



Thank for your interest in working with us. We have generated this memo to tell you a little about us and to discuss common questions and rules that may help you while working with us.

LGS is a full services staffing and recruiting firm with office in 8 states. Our headquarters is in Atlanta, GA. Over the past 11 years we have responded to hundreds of disasters in 45+ states, Canada, Mexico, Puerto Rico, USVI and St. Maarten providing skilled workers and labor to help clean up and restore damaged areas. We have worked 1000's of people per day on various, flood, fire, tornado, hurricane, environmental and oil spill projects.

We will do our best to ensure you have a good experience while working with us. In turn, we ask that you are courteous to our representatives and clients at all times, and our representatives will be courteous to you. We also ask that you remember that this is a disaster job. The jobs can be hectic at first and often take time to get organized due to extreme conditions. We ask that you are flexible with us and understand that conditions, work schedules and number of people needed may change daily. We will do our best to communicate our needs with you each day, however we cannot guarantee work for any particular day. In the event we are unable to work you one day, we will give you preference to work the next day or shift. Please understand that these jobs come and go quickly and there is no expectation of long-term employment. We recommend that you work as much as you can, while you can, however there is no expectation or requirement that you work every day. We simply ask that you notify us the day before so that we can plan to have a replacement for your spot. Please note, if your spot is taken while you are gone, we may not be able to put you back to work immediately if all the spots are filled. On each job, you will be working under the direction of our client's management team. We will give you the name of the facility, location and necessary contact information as well as directions, parking and building access once we have assigned you to a particular job. It is very important that you stay on the assignment we give you and do not switch jobs without our knowledge.

### General Site Rules

- Safety is of the utmost importance. Please do not try to overdo or over exert yourself. Always work careful at a reasonable pace. If you are unsure if something is safe or if you should do something, please ask. There will be a short safety briefing prior to each shift. You will be asked to line up and pay attention.
- BE SURE YOU SIGN IN ON THE CREW SHEETS EACH DAY. Please note: *it is 100% your responsibility to sign in each day using the same name spelled clearly and correctly.* When you line up, you will sign in with your supervisor on crew sheets. Do not start work without signing in. This is how we track your time, so if you fail to sign in or out, you may miss time for that day. Also, be sure you are signed out at the end of each shift. *Proper time = proper pay!*
- At no time should any un-scheduled person attempt to show up for work. They will be turned away. Please do not send anyone looking for work to the Jobsite. Persons will only be able to work, after you have registered on our web form, completed an application at one of our off-site orientations and have been confirmed to work. If you would like to refer people, please have the go to our web ad and sign up so that a representative can call and schedule them.
- Please be sure to park only in our designated parking areas as directed. While driving near or on a client site please be respectful. No loud music or racing around or leaving trash in the parking area. If you are seen doing this your assignment will be ended.
- Cell phones are not typically permitted in the facilities where you will be working. Please make arrangements to leave them in your car. You can check them during breaks or at lunch. Absolutely no pictures of any kind will be permitted. If you are caught with a cell phone you will be asked to leave. Posting building or work pictures on social media is prohibited.
- Harassment in any form, sexual, bullying or intimidation will not be tolerated. We have a zero tolerance for any type of intimidation. Remarks, gestures, negative acts, or physical contact are considered harassment. Please allow everyone to work in a safe, professional work environment.
- Due to the size and scope of these projects, we recommend that you arrive well before the shift start time to allow time for parking and check in. This will generally be 15-20 minutes before the shift begins. If it's your first day, please be early so you can be sure to find it and so that we have time to go over instructions and issue PPE.

## General Employment Information

Your LGS representative will provide you with the shift times. Shift times often change so please pay attention to your manager and LGS representative.

We recommend you bring your lunch with you as resources are often limited. You are typically free to leave during lunch, however if you return late and miss line up, you will most likely be sent home for the day.

Please be sure to arrive at the job site ready to work, wearing the proper clothing (PPE will be provided for you). *Proper clothes include wearing **durable work boots** (No shoe-boots, hiking boots or dress boots will be permitted), long pants and at least short sleeve T-shirts. No tank tops, shorts, sweat pants, or leggings will be permitted. Clothes should be clean, neat, without holes and are not sagging, shirt with sleeves. Employees arriving without boots or proper dress will be sent home. Hats and skull caps other than those necessary during cold weather are typically not permitted.*

Injury Reporting – Be sure to report any and all injuries to your BMS supervisor & your LGS Representative immediately.

DNR Policy – “Do Not Return” – In the event of an incident, discipline issue, poor work performance or insubordination, we will review each situation with the BMS supervisor and management involved and make an assessment. For minor situations you will be issued a “DNR – 1<sup>st</sup> Warning” where we will discuss the situation with you, possibly move you to another area/supervisor and let you continue working. Upon a more severe infraction or “2<sup>nd</sup> DNR” request, your assignment on this project will be ended.

## Payroll Information

**On this job you will be paid by either pay card or direct deposit. Pay Card Activation: Please wait until the Thursday before your first Friday pay day to activate your card.** We need to be sure that we have entered your application and enrolled your card before you can call to activate it. If you have activation issues please let your LGS representative know immediately. We will ask to verify your Name, Social Security Number, Date of birth and card number so that we can be sure all data in our system is correct and your card will activate.

*Our work week (Pay Cycle) is Monday to Sunday. Your scheduled pay day will be the following Friday after the week ends. We ask that you do not call our office or ask our reps about checks until 4pm on the Friday. Anytime over 40 Hrs. per week will be paid as overtime. Each job is different, however you will typically have a 1 Hr. unpaid lunch break and two paid 15 min breaks.*

The pay rate for this job is \$varies/hr. Overtime will be paid at \$varies per hour.

**\*Please do not direct questions about your pay or pay rates, the status of your check, missing hours or length of the project to the CLIENT supervisors or managers they will not be able to answer those type of questions. Instead, ask these questions to one of your LGS representatives.**

**\*\*The best way to reach an LGS representative when not on site is by texting 770-234-0389. If you do not reach someone within a reasonable amount of time you may call our corporate office at 770-234-0880. Please be prepared to provide your full name, worksite location and project**

## Self Help

Our website is designed to help you with pay card activation issues, payroll issues, W2's and other concerns or questions. **Keep in mind, It is much faster for you to enter your payroll concerns on our payroll issues form then to call our office. We have payroll professionals closely monitoring all payroll issues entered via our website.**

Please go to: [www.lgsstaffing.com](http://www.lgsstaffing.com) and click on our Disaster Team Tab or simply enter the following in your browser: <http://www.lgsstaffing.com/disaster-response-team/> Please understand that multiple calls/requests only delay our response.

**For “Verification of Employment” requests, have your 3<sup>rd</sup> party request faxed directly to 770-234-0838. We typically have a 2-3 day turnaround time.**

***We take all calls and questions seriously and our goal is always to insure everyone is paid on time and correctly. If there is an issue or mistake, please note that we will do our best to fix it as quickly as possible.***