. We schedule our temporary employees according to the assignment dates you provide us with. If you make changes to the assignment schedule without letting us know, we may assign the employee to another property. To avoid this issue, please contact us anytime there is a change in the assignment schedule.

When possible, give us as much notice as possible when requesting a temporary employee. We want to make sure that we match the right candidate to your property, and we need time to do so.

## **Supervision of Temporary Employees**

Renoir requires that all temporary employees be supervised when assigned. If there is ever a situation where a Renoir temporary employee will be working alone, that information must be communicated to your recruiter prior to the employee being assigned to your property. It is very important that you are clear about the duties a Renoir temporary employee will be performing with your recruiter.

## **Timecard Instructions**

**Electronic Timecards-** In an effort to making timecard approval more convenient for you, Renoir has eConnect, an automated time collection and approval process. With eConnect, Renoir employees enter hours worked each week via the web. Customers approve timesheets via the Internet on Mondays. Renoir eConnect provides you a fully automated way to approve timesheets. We are confident it will save you time and effort in addition to enabling us to provide you with 100% accurate billing data.

## **Registration**

You will receive a Welcome Email from us inviting you to register on our eConnect Web Portal site. After you receive the confirmation email you may register. The email will contain a link directing you to the site. When you click on the link you will be brought to the eConnect registration page.

## Account Registration

You're just a few moments away from getting your account setup. Please verify and complete the information below. When you're ready to continue, click the Register button.

### Step 1: Select an account name.

Select a suggested account name from the list.

- cynthia.britton@demo.eempact.com
- cynthia.britton
- cynthiab

If you would like to choose your own account name, enter it in the box below. Your selection above will be ignored if you enter an account name. You can use the upper or lower case letters A to Z, the numbers 0 to 9, hyphen, underscore, period, or the at-symbol. You can enter up to 75 characters for your account name.

### Step 2: Select a password.

You'll need to select a password. You can enter up to 15 characters for your password.

Select a password

Re-type your selected password

### Step 3: Complete your registration.

Complete your registration by clicking the Register button.

By clicking the Register button you are stating that you are eligible for an account, have the legal right to view the information associated with this account, and are at least 18 years old.

I agree and consent to the [Terms of Service](#).

Visit the [Account Maintenance](#) page to have your account information sent to your email address. You can also use this page to enter a different registration code.

You are given the opportunity to select a Login ID. eConnect will suggest some possible Login ID's using your email address and first/last name combinations. You may select one of the suggested ID's or you may create your own using up to 75 characters.

Next select your password. The password may be up to 15 characters. This is a secure password that members of our staff will not be able to access.

Step 3 asks you to agree to our terms of Service.

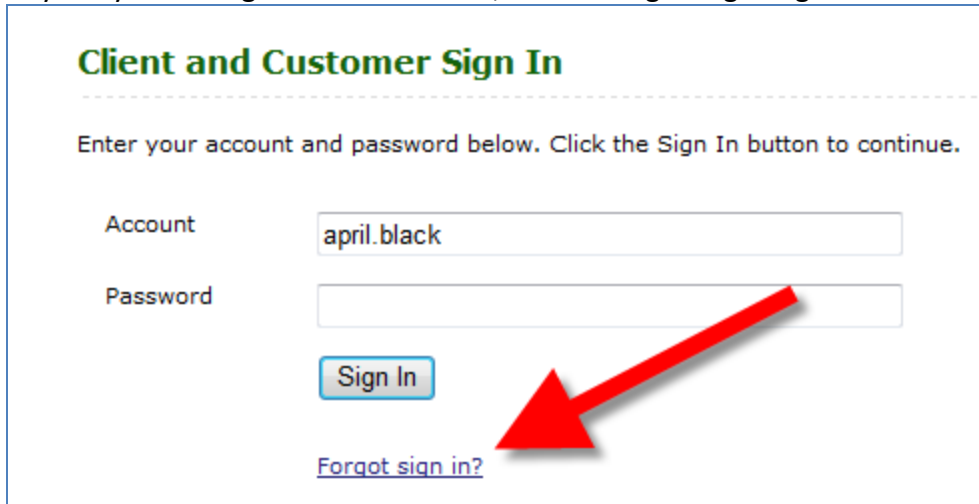
The last step is to click the Register button. After clicking the Register button you will automatically be directed to the main eConnect page.

## Confirmation Email

After registering you will receive a confirmation email, verifying your successful registration.

## Account Information Email

If you forget your eConnect Login ID and/or password you may request the information be sent to you by accessing our eConnect site, and clicking "Forgot Sign In?" link on the Login page



**Client and Customer Sign In**

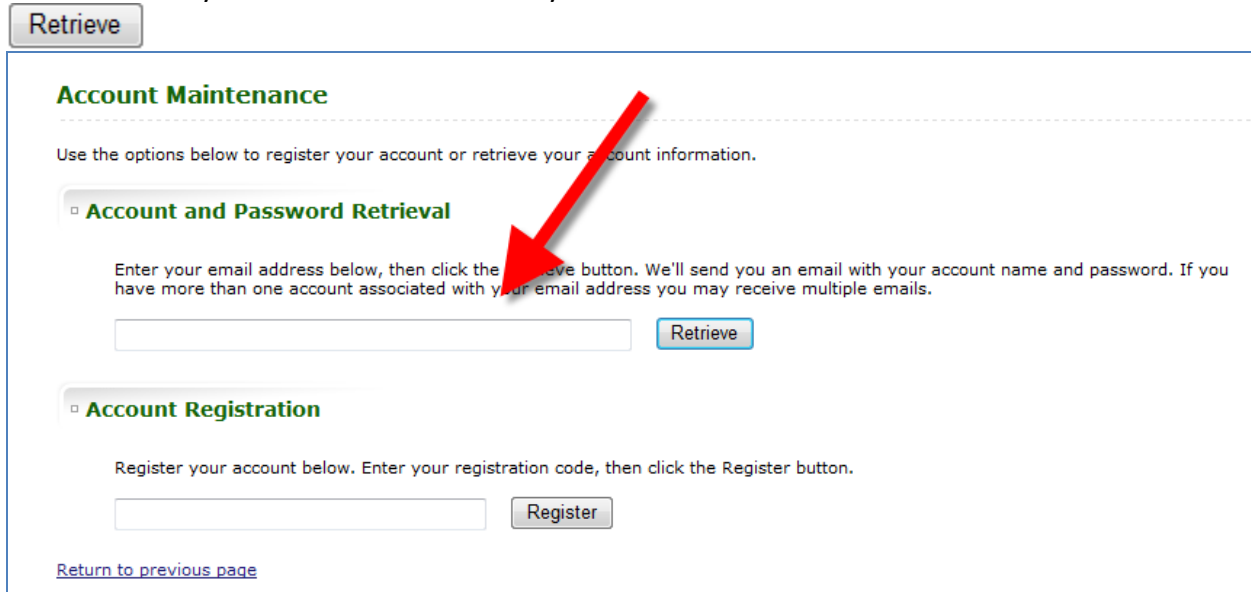
Enter your account and password below. Click the Sign In button to continue.

Account

Password

[Forgot sign in?](#)

After clicking the link, you will be brought to the Account Maintenance page where you will be asked to enter your email address. Enter your email address and click the Retrieve button.



**Account Maintenance**

Use the options below to register your account or retrieve your account information.

**Account and Password Retrieval**

Enter your email address below, then click the Retrieve button. We'll send you an email with your account name and password. If you have more than one account associated with your email address you may receive multiple emails.

**Account Registration**

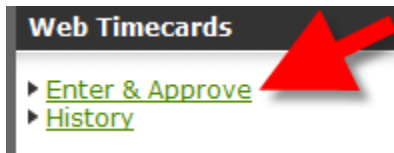
Register your account below. Enter your registration code, then click the Register button.

[Return to previous page](#)

You will in turn receive an Account Information email, containing your Login ID and Password.

## Approving Timecards

After an Employee enters in timecards and Saves/Submits them, they will then be available for you to Approve. You will receive a reminder email or you may simply log into eConnect with your Login ID and password and click on the Enter and Approve link under the Web Timecards section of the left side menu.



You may view this list by Weekending date and within the Weekending date may filter by Status and Supervisor. The options for Status are “All” and “Not Entered”.

The options for Supervisor are:

My Items – This is the timecard where you are the Supervisor for the Assignment.

Other Contact Names – Other Contact names may be available for selection in this list. If this is the case, then you were selected as the Alternate Approver for another Supervisor. You will want to use this selection if someone you are a timecard approval backup for is on vacation or unavailable. A specific Supervisor name can be selected in this list.

All – Selecting All will display all items where you are the Supervisor as well as all timecards where you are the Alternate Approver.

Use this page to manage web timecards. Use the drop-down selectors to filter the web timecard display. If links appear to the right, use these links to create, change, approve, or reject the web timecard. Use the details link to view web timecard history and audit trail information. An asterisk (\*) indicates the web timecard has comments.

Weekending  Status  Supervisor

Employee Name	Description	Weekending	Hours	Status	
Alvarez, Martin	Word Processor (#44)	6/29/2008	65.40	Pending	<a href="#">change</a> <a href="#">approve</a> <a href="#">reject details</a>
Alvarez, Martin	Industrial Assembly. (#13)	6/29/2008	60.40	Approved	<a href="#">reject details</a>
Cheary, Nicholas	Word Processor (#41)	6/29/2008	59.15	Approved	<a href="#">reject details</a>

The Status column will indicate where in the timecard process this timecard resides. To

Approve a timecard click on the [approve](#) link next to the timecard.

The window will immediately refresh to display the timecard as approved.

Weekending  Status  Supervisor

Employee Name	Description	Weekending	Hours	Status	
Alvarez, Martin	Word Processor (#44)	6/29/2008	65.40	Approved	<a href="#">reject details</a>
Alvarez, Martin	Industrial Assembly. (#13)	6/29/2008	60.40	Approved	<a href="#">reject details</a>
Cheary, Nicholas	Word Processor (#41)	6/29/2008	59.15	Approved	<a href="#">reject details</a>

### Rejecting Timecards

You may reject a timecard if the information entered by the employee is incorrect. During that process you also have an opportunity to enter a comment regarding the reason for the rejection. An email will be sent to a member of our staff and the employee informing them that the timecard was rejected. The Timecard is then moved into a Status of Rejected.

The Employee or member of our staff may then go into eConnect and make the adjustments and re-submit. After the timecard had been re-submitted it will then become available for you to review and approve.

To Reject a Timecard simply click on the Reject Link [reject](#) in the Timecard Listing. The following window will display.

### Reject Web Timecard WT51

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**Web Timecards Details**

Customer	Black's Beverage Company
Employee	Martin Alvarez
Weekending	07/13/2008
Hours	65.40

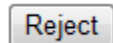
**Rejection Reason**

Please enter the reason for rejecting this web timecard.

**Note:** Your entry will be visible to the employee. The entry will also be added to the detailed history of this web timecard.

Martin, you left early on Friday.

You may enter in a Rejection Reason in the comment box, and then click the Reject button.



The timecard will then show up in the Timecard Listing with a status of Rejected.

### Web Timecards

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Use this page to manage web timecards. Use the drop-down selectors to filter the web timecard display. If links appear to the right, use these links to create, change, approve, or reject the web timecard. Use the details link to view web timecard history and audit trail information. An asterisk (\*) indicates the web timecard has comments.

Weekending  Status  Supervisor

Employee Name	Description	Weekending	Hours	Status	
Alvarez, Martin	Industrial Assembly. (#13)	7/13/2008	65.40	Rejected	<a href="#">change</a> <a href="#">approve</a> <a href="#">details</a> *
Alvarez, Martin	Word Processor (#44)	7/13/2008	56.25	Pending	<a href="#">change</a> <a href="#">approve</a> <a href="#">reject</a> <a href="#">details</a>
Cheary, Nicholas	Word Processor (#41)	7/13/2008	54.15	Pending	<a href="#">change</a> <a href="#">approve</a> <a href="#">reject</a> <a href="#">details</a>
Cleder, Sally	Word Processor (#51)	7/13/2008	64.60	Pending	<a href="#">change</a> <a href="#">approve</a> <a href="#">reject</a> <a href="#">details</a>
	Word Processor (#56)	7/13/2008		Pending	<a href="#">change</a> <a href="#">approve</a> <a href="#">reject</a> <a href="#">details</a>

## Viewing Timecard Details

You may view timecard details from the Web Timecard Listing for all timecards.

To view timecard Details, click on the Details link. The following window will display:

**Web Timecard WT51**

This page shows the entire history for the web timecard. You can click on the links provided to see the web timecard information for specific web timecard events. Most recent items are listed first.

**Customer Information**

Customer Name	Black's Beverage Company
Division Name	Soda Division
Address	3575 Pilot Knob Road
City	Eagan, MN 55120-1314
Supervisor	April Black
Assignment #	13

**Employee Information**

Employee Name	Martin Alvarez
Start Date	1/1/2003
Start Time	8:00 AM
Schedule	8:00 - 5:00P M-F
Hours / Week	40
Estimated End	12/31/2005
Estimated End Comment	
Job Title	Industrial Assembly.

Date/Time	Confirmation Code	Status	Hours Authorization
7/15/2008 8:38 AM	24712956:193	Submitted - Rejected	65.40 April Black <a href="#">details</a>
7/15/2008 8:36 AM	8DC926CE:189	Submitted - Waiting Approval	65.40 April Black <a href="#">details</a>

**Comment History**

Date	Who	Comment
7/15/2008 8:38 AM	April Black	Martin, you left early on Friday.

**Details for Confirmation Code 24712956:193**

**Summary**

Regular Hours	40.00
Overtime Hours	25.40
Double Time Hours	0.00
Mileage	0.00
Expense Amount	0.00

**Earnings Code Allocation**

Earnings Code	Amount
DOUBLE	0.00
EXPEN	0.00
HOUR	40.00
OTHNON	0.00
OVER	25.40

**Daily Time Record**

Date	Time In	Time Out	Breaks
07/07/2008	02:00AM	04:05PM	01:00
07/08/2008	02:00AM	04:05PM	01:00
07/09/2008	02:00AM	04:05PM	01:00
07/10/2008	02:00AM	04:05PM	01:00
07/11/2008	02:00AM	04:05PM	01:00
07/12/2008	--:----	--:----	--:--
07/13/2008	--:----	--:----	--:--

**Session**

Date/Time	2008-07-15T08:38:12
Sign Authenticated	True
Secure Session (https)	off
Remote Address	:::1
Remote Host	:::1

The view allows you to see, at the top of the window, each process the timecard has gone through as well as who was the authorizing user for that process. Details regarding the timecard are displayed below. If you click on the details link next to one of the processes, the timecard details will change to reflect hours and comments that existed at the time the timecard was in that particular stage.

## **Assignment Hours Policy**

When requesting a temporary employee, always let your recruiter know the exact hours of the assignment. Renoir employees are not allowed to work more than eight (8) hours in a single work day or more than forty (40) work hours in a single work week without being paid overtime. Any hours worked over the time listed above is considered over-time and must be approved by the site supervisor and the Renoir recruiter. Please be sure to review timecards for overtime carefully when approving them.

Please also remember to inform your recruiter when a Renoir temporary employee will be taking their assigned lunch and daily breaks. The Department of Labor requires that each employee who works six (6) hours or more must take an unpaid, minimum 30 minute meal break. This must occur in the first five (5) hours of work. The law also requires a 10-minute rest period for each four (4) hours of work. Please refer to the Department of Labor's website at [.dol.gov](http://.dol.gov) for more information.

We know that keeping to a budget is important to our clients, so remember that missed breaks require compensation. Renoir employees are entitled to meal and rest periods as provided by law. If our employee is not afforded meal or rest periods on any work day, Renoir is required by law to compensate the employee for the missed meal and/or rest period. In such a case, Renoir will invoice your company for the meal and/or rest period time plus any applicable penalty, as reflected on signed time cards.

Thank you for working with us as a business partner to fully comply with State and Federal Laws.

## **Fee Percentage Standards**

Renoir works on a contingency basis. There is never a fee until a candidate is actually hired by your company. Should you decide to hire a Renoir employee, the fee percentage agreed to under a contract to be designed by your recruiter, is based either on a percentage of the gross annual compensation offered to the Candidate or, for hourly wage earners under the following equation: The Hourly Wage x 2080 (working hours per year).

Should a client choose to employ a Renoir candidate on a temporary basis prior to converting to their employ, the fee will be reduced based on how long the client keeps the employee. The

longer a client keeps a temporary employee, the more the fee will be reduced. Please discuss details with your recruiter.

**Payment of Fee:** The fee will be invoiced at the time of acceptance of the Candidate. All invoices are due upon receipt and are payable no later than ten (10) days after acceptance. If payment is not received within billing terms the Employee Replacement/Conditional Money Back Guarantee will be considered void.

## **Invoice Terms**

Renoir will invoice the client weekly for work performed the previous week by our employee. All invoices are due upon receipt. Renoir is required to pay our employees on a weekly basis, and as such, we require consistent, timely payments from our clients. Clients who regularly pay late will not be serviced and collection actions will be promptly taken.

## Appendix A

### JOB ORDER REQUEST FORM

When submitting your request for a temporary employee to Renoir, please have the following information available. You can submit a request by phone, email, or on our website at [www.renoirstaffing.com](http://www.renoirstaffing.com):

1. Client Name:	
2. Address of the property:	
3. When does the position start:	
4. When does this position end:	
5. Hours/days needed:	
6. Meal and rest break times:	
7. Job Title:	
8. Details of job description and/or job specification:	
9. Specific Skills:	
10. Specific tools (if Maintenance):	
11. Dress Code:	
12. Is there anyone that has been there in the past you would like to request back?	
13. Who will the person report to:	

## Appendix B

### JOB DUTY EXCLUSION LIST

The following areas of work are excluded from Renoir Staffing LLC (Renoir) employees approved work list due to safety concerns.

Employees of Renoir:

1. May not perform any roofing work or inspect or repair any roof.
2. May not use his or her own vehicle for the client's purposes.
3. May not work on air conditioning unit or HVAC systems.
4. May not work on or in electrical panels, boxes, and breaker boxes, sub panels or junction boxes.
5. May not repair elevators or any of their equipment.
6. May not repair or work on fire extinguishers, fire alarm systems or burglar systems.
7. May not work on large plate glass window repairs.
8. May not handle or work with dangerous or toxic chemicals.
9. May not remove, work, touch or handle any asbestos issue on a complex including, but not limited to, insulation, floor covering, ceiling covering and so on.
10. May not work pool equipment.
11. May not repair overhead doors or doors that automatically open.

If any Renoir employee is unclear or has questions about a particular job, they are directed to call their recruiter or the Oakland main office before proceeding.