

# EMPLOYEE PAYROLL POLICIES

Renoir employees, in order to qualify to work with Renoir Staffing Services, Inc., must have the following completed and in their respective employee file:

- Application for work
- W-4
- I-9
- Resumes
- Two (2) professional references
- Employee Background Search Release form

Paydays occur at these intervals: once a week on Fridays. There are no advances against paychecks. No interim checks between paydays will be issued. Checks are mailed from the Oakland office; no one, under any circumstances, can pick up a check in person.

Timesheets must be completed and signed and in the Oakland or Citrus Heights office by Monday, 12 noon, in order to be timely. RSS does not accept faxed timesheets.

Timesheets must be signed by an authorized employee of the client firm; unsigned timesheets are returned to the employee in order to procure a proper signature.

Forged or altered time sheets will result in appropriate legal proceedings and may incur, but not be limited to, police intervention.



# e-Time INSTRUCTIONS

## Telephone User Instructions

Use Renoir's e-Time system to electronically enter your timecard information.

- All time must be entered prior to 11:59 each Friday evening to be included in the coming weeks payroll.
- Use a timesheet to keep track of your daily hours.
- **Call 1-888-698-4991.** This is a toll-free call.
- Enter your 1-digit branch number.
- Enter your 4-digit assignment number.
- Enter your 9-digit social security number.
- Choose your week-ending date.
- Follow the prompts to enter your time.
- The # key confirms entries and the \* key allows you to re-enter.
- Enter hours in quarter hours. For example, 8 hours, 15 minutes is entered as 8 2 5 #. Remember overtime begins after 40 hours per week, or 8 hours per day.
- Be sure to update your availability and phone number! Your information is e-mailed to us.
- Write down your confirmation number.
- Hang up or enter another timesheet as prompted by the system.
- Your time and availability have been entered.
- Once you learn the system, you can enter your numbers without listening to all of the prompts. Just be sure to confirm your entries.

## Internet User Instructions

Choose between entering your timecard information via phone or internet. Do Not duplicate your timecard information by submitting it through both telephone and internet.

- All time must be entered prior to 11:59 each Friday evening.
- Use a time sheet to keep track of your daily hours.
- Browse to [www.renoirstaffing.com](http://www.renoirstaffing.com)
- Enter your 1-digit branch number.
- Enter your 4-digit order number.
- Enter your 9-digit social security number.
- Click on Login.
- Choose your week-ending date.
- Enter your daily regular and overtime hours.
- Enter hours in quarter hours. For example, 8 hours, 15 minutes is entered 8.25. Remember, overtime begins after 40 hours per week, or 8 hours per day.
- Be sure to update your availability and phone number, if needed! Your information is e-mailed to us.
- Click on Submit.
- Print or write down your confirmation number.
- Close browser, exit, or enter another time sheet as indicated on the screen.
- If you realize your have made a mistake, you may browse to this site again, login, and correct your hours.



# SAMPLE "SHOPPING" REPORT

(For residential employees)

This is an example of a "shopper" report. Pay close attention, your performance will be judged by the customer on these issues.

Property Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Personnel Contacted: \_\_\_\_\_ Shopped By: \_\_\_\_\_

## PROFILE OF THE CALL

YES

NO

- |       |       |  |
|-------|-------|--|
| _____ | _____ | Was this your first attempt to make telephone contact with the property?<br>If NO, how many previous attempts were made? |
| _____ | _____ | Was the call answered promptly and in a professional manner (i.e., state name of property and your name)?                |
| _____ | _____ | Did the staff member's tone of voice sound friendly and enthusiastic?  |
| _____ | _____ | Did the staff member take control of the conversation immediately by asking one or more questions?                       |
| _____ | _____ | Were you asked what was most important to you in selecting your new home?  |
| _____ | _____ | Were you asked what price range you were looking for or if the prices quoted were within your price range?               |
| _____ | _____ | Were your questions answered clearly and concisely?  |
| _____ | _____ | Was any attempt made to benefit sell?  |
| _____ | _____ | Were any special discounts or other move-in concessions mentioned?   |
| _____ | _____ | Were you invited to visit the property?  |
| _____ | _____ | Was pertinent information offered to you such as directions to the property and office hours?                            |
| _____ | _____ | Were you asked for your name and/or telephone number?  |
| _____ | _____ | Were you asked how you heard about the property?   |
| _____ | _____ | Was courtesy and professionalism used throughout the call?   |

# SAMPLE TELEPHONE PROTOCOL

(For Residential Employees)

## Greeting

Good Morning/afternoon! Thank you for calling       (name of building)      .  
This is       (your name)      , may I help you?

## Assess Needs

I will be happy to provide you with that information, and your name is  
      (prospect's name)      ?

Hi,       (prospect's name)      , what type of home are you interested in?

How soon will you need your new home?

Do you have a price range in mind?

Will it be for yourself or are others included?

## First Close

We have a unit that meets your requirements available at the time you mentioned and I would like to invite you to come by to see the unit; when would be a convenient time for you?

      (prospect's name)      , could I get your phone number in case we need to get in contact with each other?

## Second Close

      (prospect's name)      , once again, my name is       (your name)       and I am looking forward to meeting you on       (date and time agreed upon)      . Are there any questions I can answer for you at this time?

Thank you for calling.

**RESIDENTIAL LEASING/MANAGEMENT CHECKLIST**  
**(For Property Managers)**

When a Renoir temporary arrives on site, you can help orient them with the property and the procedures they are to follow. Use this checklist to help provide as much information as possible to the candidate.

APARTMENT INFORMATION

- Rent (specific or a range)
- Basis for the rent (upstairs vs. downstairs, or amenities)
- Application fee (singles or couples)
- Security deposit
- Pet policy and deposit
- Specials being offered currently
- Amenities of apartments
- Age of complex
- Corporate apartment programs
- Rental policy – leases, month-to-month, how long is the lease?
- Location of models
- Policy for showing vacant apartments
- Locations for apartments ready to rent (map?)
- Is initial walk-through OK?
- Traffic log
- Guest cards
- Keys
- Radios

Manager: \_\_\_\_\_

Assistant: \_\_\_\_\_

Maint. Supervisor: \_\_\_\_\_

Leasing Agent: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

PROCEDURES

Accepting deposit to hold

- Check or money order
- Payee only
- Receipts
- Prorates
- Length of hold

Scheduled move-ins for today

- Papers to be completed
- Keys
- Money to be collected
- Welcome package/procedures

Scheduled move-outs for today

- Papers to be completed
- Keys expected
- Disposition of deposit
- Move-out inspections report

MAINTENANCE

Maintenance requests

Schedule repairs from outside

- Forms/procedures
- Vendors

# EEOC POLICY

TO ALL EMPLOYEES:

This is to advise all employees of Renoir Staffing Services, Inc. that law and our industry's Standards of Ethical Practices absolutely prohibit discrimination against job applicants based upon race, color, creed, religion, national origin, sex, sexual preference, age, income level or physical handicap.

While we believe that the illegality of such discrimination is well understood, there is one aspect to this issue that we want to ensure that each of our employees understands: It is unlawful to accept a job order in which the client asks you to exclude qualified job candidates of a particular race, gender, etc.

If a client tells you that he/she desires that you discriminate in your referrals (temporary or permanent) against any class of people protected by law against discrimination, you must tell that client that we are prohibited by law from accepting a job order with such conditions. You may be tempted to remain silent, hoping to work around the problem at a later time. However, you must resist such a temptation. You must tell the client that you cannot accept any job order with such conditions attached.

This firm will not tolerate violations of anti-discrimination laws. If you have any questions about this, or are faced with such a situation, please speak immediately to the owner of Renoir.

# **COMPANY POLICY AGAINST DISCRIMINATION AND HARASSMENT**

Please read these policies and then sign that you understand that you must abide by these rules:

We expect you to accomplish your work in a business like manner and to respect the dignity and wellbeing of your fellow employees. Any discrimination against or harassment of our employees, whether by a manager, co-workers or third parties over whom we have control, will not be tolerated and will be dealt with severely. Any employee who has committed acts which are found to be harassment will be subject to disciplinary action, up to and including dismissal.

Renoir Staffing Services, Inc. maintains a strict policy prohibiting harassment, discrimination or sexual harassment in the workplace made unlawful by federal, state or local law, including discrimination or harassment of a sexual, racial, ethnic or religious nature. This policy applies to all persons involved in the operations of Renoir and prohibits unlawful discrimination or harassment by any employee, whether committed by supervisory or non-supervisory personnel.

Discrimination and unwanted or unwelcome harassment includes: (1) degrading remarks, jokes, tricks, insults or gestures; (2) displaying or passing around objects or pictures offensive, for example, to racial, ethnic or religious groups, and (3) any conduct which has the purpose or effect of substantially interfering with a person's work performance or of creating an intimidating, hostile or offensive work environment.

It is a violation of our sexual harassment policy for a supervisor or manager to insinuate, threaten or imply in any way that an employee's submission to, or rejection of, sexual advances will in any way influence any personnel decision regarding that employee's employment, evaluation, wages, advancement, assigned duties, shifts or any other aspect of employment or career development. Other sexually harassing conduct in the work place that may create an offensive work environment is also prohibited, whether it be in the form of physical or verbal harassment, and regardless of whether committed by supervisory or non-supervisory personnel. This includes, but is not limited to, repeated offensive or unwelcome sexual comments, flirtations, advances or propositions; continual or repeated verbal abuse or degrading remarks of a sexual nature; graphic verbal commentaries about an individual's body; touching, patting, pinching, hugging or repeated brush against another employee's body and the display or passing around the work place of sexually suggestive or offensive objects or pictures. Such conduct should be reported immediately to the Recruiter who has assigned the job or the Human Resources Director at the client location.

While it is not the purpose of this policy to regulate an employee's personal morality, discrimination or harassment in the work place by an employee is an act of misconduct and grounds for disciplinary actions, up to and including dismissal and may lead to personal, legal and financial liability.

# ORIENTATION ATTENDANCE

**I HAVE ATTENDED A RENOIR STAFFING SERVICES, INC. ORIENTATION AND UNDERSTAND AND AGREE TO: POLICIES AND RULES PRESENTED AND DISCUSSESD. THESE INCLUDE BUT ARE NOT LIMITED TO THE EEOC POLICY AND SAFETY RULES.**

**DATE:** \_\_\_\_\_

**OFFICE LOCATION:** \_\_\_\_\_

**PRINT NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

# **CERTIFICATE OF ACKNOWLEDGEMENT OF RECEIPT & READING OF THE EMPLOYEE HANDBOOK**

This certificate acknowledges that I received a copy of the Personnel Handbook, which supersedes all prior personnel handbooks or Renoir Staffing Services, Inc.'s employment policies. I understand that it contains important information about Renoir Staffing Services, Inc.'s general personnel policies, benefits and provisions that control my employment relationship with Renoir Staffing Services, Inc.

I understand that this Handbook is not an expressed or implied contract for a specific period of employment and does not form continuing or long-term employment between Renoir Staffing Services, Inc. and me. It is, however, the final and complete understanding between us regarding my "at-will" employment status. This means that either Renoir Staffing Services, Inc. or I may end the employment relationship at will, any time, with or without cause and with or without notice.

Finally, I acknowledge that Renoir Staffing Services, Inc. reserves the right to change any provision in this handbook at any time for any reason without advance notice. Though Renoir Staffing Services, Inc. can make changes, I understand that nothing in this Handbook can be modified or deleted, nor can anything be added in any way by oral statements or practice. Only the President of Renoir Staffing Services, Inc. can change this Handbook, and the change must be in writing. If Renoir Staffing Services, Inc. makes any material changes, they will give me a copy of them.

I also read and specifically agree that, if there is any dispute arising out of my employment as described in the section called "Arbitration of Disputes" in the handbook, I will submit it exclusively to final and binding arbitration according to the procedures outlined in the "Employment Arbitration Procedures Manual."

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Your Signature

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Please Print Your Name

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Date You Signed Certificate



**CERTIFICATE OF ACKNOWLEDGEMENT OF  
RECEIPT & READING  
OF NEW EMPLOYEE’S GUIDE WORKERS’ COMPENSATION FORMS**

I have read and understand the New Employee’s Guide to Workers’ Compensation Forms and the information I provided is true and accurate.

\_\_\_\_\_ I have filled out the pre-designated form

\_\_\_\_\_ I choose not to fill out the pre-designated form at this time, and will return it to Renoir Staffing Services with completed information.

\_\_\_\_\_ Yo he completado el documento que se me fue indicada.

\_\_\_\_\_ Yo he decidido no completar el documento que se me indicada en este momento. Lo regresare a Renoir Staffing Services con la informacion completa.

\_\_\_\_\_  
Signature/Firma

\_\_\_\_\_  
Print Your Name/Nombre

\_\_\_\_\_  
Date/Fecha