

Randstad Corporate Services

A Master Workforce
Solutions Provider



The Hanover Insurance Group

Your guide to a successful
assignment





Staffing | Professionals | HR Solutions | Inhouse Services

Congratulations!

You have been selected to work with one of Randstad Corporate Services' most prestigious client companies, The Hanover Insurance Group. The following information has been designed to help you understand the basics of the work ethics, policies, procedures, and behavior we expect you to follow while on assignment at The Hanover. After you have read this handbook thoroughly, please keep this information available as a handy reference while on assignment.

Randstad is a service provider to The Hanover, a relationship in which we provide quality employment services. It is imperative you always recognize you are an employee of Randstad, not The Hanover. Any questions or concerns regarding your assignment, rate of pay, etc. must be directed to your Randstad program office at (508) 855-2770. Thank you for being an important part of our team!

This Employee Handbook ("Handbook") is designed to serve as your guide to the policies and procedures applicable to your assignment at The Hanover. Although these policies and procedures pertain to a wide variety of situations, they are not all inclusive.

Disclaimer

Randstad reserves the right to vary from the policies and practices in this Handbook where business circumstances necessitate. We may also amend, modify, supplement or eliminate portions of this Employee Handbook when needed, with or without notice. This Employee Handbook does not constitute a contract of employment. All employees are employees at-will who may end their employment relationship with Randstad at any time and for any reason. Likewise, Randstad may end any employee's employment at any time, with or without cause. Please understand, that no supervisor, manager, or other representative of Randstad or The Hanover, has the authority to make any verbal promises, commitments, or statements of any kind regarding Randstad's policies, procedures, or any other issues that are legally binding. An employee's at-will status can only be altered by a written contract signed by an officer of Randstad.

Nothing in this Handbook is intended to interfere with the rights of any employees to engage in protected concerted activities, either with co-workers or others, under the National Labor Relations Act. To the extent that conduct is protected under the NLRA, this Handbook does not prohibit it.

The Hanover Campus Locations

You have been scheduled to start work at The Hanover. Below are the regional corporate campuses where Randstad places Talent.

Hanover Home Office

440 Lincoln Street
Worcester, MA 01653

The Hanover Atlanta Office

400 Northpark Town Center
1000 Abernathy Road SE
Suite 175 Atlanta, GA 30328

Randstad also places talent to support The Hanover Insurance Group's network of regional offices nationwide.

Scheduled Hours

The Hanover has various shifts depending on the department to which you are assigned. Your Randstad account manager will communicate your work schedule to you prior to the start of your assignment. Any schedule changes The Hanover requests must be communicated to your account manager.

Your Randstad Account Manager's name and telephone number:

Stephanie Day

440 Lincoln Street
Worcester, MA 01653

Phone: 508-855-2770
Fax: 508-926-5476
stephanie.day@randstadusa.com
sday@hanover.com

Facts About The Hanover Insurance Group

The Hanover Insurance Group, Inc. (NYSE: THG), based in Worcester, MA, is the holding company for a group of insurers that includes The Hanover Insurance Company, also based in Worcester; Citizens Insurance Company of America, headquartered in Howell, Michigan; Chaucer Holdings PLC, based in London, and their affiliates.

The Hanover offers a wide range of property and casualty products and services to businesses, individuals, and families through a select group of independent agents across the U.S., and has been meeting its obligations to its agent partners and their customers for nearly 160 years. The company is ranked among the top 25 property and casualty insurers in the country and maintains excellent ratings from A.M. Best, Standard & Poor's and Moody's. Through Chaucer, the company also underwrites business at Lloyd's in all major insurance and reinsurance classes, balancing global marine, energy, non-marine and aviation with U.K. motor and nuclear.

Assignment Information

Parking

Worcester based Hanover talent are welcome to park in any non-visitor spot in the parking lot or in the garage. Parking is offered free of charge. Please note that during non-peak hours, you will need to use your badge to pass through the gates at the entrance and exits of the garage.

Talent who are non-local to Worcester may park in any non-visitor spot at the appropriate facility.

Badging/Security

Worcester based Hanover talent will be escorted to security by their Randstad Account Manager to receive their access badge on the first day of their assignment. You are required to display this badge on your person at all times while in the Lincoln Street and North Parkway buildings. Using your badge to allow employees and visitors to gain entry to the building is strictly prohibited.

Other facilities may have different badging policies and procedures. Please refer to your hiring manager for further directions specific to your own facility. If you are issued a security badge, please ensure that it is visible and on your person at all times.

Lunch and Breaks

All Randstad talent should check with their supervisor on the first day of their assignment regarding a schedule for lunch and breaks.

Breaks cannot be used to begin your shift late or leave early.

Attendance

Guidelines

Good attendance is a must! This assignment requires you to be on time and at work every day because attendance is an essential function of your position. If you are aware of any situation that would cause you to be late or miss any time during your assignment, you must notify your Randstad account managers prior to your scheduled arrival time. If Randstad is not notified, you are subject to dismissal from your assignment and termination from Randstad. A Randstad account manager or answering service is available 24 hours a day, 7 days a week.

Absence

If you are not available for work for half or more than half of your normal work day, it is considered an absence. You may work longer hours to make up time lost (with your supervisor's approval), but you cannot erase the absence. Also, if you sign up for or agree to work overtime, but fail to report as scheduled, you will be considered absent.

Whenever you are going to miss a scheduled work day, it is your responsibility to notify your account managers before your scheduled start time. We need as much notice as possible. Failure to notify Randstad will result in a no call/show status, which may result in immediate termination from your assignment and end your employment with Randstad. If you are going to be absent

more than one day, you must call in prior to your shift start time each day to report your absence.

Any employee who is absent or late without notifying Randstad is subject to disciplinary action up to and including termination from his or her assignment and separation from Randstad.

Absences of more than three consecutive days due to illness or injury will require a written statement from a qualified medical professional allowing you to return to work.

Randstad administers attendance guidelines in accordance with state and federal law. Should you require any legally provided leave or any accommodation or exception with respect to these guidelines, please contact your Randstad account managers.

Tardiness

The Hanover's core business hours are Monday through Friday 8:00 a.m. to 6:00 p.m. However, business hours may vary based on the business needs of your particular assignment's department or geographic location. Your Randstad Account Manager will advise you of your schedule prior to beginning your assignment.

You are tardy if you arrive to work more than five minutes beyond your scheduled start time. Tardies also occur anytime you leave during your regularly scheduled work hours. Unapproved doctor or dentist appointments are also considered tardies and/or an unexcused absence, as applicable.

In order for any tardies to be excused, you must call your Randstad account managers before the start of your shift.

In addition to your account manager, your Hanover department supervisor may also want to be notified if you know you will be absent or tardy. Please check with your Hanover department supervisor at the start of your assignment to determine the appropriate notification procedures.

Attendance

Scheduled Closings

The Hanover Insurance Group observes the following core holidays during which Hanover offices will be closed for business.

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day after Thanksgiving Day

Christmas Day

Based on your assigned Hanover department's function, these dates may vary. Your Randstad Account Manager and Hanover department supervisor will notify you of any scheduled closings.

Timesheets and Paychecks

- Your Fieldglass Web Application timesheet must be approved by your supervisor after all hours have been totaled daily and for the week. By submitting your timesheet, you are verifying the accuracy of all hours worked.
- Talent on assignment at The Hanover Insurance Group are required to submit their work hours through the Fieldglass time sheeting process. Your Randstad account manager will explain the process to you before you begin your assignment.
- Pay rates are set by Randstad. If you have questions regarding your rate of pay, please call Randstad.
- You must submit your timesheet by 12:00 noon each Monday.
- Paychecks are issued on Friday for the previous week's work. You can select one of the following payment options: Direct deposit, Paycard, or mail (from our field support center in Atlanta).

It is the policy and practice of Randstad to comply with the salary basis requirements of the Fair Labor Standards Act ("FLSA"). Therefore, we prohibit any improper deductions from the salaries of exempt employees. We want employees to be aware of this policy and that Randstad does not allow deductions that violate the FLSA. Topps asks that in the event of an inadvertent payroll deduction, the employee please report such problem immediately. If it is determined that a problem occurred, the employee will be paid in the next pay period.

Overtime (refer to the Holiday Pay Policy on Page 17 of the Guidebook)

All overtime must be approved in advance by your The Hanover supervisor. If you are requested to work overtime, please notify your account manager. Overtime is paid for time worked over 40 hours in that payroll week. Employees in Colorado will be paid for time worked in excess of twelve hours per day. Employees in California will be paid for time worked in excess of eight hours per day. All overtime accrued will be paid at one and one half times your regular hourly rate. In California, if twelve or more hours are worked in a day, employees will be paid double time for those hours worked in excess of twelve.

Employee Conduct and Concerns

Although you are on assignment at The Hanover, you are an employee of Randstad. It is important to contact your Randstad account manager as soon as possible when any of the following situations arise. Notify your account manager immediately if:

- You move or change your phone number
- You will be unavailable or out of town
- The assignment is different than it was described
- Your employment status needs to be changed
- You acquire new skills
- You have a question or a problem or require an accommodation with respect to any aspect of your employment
- You have discovered an inadvertent payroll deduction or any other issue regarding your paycheck

- You are going to be late to work or absent
- You are injured on the job or the working conditions are unsafe
- You experience or witness any discriminatory or harassing conduct

Offers of Employment

Do not approach your supervisor with a request for permanent employment with their company. All positions are temporary unless otherwise indicated by written confirmation by Randstad. If you are interested in a regular staff position with the company, ask your account managers about opportunities.

If you are approached concerning a position, please contact your account managers, and we will handle the request.

Safety

Use common sense where personal safety is concerned. Follow all posted safety procedures. If you have a particular concern in any area of The Hanover, ask your account manager to arrange for your training regarding precautionary procedures. Randstad has general safety information available for your reference. Please request a safety pamphlet if you will be performing duties that require lifting or other manual tasks.

Always be sure to wear the proper safety equipment required by The Hanover and adhere to any training on the proper use of safety equipment. Failure to do so is subject to disciplinary action up to and including termination from your assignment.

If you are asked to do something that has not been covered in training, do not do it, call your account manager.

Note — We will include additional information regarding safety policies and practices including personal protective equipment, hazardous materials communication, and any other guidance that will assist us in ensuring a safe environment for our talent.

If you're injured on the job:

- Notify your supervisor on the job site and immediately contact your Randstad account managers.
- Your account managers will inform you regarding procedures for obtaining medical treatment.
- After your medical examination or treatment, bring any paperwork from your doctor to your Randstad account managers as soon as possible.

(Note: If you are injured or become ill on the job, you must visit a physician in order to be covered by workers' compensation insurance. Please visit your primary care physician or contact your Claims coordinator for a list of medical providers, if applicable for your state.)

Work Space Security

You are required to keep your work area clean and orderly. Before departing at the end of your workday, you should log out of your online system and secure all sensitive, proprietary and confidential materials and equipment. Laptops, notebooks and other easily portable electronic equipment should be locked up and placed out of sight of the casual passerby.

Emergencies

You are expected to report to work on your normally scheduled work days.

On rare occasions due to extreme weather or environmental conditions, or other emergencies, Hanover may decide to close an office, delay opening, or close early. Hanover uses a Contingency Information Hotline to communicate events affecting their ability to conduct business.

If an emergency occurs during normal business hours:

- Contact your Randstad Account Manager as soon as you are able
- Use this number to obtain status and updated information during an emergency **(800) 533-7207**

Facilities Guidelines

Meal Facilities

The Hanover offers an on-site cafeteria in some of its campuses. Additionally, lunch/break rooms, refrigerators, vending machines, and coffee are available throughout each building.

Smoking Policy

The Hanover is a smoke-free environment. Smoking is not permitted in or around office buildings, grounds, or in the parking lots. The smoke free environment applies to all shifts and locations. If you are a smoker, please be sure to observe this policy—it is strictly enforced.

Phone Calls

Making personal phone calls at your work stations, even if you are on a break, creates a negative image. Others perceive this as conducting personal matters on company time. Please reserve personal calls for breaks or lunch times, and use publicly located phones provided for that purpose. Try to limit your calls to 15 minutes. Do not give out the phone number for individuals to contact you on personal business. Instead, please provide the Randstad number for emergency situations only.

Weather

Our client will try to remain open during ice, snow, or other inclement weather. Occasionally, however, it may be necessary to close for safety reasons. When driving conditions are expected to be unsafe or hazardous, call your account managers for instructions.

Additionally, The Hanover's Contingency Information line for inclement weather and emergency closings is **(800) 533-7207**.

Phone Etiquette

When you are on the telephone, remember to be courteous and polite. Your telephone voice may be the only contact a prospective client has with The Hanover. In both face-to-face and telephone contact with the public, you are representing an organization with high standards of professionalism and customer service. As a flexible worker on assignment at The Hanover, you play a vital role in their success.

Performance Review

To ensure your success and continued improvement at The Hanover, Randstad will perform evaluations of your performance. If any concerns arise where we can help you improve, we will work with you to develop an action plan. Please feel free to call or visit the Randstad office for updates on your progress. The more interest you show in your performance—the more successful you will be.

Proper Attire

As our talent on assignment at The Hanover, it is important for you to adhere to the dress code outlined below.

The Hanover is a professional organization, and we expect employees to dress appropriately. Unless otherwise directed by your manager, employees may wear business casual attire Monday through Friday. All clothing must be clean, in good condition, not frayed or significantly worn, and free of holes.

Appropriate Attire

Examples of appropriate business casual attire include, but are not limited to:

- khakis
- chinos
- casual slacks or trousers
- open collared shirts
- loafers
- casual shoes

Inappropriate Attire

Examples of inappropriate attire include, but are not limited to:

- jeans and overalls
- shorts and cutoffs
- extremely revealing or short clothing
- “club” attire
- T-shirts
- halter/tank tops
- sweatshirts
- tights or leggings worn as pants
- sweatpants
- jogging attire
- flip-flops
- running shoes/sneakers

Consult your Randstad Account Manager for assistance or guidance on interpretation of this policy.

If you come to work inappropriately dressed, you will be asked to leave and return in proper attire. Any accommodations with respect to Randstad’s dress requirements should be requested in advance.

Social Media Principles (Networking Websites, Personal Websites, and Blogs)

Randstad permits the use of Company resources to access social networking websites (e.g., LinkedIn, Facebook, MySpace, Twitter, and Yahoo Groups), personal websites, and blogs for business use only. Users may not use information learned on a website or blog to discriminate, harass, intimidate, or retaliate against any Randstad employee, talent, customer or supplier.

While Randstad respects an individual’s right to use social networking websites, personal websites, and blogs for personal use during non-working hours, outside of the workplace, and using resources other than Company property, Randstad requires its

employees and other users affiliated with Randstad to observe the following guidelines in their personal use of websites and blogs:

- Be respectful in all communications and blogs related to or referencing Randstad and/or its employees, talent, customers and/or suppliers.
- An individual who identifies himself or herself as a Randstad employee or as affiliated with Randstad must not use obscenities, profanity, or offensive language or post offensive or pornographic pictures on any website or blog.
- Do not use websites or blogs to disparage Randstad and its employees, talent, customers and/or suppliers.
- Do not use websites or blogs to harass, bully, or intimidate Randstad employees, talent, customers and/or suppliers.
- Do not share or post copyrighted materials, trade secrets, proprietary information, or similar confidential materials on any website or blog without prior authorization.
- Do not post pictures or logos of Randstad and/or its employees, talent, customers and/or suppliers without prior authorization.

Employee Benefits

Randstad offers a full menu of benefits for eligible employees and their families. The following is a general description of the benefits we offer to you, which you may be entitled to as a qualified talent, but is not intended to, and does not provide you with, all the details of these benefits.

This guidebook does not change or otherwise interpret the terms of any official plan documents or applicable Summary Plan Descriptions. Refer to the actual plan documents and Summary Plan Descriptions if you have specific questions regarding the benefit plans. Randstad reserves the right to cancel, amend or revise those benefits as described herein at any time.

You can also review the External Talent Benefits Guide at: <http://us.randstad.com>. Click on Randstad University, click on "for employees," then select benefits. Your username will be: benefits; password: foryou.

Medical Insurance

Randstad offers medical insurance with two PPO options to choose from, which includes a prescription drug plan and hospitalization coverage.

Dental Insurance

Preventive dental care, basic services and major restorative services coverage is available.

Vision Insurance

Eye exams are reimbursed up to \$25.00 and discounts on prescription eyewear are provided.

Term Life Insurance

A choice of three benefit levels up to \$30,000 is available. Family coverage is also offered.

Disability Insurance

Short-term disability coverage provides a choice of three benefit levels for weekly replacement of income.

401(k) Plan :

Eligibility: All talent are immediately eligible to make pre-tax contributions to the 401(k) plan.

Contribution Limits: Participant can contribute 1–75% of pre-tax earnings up to the IRS Annual Maximum.

Family and Medical Leave

The FMLA provides employees with up to 12 weeks unpaid leave, provided they meet the leave qualifications of being employed with Randstad for at least 12 months and have worked at least 1250 hours in the previous 12 months. You may take FMLA to leave to attend to your own serious health condition that makes you unable to perform the essential functions of your job; to care for your child after birth, or placement for adoption or foster care; or to care for your spouse, son, daughter or parent with a serious medical condition. During the FMLA leave, you are required to exhaust all paid leave concurrently. Upon returning from FMLA leave, most employees will be reinstated to the same or equivalent position with equivalent pay, benefits, and other terms and conditions of employment. Benefits based on length of service do not continue to accumulate during leave. If you usually pay a portion of the premiums for health insurance, you must continue to do so during the leave.

Military Family Leave provides up to 12 weeks of unpaid leave within a 12 month period because of qualifying exigency occurring when the spouse, son, daughter or parent of an eligible employee is on active duty or is called to covered active duty. Leave for a qualifying exigency applies to active members of the Armed Forces, members of the National Guard and Reserves, and certain retired military members, who are deployed for duty to a foreign country. The leave may be taken as soon as the covered service member receives notice that he/she is being called to active duty. A qualifying exigency may include short-notice deployment; military events; childcare activities; financial/legal arrangements; counseling; rest and recuperation; post-deployment activities; and additional activities agreed on by Randstad's Benefits Department and you. When the Military Family Leave is to care for an injured or ill service member or veteran, an eligible employee may take up to 26 weeks during a 12 month period. This leave when combined with other FMLA qualifying leave may not exceed 26 weeks in a single 12 month period. Leave may be taken to care for a spouse,

son, daughter, parent, or next of kin (1) who is a member of the Armed Forces (including members of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list for a serious injury; or (2) who is a veteran undergoing medical treatment, recuperation, or therapy for a serious injury and who was a member of the Armed Forces (including members of the National Guard or Reserves) at any time within the 5 year period of time preceding the date on which the veteran undergoes the medical treatment, recuperation, or therapy. Service member FMLA runs concurrent with other leave entitlements provided under federal, state and local law.

Eligible employees are not required to use their leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary for their own or family member's serious health condition or for the serious illness or injury of a covered service member (including veterans).

If you want to take FMLA or Family Military leave, you must provide Randstad with at least 30 days notice if the need for leave is foreseeable. If the need is not foreseeable, you should give Randstad as much notice as practical. After notifying your Randstad account manager, please contact Randstad's FMLA Administrator, Hartford, at 1.800.863.5166 for additional information and paperwork. If you have difficulty with the Hartford FMLA process, contact the Randstad Benefits Department at 877.601.7453 or benefits@us.randstad.com. Requests for leave should be in writing and should state the reason for the leave, the anticipated length of the leave, and the estimated date of return-to-work date, and must be accompanied by appropriate certification. Randstad may also request that you report periodically on your status and intention to return to work. Also, Randstad may require fitness-for-duty certification to return to work. Please refer to Randstad's policy on Family and Medical Leave and Military Family Leave (which can be obtained in branches and onsite locations) for additional information about this policy.

Randstad Nursing Mothers Support Policy

In support of all local, state and federal requirements supporting the health advantages of breastfeeding for infants and mothers, Randstad provides a supportive environment to enable breastfeeding employees to express their milk during work hours. This includes a company-wide lactation support program administered by Human Resources.

Company Responsibilities

Breastfeeding employees who choose to continue providing their milk for their infants after returning to work shall receive:

Milk Expression Breaks

Breastfeeding employees are allowed to breastfeed or express milk during work hours using their normal breaks and meal times. For time that may be needed beyond the usual break times, employees may use personal leave or may make up the time as negotiated with their supervisors. Should you have questions regarding specific accommodations within your branch or location, please call Employee Relations at 1.888.726.3782 ext. 6700.

A Place to Express Milk

A private location (not a restroom) shall be available for employees to breastfeed or express milk.

The room will be private and sanitary, located near a sink with running water for washing hands and rinsing out breast pump parts, and have an electrical outlet. If employees prefer, they may also breastfeed or express milk in their own private office, or in other comfortable locations agreed upon in consultation with the employee's manager or Human Resources Department. Expressed milk can be stored [in general company refrigerators/in designated refrigerators provided in the private "Mother's Room," or other location/in employee's personal cooler].

Military Leave Policy

Randstad will grant an unpaid military leave of absence to Qualified Employees as required by the federal Uniformed Services Employment and Reemployment Rights Act ("USERRA") and state law. Qualified Employees are those employees, except those employed on a temporary basis (a brief, non-recurrent period for less than 3 months), who serve in the United States Armed Forces, the Army National Guard the Air National Guard, the commissioned corps of the Public Health Service ("United States. Uniformed Services"). Qualified Employees may also include members of an organized state militia and Randstad will comply with any and all applicable state laws concerning those individuals. Qualified Employees should notify their manager as soon as is practicable when military leave will be required, and must provide Randstad with appropriate documentation of their military service upon their return from their military leave.

Employees may elect to use accrued vacation or personal leave to receive some compensation during their military service. While an employee is on military leave, he or she will be eligible to continue health insurance coverage under the terms and conditions of the insurance policies in place on the first day of his or her military leave and under applicable state and federal law. Employees on military leave will be eligible for the same benefits and accrual of vacation, sick days, personal days and holiday benefits (without loss of seniority) as employees on other types of leave.

An employee returning to work after military service may be entitled to return to: (i) the position the employee would have held if the employee had been continuously employed; (ii) the employee's previous position; or (iii) an equivalent position depending on the length of leave and the availability of positions. In order to be qualified for reemployment under USERRA, an employee returning from service in any of the United States Uniformed Services must generally:

- (a) terminate his or her military service under honorable conditions;
- (b) give Randstad advance notice of the military service;
- (c) be absent for military service for no more than five years (cumulatively);
- (d) report back to Randstad (for talent, their local Randstad Branch) by the beginning of the next regularly scheduled workday that begins at least 8 hours after return from military service, only if the period of service was less than 30 days;
- (e) apply for reemployment with Randstad within 14 days after return from military service, only if the period of service was between 31 and 180 days; and
- (f) apply for reemployment with Randstad within 90 days after return from military service, only if the period of service was 181 days or more.

The reporting and application deadlines may be extended for up to two years for employees who are hospitalized or convalescing because of a service-connected illness or injury.

An employee entitled to reemployment following service in United States Uniformed Services will not be terminated without cause for 180 days after reemployment if the period of military service was between 30 and 180 days. If the period of service was more than 180 days, the employee will not be terminated without cause within one year after reemployment.

Discounts and supplemental benefits

Savings on entertainment and lifestyle services are available, as is additional personal insurance.

State Specific Leave Policies

Depending on the circumstances, employees may be eligible for leave under state law.

For more information

Health and Medical (SRC): 1.800.772.1074

Apply for FMLA Leave: 1.800.863.5166

401(k) – Wells Fargo: 1.800.728.3123

All other benefits: 1.877.601.7453

Equal Opportunity Employer

Randstad has always maintained a policy of non-discrimination in employment and makes all employment decisions based solely on the basis of qualifications and without regard to race, religion, color, national origin, citizenship, sex, age, disability, veteran status, genetic information, service in the uniformed services or any other classification protected by law. It is the policy of Randstad Corporate Services that every employee shall enjoy a work environment free from illegal discrimination and/or harassment of any nature. Racial/ethnic harassment can include racial slurs, ethnic jokes, and offensive statements about any group's racial, ethnic, or religious heritage. Sexual harassment can include remarks or actions of a sexual nature which are not welcome, personally offensive, and therefore, create a hostile or offensive working environment.

Anti-Harassment Policy

Randstad is also committed to providing and maintaining a working environment free from illegal harassment, including sexual harassment. Furthermore, Randstad will not tolerate inappropriate behavior, whether or not it rises to the level of actionable harassment under the law. In keeping with this commitment,

harassment of Randstad employees is unacceptable. Randstad requires reporting of all incidents of harassment, regardless of who the offender may be.

Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based upon a person's sex, color, race, religion, national origin, age, disability or any other protected status. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical behavior of a sexual nature when: (i) submitting to that conduct is explicitly or implicitly a term or condition of employment; (ii) submitting or refusing to submit to that conduct is used as a basis for any decision affecting an individual's employment or status; or (iii) that conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

This policy specifically prohibits harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile or offensive work environment, even if the conduct is not sufficiently severe or pervasive to constitute unlawful harassment. With respect to harassment of a sexual nature, this policy specifically prohibits any employee from (i) threatening or implying that another person's refusal to submit to sexual advances will adversely affect that person's relationship with Randstad, work status, evaluation, wages, advancement, assigned duties or any other condition of employment; or (ii) making insulting or degrading sexual or gender based remarks about another person. Examples of sexual harassment include, but are not limited to: unwanted sexual advances; demands for sexual favors; unwelcome sexual or gender based jokes, flirtations, advances or propositions; obscene comments, verbal abuse or suggestive insults of a sexual or gender based nature; verbal or written commentary of a sexual nature; leering, whistling, touching, pinching, assaulting, coerced sexual acts, or obscene gestures; and displays in the workplace of sexually suggestive objects and/or pictures.

Disability Accommodation

Randstad is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing a reasonable accommodation where appropriate. In general, it is your responsibility to notify your Randstad Corporate Services account manager of the need for an accommodation. Upon doing so, your account manager may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals.

Complaint Procedure

To make these policies effective, all employees are expected to share the company's commitment to the principles of Equal Employment Opportunity. Acts of harassment or discrimination by one employee against another will not be tolerated. Please direct any inquiries regarding this policy to your Randstad Corporate Services account manager. Any employee who believes that he or she is being subjected to discrimination or harassment in violation of these policies or who witnesses conduct toward anyone else that he or she believes violates these policies should promptly bring these issues, in confidence to the extent possible, to the attention of their Randstad Corporate Services account manager. If your account manager is unavailable, or you do not feel comfortable reporting the situation to him/her, contact Randstad Corporate Services Talent Relations at 888.Randstad, (726.3782) ext. 8336. Employees can raise concerns and make reports without fear of reprisal. Unlawful discrimination and harassment is not, and will not be, tolerated at Randstad.

Workplace Conduct

Our policy prohibiting use of illegal drugs and alcohol in the workplace

Randstad's substance abuse policy is enforced according to federal and state laws and regulations. Talent found to be under the influence of illegal drugs or alcohol at work will be terminated and jeopardize collecting unemployment benefits.

Our policy prohibiting violence in the workplace

Randstad is dedicated to providing a violence free workplace, and prohibits conduct considered violent, dangerous or threatening. Acts of violence, possession of weapons and threatening behavior will typically result in immediate termination of employment.

Our policy with respect to disciplinary action

Our goal is to employ top-quality talent in challenging and rewarding positions. If an individual's performance or workplace conduct is not meeting expectations, we reserve the right to take appropriate disciplinary action, which depending upon the severity of the situation, may result in an immediate end of the assignment and/or the talent's employment relationship with Randstad.

Helpful Hints

To ensure your success on this assignment, here are a few helpful hints you should observe:

- Dependability and punctuality are the most important factors in determining your performance. These factors also impact the rest of the team when you are not at work.
- Show initiative. Always look and ask for additional ways you may assist you complete each task. Be flexible enough to work as a team player.
- Adopt a "do what it takes" attitude: Flexibility is key to success in today's workplace. Going above and beyond to meet deadlines or to finish projects displays a team player attitude. This attitude will help you in securing other available assignments.
- It is perfectly acceptable, and encouraged, to ask questions if you are not sure about anything you have been asked to do.
- Remember you are employed by Randstad and should discuss any challenges or concerns with your program office at (508) 855-2770.
- Notify Randstad when your assignment ends to be placed on our availability list.
- All overtime must be approved by your supervisor.
- Employment opportunities: If you are considering a regular employment opportunity at The Hanover, please remember you are being evaluated for the position each day you are on assignment.
- You are required to contact Randstad immediately after the completion of any assignment for the purpose of requesting a new assignment and remain in contact with Randstad indicating your availability for assignment. Failure to do so will constitute a voluntary resignation that may affect your eligibility for unemployment benefits.

Thank you for taking the time to read this orientation packet for your assignment at The Hanover. Please acknowledge that you have read and understood all policies and procedures contained herein.

Randstad Inhouse Services Assignment

Specified Policies and Procedures Acknowledgement

I have received a copy of Randstad's Employee Handbook (The Hanover Assignment) and understand that the information contained in the Handbook represents guidelines only and may be changed at any time in the sole discretion of Randstad, with or without prior notice to its employees.

I acknowledge that this Handbook is not a contract of employment. I also understand that no member of management has any authority to represent to any employee, either orally or in writing, that this Handbook or any particular policy contained in it, is or may be viewed as an agreement or as a commitment to me or other employees, and no such representation shall be binding upon Randstad.

I further understand that the Company reserves the right to unilaterally modify, amend or terminate any policies (with the exception of the at-will relationship), procedures and/or benefits described in the Handbook or elsewhere at any time, or to require and/or increase contributions towards employee benefit plans in its sole discretion.

I ACKNOWLEDGE THAT MY EMPLOYMENT RELATIONSHIP WITH THE COMPANY IS TERMINABLE AT THE WILL OF EITHER PARTY AND THAT IT IS TERMINABLE WITH OR WITHOUT CAUSE AND WITH OR WITHOUT PRIOR NOTICE.

Talent name (print) _____

Talent signature _____

Date _____

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