

QUICK REFERENCE GUIDE FOR OSU END USERS

The Ohio State University is pleased to welcome Adecco as a preferred staffing partner of temporary labor.

Through our agreement, Adecco will service all in-scope temporary staffing roles as reflected in eStores and will provide a central point of contact for submitting temporary labor requests, screening and interview scheduling of skilled candidates, and orientation of newly hired temporary employees. Adecco will also provide an ongoing quality assurance program to ensure your continued satisfaction.

We hope this guide provides you with an introduction to their services, as well as the information you need to utilize the program effectively.

About Adecco

Adecco is a leader in recruiting and workforce solutions. We have more than 500+ offices in North America servicing a range of clients through an integrated suite of workforce solutions. Combining niche industry expertise with the size and scale of Adecco SA, the world leader in workforce solutions, Adecco USA is made up of several specialty divisions that align to the unique needs of our clients.

Adecco Central Order Management Team

Contact	Phone/Email
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Adecco/OSU - Program Highlights and Overview

In-Scope Job Roles: Roles to be serviced by Adecco can be found in the eStores catalog. Skill categories include Clerical/Admin, Light Industrial, and Professional. If you need temp labor for a role not found in the eStores catalog, please contact the Adecco COM Team for assistance.

Bill Rates: Rates charged to OSU can be found in the eStores catalog.

Overtime: All OSU approved overtime will be paid for hours worked by Adecco associates in excess of 40 hours a week (subject to state overtime laws). Overtime pay will be calculated at 1.50 times the hourly pay rate. In addition, Adecco will bill OSU 1.5 times the hourly bill rate for all overtime hours worked.

Pre-Employment Screenings: All Adecco associates will be required to pass the following screenings prior to the start date of assignment.

- National Criminal Database (NCRF)
- National Sex Offender Registry
- County Felony Misdemeanor – 7-year address history, current & previous name
- SSN developed names and addresses (AKA Trace)

Additional screenings may be required dependent upon job role or location.

Order Process

To request a temporary employee, please follow the steps below:

New Order

- Review eStores to determine the appropriate job role and bill rate for your request
- Hiring Manager submits a request to the Adecco COM Team via MS Forms
 - [OSU Req Form](#)
- COM completes intake call with Hiring Manager
- COM distributes to appropriate Adecco team for recruiting

Submittals

- Adecco Recruiter submits candidates to COM
- COM submits candidates to the Hiring Manager

Interview/Acceptance

- Hiring Managers need to respond to Adecco submittals within 24 hours of submission
- COM receives interview request from Hiring Manager and coordinates with Adecco Recruiter
- If necessary, COM will coordinate alternative dates and times with Adecco Recruiter and Hiring Managers
- COM continues to communicate with Hiring Managers until a candidate is selected.

Onboarding

- Adecco Recruiter begins background screenings and onboarding paperwork, if not already complete
- Adecco Recruiter emails COM when screenings, and onboarding paperwork, are complete and associate is ready to start
- COM confirms start date with Hiring Manager

Purchase Orders

- **An Adecco associate may not start an assignment until the PO is received from the OSU Hiring Manager**
- Hiring Managers will generate a PO by submitting a PO request in eStores
 - Please ensure the job role matches to the job role submitted with requisition.
- Hiring Managers fax a copy of the PO to the Adecco COM team at 1-972-943-0387

Time Process

Bullhorn/PeopleNet Web Entry

- You will receive time approval emails on **Monday mornings** from DoNotreply@Peoplenet-us.com. The email will have a link that takes you to the Time Approval application.
- Click on the link to approve or dispute time for each associate. It's automatic; the system sends an email each Monday morning and a reminder Monday afternoon if you have not approved time. You don't need to keep track of any new logon id or password.
- **Please add DoNotReply@Peoplenet-us.com as a contact in your email system so you are able to receive our approval emails each week.**
- Click, copy, or type the link below in your browser to view the Time Approval video tutorial and user guide:
http://<client>n.peoplenet.com/help/en-us/admin/pnet/index.htm#new_approval/english/aux_pages/new_approval_overview.htm%3FTocPath%3DAdditional%2520Help%2520Resources%7CApapproval%2520Help%7CTime%2520Approval%7C__0
- To ensure all Adecco temporary employees are paid on time, please approve all hours worked each week no later than noon on Mondays.
- Please contact the Adecco COM team if you have any questions regarding the time approval process.

Adecco as the Employer

As the employer, Adecco is responsible for the following:

- Recruiting applicants
- Offering/terminating employment
- Establishing pay rates, bonuses, increases, incentives and benefits
- Providing an orientation to OSU and the specific assignment
- Conducting employee performance reviews/providing feedback
- Maintaining direct communication with Adecco temporary employees to resolve personnel issues
- Meeting all employee payroll requirements
- Assuming responsibility for all payroll taxes and unemployment insurance
- Satisfying all W-4 and I-9 reporting requirements
- Providing and maintaining workers' compensation coverage
- Distributing annual W-2 forms to the temporary employee
- Providing Adecco temporary employee employment verification information

Employee Orientation

After the interviewing process is completed and the applicant has met Adecco's quality standards, new temporary employees are introduced to established policies and procedures that represent your expectations and incorporate the best interest of your new contractors. Prior to the start of the assignment, each Adecco temporary employee is given an orientation, which addresses the following topics:

- Where and when to report
- Dress code
- Security/Badge procedures
- Payroll procedures
- Attendance policy
- Code of conduct
- EEO policy
- Drug/alcohol policy
- Sexual harassment policy
- Any OSU Site specific policies as required

Absenteeism and/or Tardiness

All temporary employees are instructed to call the Adecco representative if they are going to be late or absent. This information will be forwarded to the appropriate OSU supervisor as soon as possible. At your request, the Adecco representative will immediately begin the process of contacting a replacement temporary employee, where appropriate.

Remember: *To help protect against co-employment concerns, do not counsel Adecco temporary employees concerning tardiness/punctuality, attendance, dress code, child/adult care arrangements or other personal matters.*

Work Site Injury

If a temporary employee is injured on site, the temporary employee should contact an Adecco representative immediately. Onsite OSU staff will assist the injured/ill temporary employee in meeting this requirement and respond to any immediate emergency medical needs. If the injury is life threatening, call 911 for emergency services and the OSU supervisor should report the incident to Adecco.

Associate Injury Procedures

Safety is our first priority, but if an injury does occur, our associates should report the injury immediately to their direct OSU supervisor and Adecco account representative. Our colleagues will assist the associate in seeking immediate proper medical treatment. Our associates will be directed to a nurse triage number for first aid, telemedicine or sent to a nearby medical clinic in our approved insurance network.

The injury claim should be reported within 24 hours. In non-emergency cases, our associate is directed to our dedicated nurse triage clinical consult phone line. Medical care is then discussed between Nurse and associate. Clinical Consult will direct medical care to authorize network physicians, if needed.

If an associate has been treated and released to return to work with restrictions, we will make every effort to find an alternative assignment for our associate and when necessary, we will initiate the structured transitional employment program (STEP), our modified duty work program.

Our Injury Triage Program

We partner with Sedgwick, the largest claims administrator in the US, for injury triage nursing program services.

The benefits of an aggressive triage program include:

- Ensuring the health and wellbeing of our associates
- Enhancing productivity by reducing time away from work
- Lowering OSHA recordables by 30%
- Expediting care for minor, on-the-job injuries that can benefit from first aid or self-care at the instruction of a medical professional
- Providing 24-hour toll-free support to provide first aid or refer injured associate to a treating physician
- Keeping a catastrophe nurse available 24/7 in case of a serious injury
- Offering immediate access to licensed medical professionals
- Arranging appropriate and timely treatment of injuries to help improve the outcome for the injured associate
- Eliminating unnecessary doctor visits and ER visit
- Providing access to self-care instructions for associate and supervisor
- Recording calls for case documentation and quality assurance

Post-Accident Processes

We regard accident notification, reporting and investigation as essential to the success of our programs and will assign OSU a dedicated point of contact for risk concerns.

1. Accident Investigation

- a. The field office accident investigation report is completed by our field office staff
- b. Investigations are completed as soon as possible to determine cause, obtain information, secure the scene and evidence, and prevent recurrence
- c. We share the information with the claim adjuster and the Adecco claim analyst. Adecco will share the below reports with OSU site safety specialist. OSU also conducts and incident investigation and root-cause analysis and will share the results with Adecco.
- d. Corporate risk management is contacted for all serious accidents/injuries

2. Claim Reporting

- a. All claims must be reported within 24 hours of notice
- b. Associates are to be directed to Clinical Consult-Nurse Triage (non-emergency)
- c. We can partner with OSU's preferred treatment center; if they are not currently part of our network, we can assist with getting them added

3. Post-Accident Drug Testing

- a. All injured workers needing medical treatment are to be post-accident drug tested as soon as possible, but no later than 24 hours
- b. The injured worker is to be tested and treated at the medical facility designated for your location in the Adecco/First Advantage network

4. Injury Management

- a. Our structured transitional employment program (STEP) assists with getting associates who are injured on the job back to work as soon as possible
- b. We are careful to ensure that associates in this program work in positions that meet their medical restrictions until such time as they can return to their regular employment duties or a maximum of 480 hours
 - Adecco and the site safety specialist will work together to determine appropriate jobs that accommodate the medical restrictions of the injured Adecco temporary employee. Adecco prefers no more than about 24 hours for the finding of a light duty job within the client or at the branch site we prefer not have our associates out of work an extended period

5. OSHA Recordkeeping

- a. In compliance with OSHA recordkeeping regulations, the OSU facility will be responsible for documenting appropriate injuries and illnesses of Adecco temporary employees on the site's OSHA Form 300, Log of Occupational Injuries and Illnesses, commonly known as the OSHA Log.
- b. The OSU facility will be responsible for maintaining the annual OSHA Form 300A, Summary of Occupational Injuries and Illnesses.
- c. The OSU facility will be responsible for annual electronic reporting of injury and illness data directly to OSHA.



Adecco Incident
Report.docx

Maximizing Success

- Be specific about the skills you require
- Specify the length of the assignment
- Provide complete information regarding time, location, department, etc.
- Be realistic in planning the workload
- Let your staff know the temporary employee is coming
- Prepare for the temporary employee's arrival
- Designate one supervisor to whom the temporary employee will report
- Identify key co-workers, procedures, work and telephone etiquette
- Provide sufficient work for the temporary employee
- Keep work instructions clear and simple
- Outline break and lunch times/coverage
- Allow a reasonable time for learning your processes and procedures
- Check on the temporary employee's progress

Quality Assurance System

To ensure the complete satisfaction of all managers and supervisors at OSU, Adecco uses a quality assurance system. As part of this process, Adecco will periodically ask for feedback in the following areas:

- One week check-in call
- Temporary employee performance
- Adecco dedicated manager's service and performance
- Overall quality of Adecco's program, delivery and service
- End-of-assignment/Vendor satisfaction surveys

In addition, upon request, Adecco will denote contractors as Do Not Use. Once this designation is made, these contractors, upon identification in Adecco's national system, cannot return to OSU.

Discrimination/EEO/Sexual Harassment Policy

Adecco is committed to providing a work environment free from discrimination and sexual harassment. Adecco strictly adheres to the EEO principles and expressly prohibits discriminatory employment practices. Sexual harassment is unwelcome sexual conduct that has the purpose or effect of interfering with an individual's work performance or that creates an offensive or hostile work environment. Conduct that will not be condoned may be verbal, visual or physical in nature.

Adecco temporary employees are required to report incidents that they believe constitute discrimination or sexual harassment to their local Adecco representative. If an Adecco temporary employee advises you of any such complaint, you should notify your Adecco representative. An appropriate investigation will be pursued and the matter will be handled in an appropriate manner. Similarly, if an Adecco temporary employee exhibits inappropriate behavior, please notify Adecco immediately.

Co-Employment Protection

Co-employment is a serious issue that occurs when companies jointly administer responsibilities, salary and benefit reviews, counseling and selection or termination of an Associate. If co-employment is found to exist, both Adecco and their client are liable for the employment decisions made by the other. If an Associate files a legal complaint and wins, both Adecco and OSU could be responsible for any damages awarded.

Utilizing the Adecco local and dedicated team can reduce OSU's liability in co-employment situations. Please refer to the following points to assist you while working with Adecco Associates.

OSU responsibilities:

- Explain any tasks related to job performance
- Train the new Adecco Associate to perform job tasks
- Demonstrate how to better perform the job to enhance productivity
- Take immediate corrective action if an Associate is violating safety rules
- Report any absences, tardiness or non-acceptable behavior to the local Adecco Representative who will handle any corrective action
- Refer all questions relative to pay, benefits, duration of position or opportunity for employment to Adecco
- Inform Adecco about any changes in an Associate's work schedule
- Assist Adecco in evaluating Associates by completing quarterly/annual surveys
- Work with Adecco when planning a social event

OSU SHOULD NOT:

- Inform an Adecco Associate that he/she is terminated or suspended
- Fill out any forms regarding employment such as a HUD application, or child care assistance
- Discuss pay rates, increases, incentives or bonuses
- Discuss opportunities for regular full-time employment
- Extend an offer for employment with OSU
- Request that an Adecco Associate complete timecards, forms or evaluations with your company name on them
- Counsel Adecco Associates concerning: tardiness/punctuality, attendance, dress code, child/adult care arrangements and/or other personal matters
- Allow Adecco Associates to attend department social gatherings, function or activities without notifying Adecco and having an Adecco Representative present

If you have any questions or would like additional information, please contact the Adecco COM Team.