



# Talent Handbook

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# Welcome



Welcome to Team Kelly!

Helping vital talent like you discover what's next in your work/life journey is at the very heart of what we do. We understand that the workforce of today is seeking rich and evolving career experiences, nontraditional workstyles, opportunities to learn and grow, and ultimately, a better way to live and work.

We're constantly investing in understanding and supporting our talent while connecting you to enriching work at organizations whose purpose aligns with your personal values – from large multinational companies, to progressive school districts, adventurous start-ups, and all types of organizations in between. We form a community of bright people and bold companies, where together, we thrive.

The information enclosed in this handbook will help you get a great start to your journey with Kelly. Please take the time to carefully review it, and feel free to contact your Kelly representative with any questions you may have.

I'm pleased you're partnering with Kelly to explore *what's next* in your career, and I can't wait to see what we can achieve together!

Peter Quigley  
President and Chief Executive Officer  
Kelly Services, Inc.

# Guidelines

## Valuing Inclusion and Diversity

As a global talent company, inclusion and diversity are critical to our success. We strive to foster an inclusive environment in which everyone feels welcome, valued, and respected. A passion for people drives our focus on long-term growth, learning, and development. We believe investment in diversity and inclusion makes us stronger and more innovative, helping us thrive together.

## 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:

**Temporary 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.

**Temporary-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 individuals whom they hire directly.

This handbook provides information and policies to our candidates and employees about their relationship with Kelly and we encourage you to become familiar with it. Certain sections provide policies, perks, and other information that will be applicable to you if you are hired by Kelly.

If you are employed by Kelly, the term of your employment with Kelly is not guaranteed; either you or Kelly may end the relationship at any time, and Kelly may change the terms and conditions of employment without notice. Thus, your employment will be considered to be "at will." At will employment also means that the Company may make decisions regarding other terms of employment, including but not limited to demotion, promotion, transfer, compensation, benefits, duties, and location of work at any time, with or without cause or advance notice. 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 once hired, **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. Regularly inform the customer of the status of your work.
- **Professionalism**—Keep your work area neat and organized. Do not use the customer's 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. Minimize exchanges of personal email and instant/text messages at work.
- **Time recording**—report all actual hours worked—no more and no less—for each day or portion of the day worked.
- **Discretion**—Do not disclose any confidential information of any Kelly customer. Protect the customer's confidential information by maintaining and storing them properly.

## When to Contact Your Kelly Representative

You are expected to maintain communication with your Kelly Representative 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 are unable to report to work or unable to accept an assignment due to a qualified leave (e.g., jury duty, military duty) and when you are available again after returning from a leave.
- You have moved or your contact information has changed (e.g., payroll address, email 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.
- Within 3 days of being 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.
- If you become aware of any circumstances where Kelly is likely to be sued, has been sued, or otherwise may become involved in litigation, immediately contact Kelly’s Legal department in writing at EMPLOYLAW@kellyservices.com.
- 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 Employee Service Center at **866-KELLY-4U (866-535-5948)**.

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 Representative may contact you directly or through the use of enabling voice, text, or email 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 promptly and accurately at the end of your work week, in accordance with Kelly policy, you will be paid within seven days from the end of the pay period, unless otherwise appropriately notified of a lawful alternative payday schedule.

Record and report all actual hours worked—no more and no less—for each day worked. Never report time for another employee. Review the Time Recording section for further detail around timekeeping policies and who to contact with questions.

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. Your employer will be identified by the entity name that appears on your wage statement.

For information about the status of your pay, contact the Employee Service Center at **866-KELLY-4U (866-535-5948)** or refer to **myKelly.com** for additional payroll contact information.

### Submitting Your Time

Kelly customers may use a variety of timekeeping systems (e.g., 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.

### Using Kelly Web Time

Kelly Web Time is our standard 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 with your submitted time.

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

### Accessing Kelly Web Time

To access Kelly Web Time, visit [myKelly.com](http://myKelly.com).

### 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)**.

## Pay Options

Kelly offers two options to receive your pay: Direct Deposit or Wisely Pay.

### 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 (completed in the onboarding tool or a paper copy of the form can be obtained through your Kelly Representative). To later make changes to your enrollment (e.g., update your account information) visit myDetails or contact your Kelly Representative.

### Wisely Pay

With Wisely Pay, your pay is loaded directly into your Wisely Pay Account. This payroll solution enables you to access your funds via Wisely Pay Checks™ or Paycard®. To enroll, speak with your Kelly Representative.

### ePaystub

With Kelly ePaystub, your wage statement is posted electronically to a secure Internet site rather than mailed to your home. In some locations, you will be automatically enrolled in ePaystub once your direct deposit or Wisely Pay enrollment is complete. In other locations, you may choose to enroll in ePaystub. To learn whether you will be auto-enrolled in ePaystub, speak with your Kelly Representative.

### 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, you will receive an email 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.

# Kelly Perks

- **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 Employee Service Center at **866-KELLY-4U (866-535-5948)**.

## 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. employees. However, hours worked on the following assignments do not count toward eligibility: Kelly Education<sup>®</sup>, KellyOCG<sup>®</sup>-BPS, Payroll Services without benefits, federal government assignments, and exempt from overtime assignments paid on a salary basis. Additionally, assignments offering holiday benefits different from the Kelly holiday plan described above are excluded.

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.
- 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.

A holiday benefit payment will be automatically issued following the holiday. It will be equivalent to eight hours at your current pay rate. Do not record holiday hours when you submit your time.

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

## Service Bonus Plan

### The purpose of the plan is:

- To give all eligible Kelly employees an opportunity to earn a service bonus if they satisfy all of the conditions precedent (requirements).
- 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. employees. However, hours worked on the following assignments are not counted toward eligibility: Kelly Education, KellyOCG-BPS, Payroll Services without benefits, federal government assignments, and assignments with customers offering specific paid time off plans.

- **Eligible hours:** Hours worked on most Kelly assignments; does not include hours worked on ineligible assignments (listed above). Employees are credited with 40 hours per week toward the service bonus while assigned to exempt from overtime positions paid on a salary basis.

### As a requirement to receiving a service bonus under this plan, eligible employees must:

- Work at least 1,500 eligible hours paid to the employee during the service bonus eligibility year; the hours must appear on paychecks/advices dated within the eligibility dates of the bonus year.
- Be active at year-end and on a Service Bonus-eligible assignment. "Active at year-end" is defined as having received a paycheck/advice dated in December of the service bonus eligible year period for actual time worked.

### If an employee satisfies the above requirements, Kelly will pay a service bonus equal to:

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

- 1 percent of the employee's gross wages earned on eligible assignments (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 eligible hours or more:

- 2 percent of the employee's gross wages earned on eligible assignments (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 requirements precedent.
- Hours worked do not carry over from one service bonus eligibility year to another.

Kelly reserves the right to amend, modify, or terminate this discretionary plan at any time. Employees not satisfying the requirements 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 Kelly Representative.

## Referral Bonus

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

## myKelly.com Website

**myKelly.com** is the place to go for all your employee resource needs. From pay and timekeeping information to policies and perks, you'll find it all at **myKelly.com**.

## myDetails

myDetails is a page on myKellyJobs.com enabling Kelly employees to review and update certain pieces of employment related information in real time...without having to call a Kelly Representative, or the Employee Service Center. Access myDetails (from a mobile or desktop device) to review information, such as: your current pay option, holiday pay accrual toward holidays occurring within the next five weeks (applies to those on the standard holiday plan only), pay details for the two most recent pay periods, and your tax exemption status. Additionally, this is where you will update your direct deposit information and access helpful employment-related websites and/or tools. To access myDetails (available after you have been hired by Kelly), visit [myKellyJobs.com](http://myKellyJobs.com) and sign-in using your user name and password. If you are unable to access myDetails, contact the IT Service Desk at **800-KELLY-28 (800-535-5928)**.

## 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 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 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. Plus, you can also access thousands of books and publications.

The KLC is available 24 hours a day from any computer with Internet access. More information is available on [myKelly.com](http://myKelly.com) in the Career Center.

We encourage you to take advantage of the free training content to improve your skills and increase your career opportunities. Please note that completing any learning content does not constitute an offer, promise, or guarantee of future positions.

Time spent completing voluntary learning content is unpaid. For more information, visit [myKelly.com](http://myKelly.com) or contact your Kelly Representative.

## Software Support

Kelly offers software support while you are on assignment. This includes support on a variety of software products and services (e.g., Microsoft products, Kelly Web Time, the Kelly Learning Center), but does not include support for proprietary customer software or IT devices supplied by the customer.

You can call our qualified IT Service Desk Analysts toll-free at: **800-KELLY-28 (800-535-5928)** Monday – Friday from 5:30 a.m. – 9:00 p.m. Eastern Time if you have a question or need support with:

- **Telephone number**— Where you can be reached throughout the day.
- **Email address**—The Service Desk can email 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](http://myKelly.com).

## Kelly’s ACA Plan

A Kelly-sponsored group health care plan called the ACA Plan is offered to all eligible Kelly employees. The ACA Plan meets the minimum essential coverage, minimum value, and affordability requirements of the Affordable Care Act.

Kelly will determine your eligibility for the ACA Plan based on the requirements of the Affordable Care Act.

- When a Kelly employee becomes eligible, a personalized communication will be mailed to the payroll address on file at Kelly. This communication will contain important information such as how to enroll, the enrollment deadline, where to obtain more information, and who to contact with questions.
- Eligible employees are not required to enroll in the ACA Plan.
- Non-Kelly health care plans that also satisfy the Affordable Care Act’s individual mandate are available for direct purchase at [healthcare.gov](http://healthcare.gov).

For additional plan details, refer to [myKelly.com](http://myKelly.com) or contact Kelly’s Benefits department at [benefits@kellyservices.com](mailto:benefits@kellyservices.com).

## Voluntary Benefit Plan

Kelly has arranged for the opportunity for employees to purchase benefits from a third-party vendor. To learn more about available plans and options, visit the Perks section of [myKelly.com](http://myKelly.com).

## Notice of Health Insurance Marketplace

The Health Insurance Marketplace was established by the Affordable Care Act beginning January 1, 2014. The Marketplace provides an easy and convenient way to buy health care insurance that satisfies the Affordable Care Act’s individual mandate.

To avoid delays or inaccurate information, use the pre-filled Notice of Health Insurance Marketplace on [myKelly.com](http://myKelly.com) to complete any Marketplace applications.

## Employee Assistance Program (EAP)

Kelly is committed to the health and well-being of all employees. We recognize that there may be times when issues at work or outside of work can be impactful to you. Therefore, Kelly is pleased to provide you with an Employee Assistance Program (EAP), which is administered by a carefully selected third-party organization.

The EAP can assist with life issues such as:

- Depression
- Stress Management
- Anxiety
- Parenting Concerns
- Child and Elder Care
- Relationship Problems
- Financial or Legal Concerns

The EAP provides 24x7 access to master's-degreed counselors to help you balance your work and family life.

No problem is too large or too small to contact the EAP. Information is kept confidential in accordance with federal and state laws.

Visit [myKelly.com](http://myKelly.com) for a brochure and more details.

## Group Home and Auto Discount Program

For more information, refer to [myKelly.com](http://myKelly.com)

- Multi-Policy Discounts
- Exclusive Kelly 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](http://myKelly.com) for more information.



# Employee Health and Safety

## Our Commitment to Absolute Zero

It is the policy of Kelly 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 incidents, zero injuries, and zero harm. 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 and healthful employment requires an alignment of interests with our customers, employees, contractors 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 responsible for safety and health compliance;
- Engage in collaborative and effective safety partnerships, and
- Continually assess worksites to safeguard our employees.

Exceptional workplace safety and health must be a constant in our business. We shall pursue nothing less than Absolute Zero.

## You and Absolute Zero

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

While working with our customers, it is 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 help achieve an injury-free work experience.

We expect you to:

- Immediately report all incidents, near misses and unsafe conditions to your customer supervisor and Kelly Representative.
- Immediately report to your customer supervisor and Kelly Representative upon becoming aware of an injury or illness that may be work-related.
- Accept responsibility for your own behavior and actions.
- Know and work within your own personal limitations.
- 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.
- 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 customer supervisor or Kelly Representative to identify additional training needs.

## Overview

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. You have the same rights as permanent workers. The right to:

- A safe workplace free of dangers
- Receive training in clear language that you understand
- Receive safety equipment
- Speak up about safety
- Report work-related injuries without being punished

Both Kelly and our customers have roles in complying with workplace health and safety requirements and they share responsibility for worker safety and health.

To prepare you for placement, this section of the handbook provides a general 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, tailored to the particular workplace equipment/hazards, as well as any additional safety training that may be required when you start an assignment.

It is OSHA's expectation that our customers treat Kelly talent like any other workers in terms of training and safety and health protections.

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 do not receive site-specific training from the customer, have questions or do not understand safety standards, restrictions, or instructions, immediately notify your customer supervisor and/or your Kelly Representative.

## Hazard Communication

There are more than 650,000 chemicals that have been categorized as hazardous by federal regulatory agencies. The Occupational Safety and Health Administration (OSHA<sup>®</sup>) 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.

There are two primary means of communicating a chemical's hazards: the container label and the Safety Data Sheet (SDS).

Container labels contain a product identifier to align with the SDS and the chemical inventory list. The label will also contain

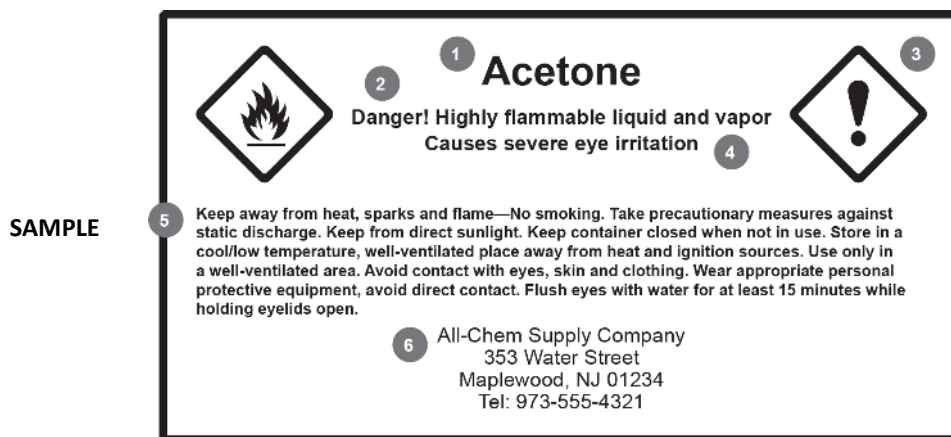
universally recognized words and symbols that are meant to quickly communicate information about a chemical's potential hazards and precautions to take when handling the chemical. Shipping labels contain the same information.

Each SDS is required to contain 16 sections of specific chemical hazard information:

- Identification
- Hazard(s) identification
- Composition/ingredients
- First-aid measures
- Firefighting measures
- Accidental release measures










- Handling and storage
- Exposure control/personal protection
- Physical and chemical properties
- Stability and reactivity
- Toxicological information
- Ecological information
- Disposal considerations
- Transport information
- Regulatory information
- Other information

All of the information on the SDS must be in English and readily accessible to employees working with or near the hazardous chemical.



1. **Product Identifier:** how the hazardous chemical is identified.
2. **Signal Word:** used to indicate the relative level of severity of the hazard and alert the reader to a potential hazard on the label. There are only two signal words within a specific hazard class, “Danger” and “Warning.” “Danger” is used for the more severe hazards and “Warning” is used for the less severe hazards.
3. **Pictogram:** graphic symbols used to communicate specific information about the hazards of a chemical. See chart for definitions.
4. **Hazard Statements:** describe the nature of the hazard(s) of a chemical, including, where appropriate, the degree of hazard.
5. **Precautionary Statements:** describe recommended measures that should be taken to minimize or prevent adverse effects resulting from exposure to the hazardous chemical or improper storage or handling.

## PICTOGRAM HAZARD DEFINITIONS

|   |   |   |
|---|---|---|
|  <p><b>Health Hazard</b></p> <ul style="list-style-type: none"> <li>• Carcinogen</li> <li>• Mutagenicity</li> <li>• Reproductive Toxicity</li> <li>• Respiratory Sensitizer</li> <li>• Target Organ Toxicity</li> <li>• Aspiration Toxicity</li> </ul> |  <p><b>Flame</b></p> <ul style="list-style-type: none"> <li>• Flammables</li> <li>• Pyrophorics</li> <li>• Self-Heating</li> <li>• Emits Flammable Gas</li> <li>• Self-Reactives</li> <li>• Organic Peroxides</li> </ul> |  <p><b>Exclamation Mark</b></p> <ul style="list-style-type: none"> <li>• Irritant (skin and eye)</li> <li>• Skin Sensitizer</li> <li>• Acute Toxicity</li> <li>• Narcotic Effects</li> <li>• Respiratory Tract Irritant</li> <li>• Hazardous to Ozone Layer (Non-Mandatory)</li> </ul> |
|  <p><b>Gas Cylinder</b></p> <ul style="list-style-type: none"> <li>• Gases Under Pressure</li> </ul>   |  <p><b>Corrosion</b></p> <ul style="list-style-type: none"> <li>• Skin Corrosion/Burns</li> <li>• Eye Damage</li> <li>• Corrosive to Metals</li> </ul>   |  <p><b>Exploding Bomb</b></p> <ul style="list-style-type: none"> <li>• Explosives</li> <li>• Self-Reactives</li> <li>• Organic Peroxides</li> </ul>  |
|  <p><b>Flame Over Circle</b></p> <ul style="list-style-type: none"> <li>• Oxidizers</li> </ul>   |  <p><b>Environment (Non-Mandatory)</b></p> <ul style="list-style-type: none"> <li>• Aquatic Toxicity</li> </ul>  |  <p><b>Skull and Crossbones</b></p> <ul style="list-style-type: none"> <li>• Acute Toxicity (fatal or toxic)</li> </ul>  |

Upon placement, the customer will provide the site-specific HCS training. The training must include:

- Where hazardous chemicals are present;
- The location and availability of the written program, the chemical inventory list(s), and safety data sheets;
- Methods and observations that may be used to detect the presence or release of a hazardous chemical in the work area;
- The measures employees can take to protect themselves from these hazards;

### 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 (Figure 1), two-hand controls (Figure 2), and electronic safety devices (e.g., light curtains shown in Figure 3).



Figure 1

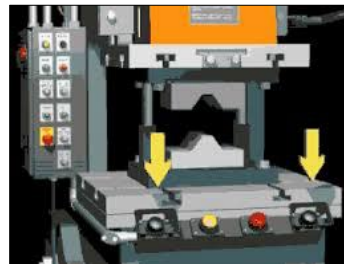


Figure 2

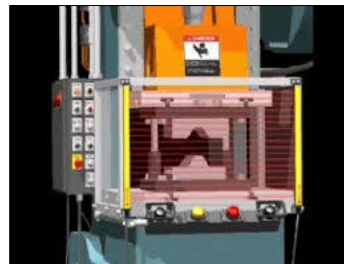


Figure 3

One or more methods of machine guarding must be provided, as appropriate and necessary, to protect you and your co-workers from hazards such as those created by point of operation (e.g., saw blades), nip or pinch points, and hot material. These guards must always be in place to prevent you reaching over, under, around or through to the point of operation. 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 you and 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 enter or attempt to start or operate a piece of equipment or machinery with a lock or tag on it as shown below.



Kelly employees are prohibited from locking or tagging out machinery or equipment unless they have received approval to do so by their Kelly Representative and become trained and authorized to do so by the customer's qualified trainer.

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

If your job function requires the use of PPE, the customer will have selected appropriate equipment and 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.

### Fall Protection

Falls are among the most common causes of serious work-related injuries and deaths. We expect our customers to provide a work environment free of fall hazards such as slippery or uneven surfaces, unguarded stairs, floor and wall openings and open edges on any working walking surface.

OSHA requires that fall protection be provided when working four feet or more above a lower level, or at any height over dangerous processes such as open machinery or chemical vats. To prevent employees from being injured from falls or falling material, the customer must provide:

- Site, hazard and process specific training before your first exposure to a hazard
- Protection by some combination of rails and toe-boards or engineered barrier guards or other fall protection systems (e.g. net fall restraint) from any floor hole, opening or edge from which a worker can accidentally walk
- Protection from falls, regardless of height, into or onto dangerous machines or equipment (such as a vat of acid or a conveyor belt)
- Other means of fall protection and associated training and inspection, that may be required on certain jobs, including safety harness and line, safety nets, stair railings and hand rails



If asked to work at heights without fall protection, immediately notify your customer supervisor and 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 and certified 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

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, 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 customer supervisor and 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.

### **Reporting Workplace Injuries and Illnesses**

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

- All employees are required to immediately report any injury or illness, no matter how minor, to both the customer supervisor and your Kelly Representative. All employees have the right to report work related injuries or illnesses without fear of retaliation.
- If you require medical attention, arrangements will be made for you to receive appropriate medical care.
- You have the right to copies of your injury and illness 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 Absolute Zero.

### **Pandemic Preparedness**

In times of widespread illness we must work together, and most importantly, take care of each other. Kelly will continue to put the health and wellbeing of our employees first, doing our part to prevent the spread of disease and caring for our communities.

As part of this effort, we expect our customers to treat, train and prepare you as they would their own employees. Our customers are expected to follow all CDC/OSHA guidelines in addition to any Federal, State and Local requirements related to Pandemic Preparedness. At a minimum the customer should provide you with the following:

- Training on reasonably anticipated occupational exposure to disease, including the sources of exposure, the hazards associated with that exposure, and appropriate workplace protocols in place to prevent or reduce the likelihood of exposure.
- Any required personal protective equipment and related training to perform your job safely.
- Any other safety related protections such as social distancing and barriers.

If you have questions or do not fully understand, ask your customer supervisor for further assistance or information.

# Policies

## Business Conduct and Ethics

Every individual is expected to follow all Kelly policies and procedures, as well as those of any Kelly customer to whom they are assigned. Additionally, every individual 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 and prevent 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](http://myKelly.com) or contact your Kelly Representative.

### Reporting Dishonest or Unethical Behavior

Kelly has established a reporting system that enables our candidates and employees to report any suspected violations of the Code. The Code is intended to help us identify and resolve ethical issues, deter wrongdoing, provide mechanisms to report dishonest or unethical conduct, and help foster a culture of honesty and accountability. Each of us has a personal responsibility to comply with both the letter and the spirit of the Code. The Code specifies that employees must comply with Company policies, including those set forth in this Handbook. If you suspect a Code violation, please contact your manager, the Human Resources Knowledge Center at **1-877-301-8460** or [HRKnowledgeCenter@kellyservices.com](mailto:HRKnowledgeCenter@kellyservices.com), or the Kelly Business Conduct & Ethics Reporting Program at **1-877-978-0049** or <https://www.integrity-helpline.com/kellyservices.jsp>. 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.

## Policy Regarding Human Trafficking and Slavery

Kelly has a zero-tolerance policy against all forms of human trafficking and related activities. Kelly is committed to globally protecting against trafficking in any persons, including employees, candidates, vendor and supplier employees, and employees of any other entities doing business with Kelly. Please refer to Kelly's Policy Statement regarding Human Trafficking and Slavery on [myKelly.com](http://myKelly.com).

## Equal Employment Opportunity and Affirmative Action Policy Statement

It is the policy of Kelly 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, pregnancy, age, religion, national origin, genetics, sexual orientation, gender identity/expression, disability, veteran and military status, and/or other protected categories under applicable laws. These provisions include prohibiting unlawful discrimination on the basis of personal grooming and/or hair style and texture. Further, Kelly takes affirmative action to

employ and advance in employment qualified minorities, women, disabled persons, veterans<sup>1</sup>, and disabled veterans.

It is also the policy of Kelly to make reasonable accommodations for qualified persons with disabilities, including disabled veterans, and to extend employment opportunities to such persons.

## Americans with Disabilities Act

Kelly is passionately committed to compliance with the Americans with Disabilities Act. To comply with applicable laws ensuring equal employment opportunities for individuals with disabilities, Kelly will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an employee or applicant for employment, unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result. Kelly will not discriminate against qualified individuals with disabilities who are capable of performing the essential functions of the job with or without a reasonable accommodation as required by law. A reasonable accommodation may include an action which enables a qualified individual with a disability to perform the essential functions of their positions. If you require an accommodation in order to perform the essential functions of your job, enjoy an employment opportunity and/or obtain equal job benefits, please refer to the Americans with Disabilities (ADA)/Reasonable Accommodation Policy on [myKelly.com](http://myKelly.com).

## Lactation Accommodation

Kelly supports breastfeeding by accommodating employees who wish to express breast milk during the workday. For up to one year following the birth of the child (or longer if required under applicable law), any employee who is breastfeeding will be provided reasonable break periods to express breast milk. You and your manager will agree on the times for these breaks. You may also use any paid break or mealtime each day for the purposes of expressing milk. Kelly will work with you to identify a private area in which you may express milk. Retaliation, harassment, and discrimination in any way against an employee who chooses to express breast milk in the workplace are strictly prohibited.

## Pay Policy

Kelly 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)** regarding pay-related inquiries.

Kelly will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information,

<sup>1</sup> The term protected Veterans, as applicable in this policy, includes disabled veterans, recently separated veterans, active duty or wartime campaign badge veterans, Armed Forces service medal veterans, pre-Jobs for Veteran's Act (JVA) veterans, as defined by the Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA).



unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by Kelly, or (c) consistent with Kelly's legal duty to furnish information.

## Time Recording

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 in and out times, along with 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)**.

Altering, falsifying or tampering with timekeeping records, recording on your time card hours not worked, working hours not recorded on your time sheet (i.e., working "off the clock"), having someone else record your time or recording another employee's time (unless this is a part of your assigned job duties), and performing overtime work not specifically authorized in advance are all serious violations of Company policy which may result in disciplinary action, up to and including termination.

Some states have strict laws regarding taking meal and rest periods. If your meal or rest period is interrupted, shortened, 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. Please note, rest periods are required to be duty-free. A duty-free rest period means that the employee is completely relieved of all work duties during their rest break.

## Pre-Assignment Activities

Kelly is committed to paying employees for all time worked as required by the law. Employees will receive payment for time spent in required pre-assignment screening activities, such as drug screening, fingerprinting, physicals, and medical tests. You will receive payment for these activities in your regular pay. By accepting or depositing that pay, you are acknowledging that the payment accurately reflects all time spent related to these activities. If you believe you were not correctly compensated for time spent in these activities, you must immediately contact the Employee Service Center at **866-KELLY-4U (866-535-5948)**. Time spent by candidates in required pre-assignment activities is not compensable.

## Paid Sick and Safe Leave Policy

### Eligibility

In various cities, counties, and states around the country, employees may be entitled to paid sick or safe leave pay. Each "eligible" city, county, or state has their own laws regarding coverage for employees. An "eligible" city, county, or state is defined as a city, county, or state which has a mandated sick/safe leave policy. If you are eligible for paid sick and safe leave pay, you will be notified of the plan requirements.

### Employee Notification Responsibility

Where the need for earned sick leave is foreseeable (can be planned in advance), an employee is required to provide their manager or Kelly Representative with 7 days advance notice of their intention to use earned sick/safe leave. If the need for earned sick/safe leave is unforeseeable (cannot be planned in advance), absent extenuating circumstances, an employee must notify their manager or Kelly Representative as soon as it is practical but no later than 5 calendar days after the date of absence. Extenuating circumstances may include, but are not limited to, any situation where the employee is medically unable to communicate with their manager or Kelly Representative.

### Payment of Sick and Safe Leave

An employee will be paid sick and safe leave at the rate indicated for their current assignment. Sick and safe leave is paid in whole hours only and will be processed in accordance with the scheduled pay period. Requests received after the payroll cut-off will be processed the following week. An employee who does not provide advance notice of the intention to use sick and safe leave, and fails to request that the absence be recharacterized as sick and safe leave no later than 5 calendar days after the date(s) of absence (outside extenuating circumstances), will not be permitted to recharacterize the time off as paid sick/safe leave.

## Family and Medical Leave Policy

### Your Rights

The Family and Medical Leave Act of 1993 (FMLA), as amended requires Kelly to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for certain family or personal medical/military reasons. Kelly also complies with all state and/or local laws pertaining to family and medical leave. Employees in those jurisdictions are provided with access to the specifics of those plans separately.

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, worked 1,250 actual hours during the previous 12 months, and work at a location where Kelly employs 50 or more employees within 75 miles. Kelly provides eligible employees with up to 12 weeks of unpaid, job-protected leave in a rolling 12-month period measured backward from the date the employee uses any FMLA leave and maintains health care 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 1 time per injury only basis.

### 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 1 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 service member with a serious illness or injury who is a current member of the Armed Forces and who is the employee's spouse, son, daughter,

parent or the employee is next-of-kin or to care for a covered veteran with a serious illness or injury (incurred or aggravated in the line of active duty in the Armed Forces) who is the employee's spouse, son, daughter, parent or the employee is next-of-kin, when the veteran was a member of the Armed Forces at any time during the period of five years preceding the date on which the veteran underwent medical treatment, recuperation, or therapy for a serious injury or illness. Such leave may be taken up to 26 weeks in a single 12-month period, which begins on the first day the Employee takes leave for this purpose and ends 12 months after that date.

- For Qualifying Exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on covered active duty (or has been notified of an impending call or order to active duty) in the Regular Armed Forces, National Guard or Reserves in a foreign country under a federal call or order.

### **Notice Requirements**

If the need for leave is foreseeable, you must notify your Kelly Representative 30 days prior to taking leave to ensure staffing needs can be met. When the leave is not foreseeable, give notice as soon as practicable, usually the same day or the next business day the employee learns of the need for leave. **Failure to provide such notice may result in delay or denial of leave and may result in adverse employment actions.**

You must follow Kelly's regular attendance call-in policy and procedures to report an unforeseeable FMLA absence. Absent unusual circumstances, the employee must follow these procedures when requesting FMLA leave.

### **Medical Certification/Second and Third Opinions for Employee Medical and Family Medical Leave**

Kelly requires medical certification to support a leave request based on a serious health condition.

Certifications must be provided within 15 calendar days of the date FMLA certification is requested. Kelly may require recertification periodically during a leave, which is at your expense. Kelly may also request 2nd medical opinions at its expense. If the 1st and 2nd medical opinions differ, Kelly may request a 3rd medical opinion. If a 3rd medical opinion is requested, it will be provided by a health care provider jointly selected by the employee and Kelly and will be binding. In addition, Kelly requires a "fitness for duty" statement regarding your own serious health condition before you can return to work, indicating whether you are fit to return to work and can perform all essential job functions.

### **Certification for Qualified Exigency and Injured Service Member Leave**

If you are requesting leave for a qualified exigency or care for an injured service member, certification forms are also required.

### **Application of Pay**

FMLA Leave is unpaid. Paid time under any leave for workers' compensation and, for eligible employees, under Kelly's short-term disability and/or long-term disability will apply as part of the 12-week period when you are taking medical leave. For eligible employees, any accrued paid time off (PTO) may be used for otherwise unpaid FMLA leave, provided that you comply with PTO policy requirements. The application of paid leave time and paid time off for unpaid leave time does not extend the 12-week

(or where applicable, the 26 week) leave period.

### **Job and Benefits Protection**

Kelly will reinstate you to the assignment you held before your leave or to an equivalent assignment with equal pay and other terms and conditions of employment, subject to applicable exceptions, including but not limited to when 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. You have no greater rights to reinstatement or to other benefits and conditions of employment than if you had not taken FMLA leave. 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. During the period of the FMLA leave employees are responsible for paying their portion of the health care benefits.

### **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 minimum 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.

### **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 if permitted by law. The FMLA does not supersede any state or local law which provides greater leave rights, and an employee will receive all benefits and protections to which an employee is entitled under any and all applicable leave laws. Please contact your Kelly Representative with questions about state or local laws, policies, or for more information.

### **FMLA Protections**

Kelly may not interfere with, restrain, or deny you the ability to exercise FMLA rights. Kelly may not terminate or discriminate against you for doing so, 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. To contact Kelly's leave department, please e-mail [leavecontract@kellyservices.com](mailto:leavecontract@kellyservices.com) or to start or receive information on a current FMLA case, please call Unum at



866-643-9469 or visit [Unum.com](http://Unum.com).

The U.S. Department of Labor is authorized to investigate and resolve complaints of violations. An eligible employee may bring a civil action against an employer for violations. For more information, contact the Department of Labor at [dol.gov](http://dol.gov).

## Secondary Employment

Employees are allowed to engage in outside work, as long as it does not interfere with scheduled hours (including overtime and on-call time), adversely affect job performance or ability to fulfill responsibilities to Kelly or its customers, or represent a conflict of interest (e.g., working for a competitor, performing services for a customer on non-working time, or using Kelly's confidential or proprietary information, resources, or techniques). Employees must inform a Kelly Representative if they have employment outside of Kelly.

Secondary employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If you have accepted secondary employment, you are not eligible for pay continuation or a leave of absence when the absence is used to work at the secondary job, or is a result of an injury sustained on that job (except as required by law). Fraudulent statements of unavailability will be cause for disciplinary action, up to and including termination of employment.

## Anti-harassment Policy and Reporting Procedure

Kelly is committed to maintaining a work environment that is free from harassment. Kelly will not tolerate harassment of or by its employees. For the full content of Kelly's Anti-Harassment Policy and Reporting Procedure, please refer to [mykelly.com](http://mykelly.com). All employees are expected to help ensure the work environment remains free of harassment. Harassment prohibited by this policy is not just harassment that occurs within the building in which Kelly employees physically work. For example, in person interactions, calls, texts, emails and social media posts can constitute harassment, even if they occur outside the physical workplace or outside of work hours, or on personal devices.

### 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. Defining harassment may also differ based on state specific laws.) Kelly prohibits this conduct in the workplace, even if the conduct is not sufficiently severe or pervasive to constitute unlawful harassment.

**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, images, emojis, or similar items by letters, notes, electronic mail, phone, text message, social media, mobile application, or similar platforms
- 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.

Examples of other forms of harassment include:

- Making gestures, threats, derogatory comments, or slurs that may be offensive to individuals in a particular group
- Bullying behavior that is threatening, intimidating, verbally abusive, or results in other disruptive actions in the workplace
- Displaying derogatory objects, photographs, cartoons, calendars, or posters
- Sending messages, images, emojis, or similar items by letters, notes, electronic mail, phone, text message, social media, mobile application, or similar platforms, 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 these methods:

- Contact the Kelly Business Conduct and Ethics Reporting Program: **877-978-0049** (24x7 access) or submit your report online at [www.integrity-helpline.com/kellyservices.jsp](http://www.integrity-helpline.com/kellyservices.jsp).
- Contact your Kelly Representative.
- Contact the Human Resources Representative who supports your location.  
The name and phone number of the Human Resources Representative can be obtained from your Kelly Representative, 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, Connecticut, Delaware, Maine, Massachusetts, and New York should reference the state specific Anti-Harassment or Sexual Harassment policies located at [mykelly.com](http://mykelly.com) and/or contact your regional, state, or federal agency. Employees in Rhode Island and Vermont may contact your regional, state, or federal agency. Employees working in applicable jurisdictions will be assigned and expected to complete paid mandatory anti-harassment training.

## Respectful Workplace

Respect is part of the foundation for what we value, how we are expected to treat each other, and how we lead. Respectful behavior is mindful of the receiver's needs and expectations and upholds each person's dignity. A respectful workplace is an environment where everyone feels welcomed, respected, and valued. It allows each employee to embrace the behaviors and values that will underlie a winning culture at Kelly.

A respectful workplace requires the cooperation and support of every employee. Employees must set a positive example and avoid behaving disrespectfully, including behavior that would reasonably offend, intimidate, embarrass, or humiliate others, whether deliberately or unintentionally. Disrespectful behavior, sexual harassment, harassment, and/or bullying will not be tolerated.

## Military Leave Policy

Kelly takes pride in supporting our employees with military obligations. We abide by all provisions of the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state laws. If you are called to active duty or enlist in the uniformed services of the United States, you will retain your legal rights for continued employment under existing state and federal laws. A qualifying employee is considered to be on an unpaid leave of absence while on military service and should contact Human Resources to review eligibility for paid leave (accrued time) and benefits available while on a military leave of absence. The time frame for returning to work depends on the length and nature of service. Benefits based solely on length of service will be reactivated once you return to Kelly. You should send written details of any military service commitments to the HR Knowledge Center at [HRKnowledgeCenter@kellyservices.com](mailto:HRKnowledgeCenter@kellyservices.com) as soon as possible after receipt. For specific details relating to eligibility or for additional information on requesting a leave of absence, please refer to [mykelly.com](http://mykelly.com) or contact your Kelly Representative.

## Other Legally Required Leaves Of Absence

Employees will be granted other leaves of absence as required by law, or for the purpose of fulfilling any required legal or military obligation. Employees are required to provide reasonable advance notice of any need for such leave.

## Internal Dispute Resolution

Kelly is committed to cultivating a workplace with open, two-way channels of communication between employees and their managers. We believe that 'how we win' means that every employee assumes positive intent of one another, takes responsibility, and is committed to doing what is right and holding each other accountable to perform at our best. We ask that you do your part to resolve concerns or issues through proactive open communication, common sense, and sound judgement. Furthermore, our ability to be successful means that we each take initiative to resolve issues in a practical, person-centered manner. The open-door policy promotes open communication between employee and management. It ensures that your concerns are resolved effectively and efficiently with appropriate escalations for more sensitive issues, and without fear of retaliation. If the matter is not resolved in a timely or satisfactory fashion, individuals should contact the Kelly Human Resources Knowledge Center or the Kelly Business Conduct and Ethics Reporting Program at [www.integrity-helpline.com/kellyservices.jsp](http://www.integrity-helpline.com/kellyservices.jsp) or 877-978-0049.

In the unlikely event the matter is still unresolved, individuals may proceed to file a demand for arbitration.

## Employment and Income Verification Policy

Whether applying for housing or getting a new job, there are times you may need to verify your past employment. As a member of the Kelly Talent Community, you have access to a no-cost employment and income verification tool. CCC Verify (powered by Corporate Cost Control) offers an automated solution to help with proof of employment/income for your verification needs and the ability to access your personal information. CCC will help manage the process for you.

When asked to provide employment or income verification for a lending institution, property manager, or other business, follow the steps below. The verifier will have instant access to your employment and/or income verification. All requests for employment verifications, should be requested directly through CCC. All commercial verifiers and government entities may access CCC at [www.cccverify.com](http://www.cccverify.com). Employees may receive a free report every 12 months.

If you have any questions while using CCC's site or if you do not have access to a computer, contact [www.cccverify.com](http://www.cccverify.com) or call toll free 855-901-3099 or fax 614-495-0225.

### Step 1: Sign Up

Visit [www.cccverify.com](http://www.cccverify.com) and click the **Get Started** link under the employees tab on the homepage. Use the last 4 digits of your SSN as the employer pin when signing up.

### STEP 2: Authenticate Email Address

After completing the sign-up requirements, an e-mail message will be sent to you for confirmation. Click the link in the email to confirm your identity and complete the sign-up process. Check your junk/spam folder if you don't receive the email within 10 minutes of signing up.

### STEP 3: Log In & Generate Report

Once logged in, click Verify Data on your employee dashboard.

You will be prompted through steps to instantly verify your employment, and you will have the option to download the report as a PDF.

## Weapons Policy

Unless otherwise prohibited by state laws, it is the policy of Kelly 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 at **248-244-4250**.

## Workplace Violence Policy

Kelly 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 in the workplace, while on duty, while on Company-related business, or while operating any vehicle or equipment owned or leased by the Company are not tolerated. For the full content of Kelly's policy, please refer to the Workplace Violence Policy at **mykelly.com**.

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. For employees in certain municipalities, Paid Sick and Safe Time may be applicable in such situations.

### Reporting Incidents of Workplace Violence

- If you see something suspicious that you think may violate a security policy, make sure to report the situation to Kelly Global Security immediately at **248-244-4250**.
- 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 Business Conduct and Ethics Reporting Program: **877-978-0049**.

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

### Responding to an Active Threat

An active threat is a person or persons who appear to be actively engaged in committing great bodily harm to others in populated

areas. To learn more about responding to an active threat, including the concepts of Run, Hide, and Fight, refer to the Security Matters section of **mykelly.com**.

## Drug-free Workplace and Substance Abuse Policy

Kelly 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 or other criminal offense.

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

### 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 **drugfree.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 assist with substance abuse problems.

An Employee Assistance Program (EAP) is available to employees. Visit **myKelly.com** for more information.

## Information Security Policy

Kelly is committed to safeguarding the integrity and confidentiality of our Information and Information Systems, as well as those entrusted to us by our customers, employees, candidates, applicants, vendors, and suppliers. As a condition of

employment, employees are expected to safeguard these systems from unauthorized use, disclosure, modification, destruction, or loss, subject to applicable law.

Nothing contained in this policy is intended to, and should not be interpreted to discourage, interfere, or otherwise preclude employees from engaging in activities protected by state or federal law, including the right to discuss wages, hours, or other terms and conditions of employment under the National Labor Relations Act (“NLRA”).

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

### Definitions

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

Information systems are the computer systems and information resources used by Kelly and its customers to support its business operations.

### 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 threatening, discriminatory, or demeaning. This includes any communication based on an individual’s legally protected class, such as race, religion, national origin, sex, age, or any other protected status by law.
- During working time, employees will use Kelly or its customers’ information systems for business purposes only and will not use them for inappropriate purposes such as but not limited to illegal activity, gambling, soliciting or selling personal products, or engaging in commercial activities. Employees who have access to Kelly’s or its customers’ email systems are allowed to use the systems to send personal information to Kelly or customers as needed to support services provided to the customer, and for personal limited use during non-working time and in a manner that does not in any way impair the employees’ or his/her coworkers’ performance or productivity. Kelly-owned email addresses (e.g. @kellyservices.com or other Kelly affiliated domains) must not be used for personal accounts on cloud storage sites like iCloud, Dropbox, etc.
- Employees will not duplicate, delete, or disclose Kelly, or its customers’ proprietary or Confidential Information, or remove proprietary or Confidential Information or Information Systems without the proper authorization. Confidential information may not be stored on personal devices or sent to personal email addresses.
- Employees will not circumvent any IT or information security control put into place by Kelly or its customer.
- Hardware and software may only be installed on Kelly or customers’ information systems according to Kelly or customer policies and procedures.
- Employees must complete privacy and security training required by Kelly and its customers.

Employees will not be afforded privacy when using Kelly or its customers’ information systems. All electronic files and email 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.

Report suspected violations of the Information Security Policy to your Kelly Representative or the Kelly Business Conduct and Ethics Reporting Program at **877-978-0049**. Immediately report security incidents involving unauthorized disclosure of Kelly confidential data to **248-244-4250**.

## Social Media Policy

To protect Kelly, our customers, and other parties with whom we do business, Kelly has adopted rules of permissible and prohibited conduct regarding employee use of social media networks. You are expected to follow this policy when using social media networks. As an employee of Kelly, you are personally responsible for any comments about and on behalf of the Company that you post to a social media network (e.g., Facebook, LinkedIn, Twitter, YouTube, Instagram, TikTok, blogs, forums, etc.). Although you may have your social media accounts set to “private”, comments made on these networks may unknowingly be available and viewed by the general public and seen by your colleagues, managers, customers and/or candidates. All Company policies and standards apply to your social media posts, including, but not limited to, policies related to harassment, Code of Conduct, non-competition, conflicts of interest, and protecting trade secrets and other confidential and/or proprietary information. When posting, you must follow these policies. Keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers, supervisor, or Human Resources than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, vendors, suppliers or members of the public, or that might constitute harassment or bullying. You should refrain from using social media while on working time unless it is work-related as authorized by your manager. You should not use a Company email address to register on social networks, blogs or other online tools utilized for personal use. To view the Social Media Policy in full detail, please refer to **myKelly.com**. Any questions related to this policy should be directed to the Human Resources Knowledge Center at 1-877-301-8460 or **HRKnowledgeCenter@kellyservices.com**.

## Smoking and Vaping Policy

Kelly is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. Unless specifically designated otherwise, smoking, including the use of e-cigarette or similar devices, is prohibited in any building or vehicle owned or leased by Kelly. If you wish to smoke, you may do so in the designated smoking areas only. Smoking should be accomplished within an existing break schedule. You cannot take additional or extended breaks to smoke. Employees must comply with smoking and vaping policies and any state or local regulations at all customer locations. Direct questions about

customer-specific smoking and vaping policies or regulations to the customer to whom you are assigned.

#### Definitions

- Smoking is defined as the act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind.
- Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices such as e-cigarettes, e-pipes, e-hookahs and e-cigars.

### Privacy Statement

Kelly 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 in order to facilitate your employment, or 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, subject to Kelly's obligations to maintain your information under applicable laws.

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, visit [myKelly.com](http://myKelly.com) or contact your Kelly Representative.

### Collection of Biometric Data

At some assignments, customers, or work locations, it may be required for individuals to provide biometric information or biometric identifiers (collectively, "biometric data") to Kelly or a third party of Kelly, such as a customer or vendor. Biometric data may include the capture, extraction, scan, or analysis of fingerprints, voice or voiceprint, iris, retina, face, hand, ear, gestures, voice, gait, typing rhythm, or other physical, physiological, or behavioral characteristics, features, or geometry.

Kelly or the third party will require biometric data only for legitimate purposes, such as corporate security and fraud prevention, and authentication or verification of identity to ensure secure access to facilities, locations, equipment, programs, applications, or timekeeping systems.

Where biometric data is used, the collection, storage, and processing of an individual's biometric data will be limited to these stated purposes and will only be retained in accordance with Kelly's record retention policy, including retention for up to three years after a period of employment unless otherwise required by law or for defense of potential legal claims. Biometric data will be stored in accordance with applicable law and subject to applicable reasonable standards of care and security. All processing of biometric data will be done in accordance with Kelly's Privacy Statement. For a copy of Kelly's Privacy Statement visit [myKelly.com](http://myKelly.com) or contact your Kelly Representative.

### Assignment Information and Employment Termination Policy

Within 48 hours of completion of each assignment, please notify Kelly of your availability for work. You are responsible for maintaining weekly contact with Kelly; failure to contact Kelly may affect your eligibility for unemployment benefits. Once 14 days have passed after your last day worked, your employment with Kelly will be terminated—unless you are placed on another assignment. This does not apply if you are on a qualified leave of absence or to those on assignment with certain designated customers. Your Kelly Representative will help you determine if you meet these criteria. This does not alter the at-will nature of any employment, as such employment may still be terminated at any time, and the terms and conditions of employment may be changed without notice. You may be eligible for reemployment after termination of employment.

Kelly may offer you assignments for varying lengths of time—you retain the right to reject any offer of assignment. When an assignment ends, Kelly will attempt to place you on another assignment, however there will typically be periods during which no offer of assignment or employment is made.

### Anti-Retaliation Policy

Kelly will not discharge, discipline, or otherwise retaliate against individuals who engage in legally protected activities under federal, state, or local law, including the National Labor Relations Act. Such activities include discussing wages, benefits, or terms and conditions of employment, or raising complaints about working conditions for their and their fellow employees' mutual aid or protection.

Kelly is dedicated to strict compliance with all laws that prohibit retaliation against an employee who has reported suspected violations of law or policy in good faith. Accordingly, Kelly prohibits retaliation against any employee who reports a concern in good faith to Kelly regarding any conduct which the employee reasonably believes constitutes a violation of law or policy. Any employee of Kelly who retaliates against an individual who has reported a concern in good faith will be subject to disciplinary action up to and including termination of employment.

### Relationships Policy

To avoid perceptions of favoritism, conflicts of interest, lack of confidentiality, unfair treatment, or potential liability, employees may be required to comply with customer conflict of interest and relationship policies. Consult your Kelly representative for more information on a customer's policies.

### Workplace Relationship

Hiring the most suitable applicants for all openings is Kelly's primary objective. Kelly welcomes your friends and relatives to be considered for employment under normal hiring practices. Kelly seeks to avoid situations that create actual or perceived favoritism, conflicts of interest, lack of confidentiality, unfair treatment or potential liability. Employment related decisions will not be influenced by a candidate's or employee's relationship to any other employee, including family, personal, social, romantic or sexual relationships. Kelly places restrictions on business relationships between employees and people to whom

you are “related” – including relationships that develop following hire or when working on different assignments and/or at different customers.

For purposes of this policy, the Company considers the following people to be related to an employee:

- Family members or relatives
- Significant others, close friends and/or other household members
- Anyone else whose relationship to the employee could be perceived as causing a conflict of interest.

While a related person may be employed by Kelly, the policy does not allow:

- One of these related people to supervise another, either directly or indirectly
- One related person to process, review or audit the work of another.

You are expected to exercise good judgment in your relationships with all fellow employees. If a personal relationship in the business creates or has the potential to create a conflict or the appearance of a conflict of interest or favoritism, or is affecting the work or area, you must immediately advise Human Resources. Such cases may be reviewed to ensure no conflict of interest exists or to resolve any identified conflict or favoritism. Any relationship covered by this policy will be documented by HR. Kelly reserves the right to make a determination regarding the existence of a conflict, as well as its resolution.

## Human Rights Policy

Respect for human rights is our global obligation and a critical part of Kelly’s vision, character and values. It is fundamental to the relationships with our employees, customers, suppliers and interested parties. We are committed to providing all our employees with fair and safe working conditions, and opportunities they need for growth. We also expect our partners to adhere to human rights principles consistent with our own, especially those that may impact our employees, candidates and job seekers. Kelly is a signatory of the United Nations Global Compact and adheres to its principles, including those specifically relating to human rights and labor, some of which include but are not limited to: inclusion and diversity, harassment free, equality, prohibitions on forced or compulsory labor, and health and safety. To view the Human Rights Policy in full detail, please refer to myKelly.com.

## Additional Policies

Kelly 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](https://www.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 relationship with Kelly; 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 and sharing your skills and talent with us. We believe our employees are the best in the world.

## Our Vision

To be the most creative, insightful, and agile talent company, committed to uniting vital talent with great organizations where, together, we thrive.

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## Our Noble Purpose

We connect people to work in ways that enrich their lives.

## Our Talent Promise

We fully support those who choose temporary work. That's a promise.

**myKelly.com** is your one-stop resource to learn more about benefits, perks, pay, policies, training and more! Visit **myKelly.com** today to get started.