



WELCOME TO ABA

We are pleased to have you joining the ABA team. Established in 1986, ABA has developed longstanding relationships and a strong reputation with many of the Bay Area's premier law firms and corporate legal departments. We look forward to assisting you in your current job search and with your ongoing career development in the legal arena. This handbook is provided to help prepare you for work with ABA. With you on our team, we hope to achieve excellence in the quality we deliver to our clients and in the services we provide to you.

As an ABA Employee

ABA is your employer while you are on assignment with one of our client firms or corporations. This relationship is important to remember if you have any questions or problems regarding your job. Please talk to us first, not the client, so we can help find a solution that is agreeable to everyone involved. Some typical situations requiring you to call ABA immediately include:

- Illness or tardiness.
- Job description changes.
- Change in assignment hours.
- Inadequate supervision or support.
- Job interviews.
- An offer of regular employment.
- An extension to the length of your assignment.

Please do not hesitate to call us to request or share any information. Open communication is critical to our mutual success as we make sure that your needs and those of our clients continue to be met. Voicemail and email are available at ABA 24 hours a day, so there is no excuse not to stay in contact.

Our phone number is 415-434-4222 (434-4-ABA). Please memorize it!

We appreciate your keeping us up to date throughout your job assignment. Check in:

- At the end of your first day of work.
- In the middle of your assignment.
- On the last day of your originally scheduled assignment. *(You must always inform us if your job is extended.)*

Just as you expect high quality service from us, we have high expectations of you. It is also important to remember that the legal professionals we do business with have above average performance standards for the individuals working in their offices—contract and



temporary employees included. Please make a commitment to the following ABA standards of conduct:

- Be on time every day.
- Complete your **entire** assignment.
- Respect the client, the work environment, and their policies.
- When you complete the work you are given, promptly let your supervisor know you are ready for the next assignment.
- Dress appropriately for the client's environment. When in doubt, ask us what is acceptable.
- Client confidentiality is essential in the legal environment. Please use professional discretion. Some clients may require you to sign a confidentiality agreement.
- Remain flexible regarding lunch and breaks. These are to be arranged with your client supervisor based on his or her needs.
- Never use client telephones or your cell phone for personal calls without permission. If permitted, call only on your break.
- If you are injured at work, call ABA immediately.

Professional conduct is appreciated and expected, and is a condition of your employment with ABA. Inappropriate behavior or careless work affects you, us, and our clients. ABA employees are employed at-will. This means that employment may be terminated for any or no reason, with or without cause or notice, at any time. As an at-will employee, the decision to terminate your association with ABA is at your discretion as well.

Policy on Voicemail, Work Areas, Computer Files, Email and Internet Use

The voicemail, work areas, computer files, email, Internet facilities and other technical resources at the client's site are the property of ABA's clients and should be reviewed, monitored, and used for business purposes only as instructed by the client. As a result, computer data, voice mail messages, and e-mail transmissions are readily available to numerous persons. If, during the course of your assignment with an ABA client, you perform or transmit work on a client's computer systems or other technical resources, your work may be subject to the investigation, search, and review of others. In addition, any electronically stored communications that you either send to or receive from others may be retrieved and reviewed when doing so serves the legitimate business interests and obligations of either ABA or its clients. Any inappropriate or unauthorized use of the client's electronic property is grounds for termination.

Working Together

If we work together as a team, we believe we will develop a mutually satisfying and productive relationship. Factors such as your hard work, cooperation, commitment, and flexibility are used to determine your eligibility to receive bonuses, more assignments, a



good reference, and/or new opportunities. We keep track of all comments we receive about your performance and use them to make future placement decisions.

But just as we gather feedback **about** you, we want to get feedback **from** you. Please give us your thoughts about job assignments, ABA procedures, and our services. Information you share with us is the best resource we have for making improvements at ABA.

ABA PAYROLL PROCEDURES

In order to receive accurate payment for your time and services, you must turn in a properly completed timecard to ABA. Paychecks are issued each Wednesday for work completed through the prior week, ending on Sunday night. It is your responsibility to adhere to the following guidelines:

Timecards

Timecards representing work in the previous week must be received by 5:30 p.m. each Monday. If Monday is a holiday, timecards are due at ABA by 12 noon on Tuesday.

You may stamp and mail your timecard to us. However, if you have any doubts about the speed of the post office, please deliver your timecard to ABA or fax it to us at 415-434-3958. We cannot be responsible for delays caused by mail delivery. If you fax your timecard, please be sure to call ABA at 415-434-4222 to verify it was received.

Paychecks

Paychecks are available after 8:00 a.m. on Wednesday. If Monday is a holiday, checks will be available after 12:00 noon on Wednesday. Your paycheck will be held at ABA's office for pickup, or mailed to you, per the handling instructions indicated on that week's timecard.

It is your responsibility to give ABA a properly completed and signed timecard before the weekly deadline.

Rate of Pay

Your individual pay rate is based on the skills and experience required to perform an assignment, the level of responsibility, and the length of time you have worked on that assignment.

At ABA, we pay the highest possible wages to our employees as determined by each individual job assignment. In addition, we are responsible for covering the employer's share of your social security contributions and we pay your worker's compensation and unemployment insurance.



Overtime

You must receive prior authorization from ABA for any overtime work you are asked to perform. If overtime work is requested by our client and authorized by ABA, your pay will be calculated according to current California labor laws. Details are summarized on the timecard. If you have any questions about calculating overtime (including doubletime), please call us.

ABA TIMECARDS/TIMESHEETS

1. Print your full name clearly and carefully. Remember, if you are using one of our preprinted timecards, you are making three copies.
2. Enter the "week ending Sunday" date.
3. Print your employee identification number.
4. Print the company name and department where you are assigned, the full name and title of your current client supervisor, and the company address.
5. For each day worked, enter the time you start, the time you finish, the times of your rest breaks (according to state labor laws, you will be paid for your required rest breaks) and the time you take for lunch (according to state labor laws, you will not be paid for lunch when you are relieved of performing all work duties). **Please record your actual start and stop times instead of rounding up or down.** Please fill out your timecard daily.
6. Enter each day's total hours in the appropriate column. **Regular time:** Up to 8 hours per day and 40 hours per week. **Overtime:** Over 8 regular hours per day and 40 regular hours per week. **Doubletime:** In excess of 12 hours per day. There may be some variation to these calculations if you are asked to work seven (7) consecutive days. Please contact ABA for assistance if such a situation arises.
7. At the end of the week or the end of the job, **whichever comes first**, enter the sum of total hours for each day in the appropriate "totals" column. **Double check your calculations.**
8. **Sign your name and ask your client supervisor to sign your timecard.** The timecard must contain both signatures. Be sure to select either 'Mail' or 'Hold in SF' for instructions on handling your check and mark whether or not the assignment is complete.

Remember ...

Please notify ABA promptly of any change to your telephone number or address. Complete a new W4 tax form at ABA any time there are changes to your tax status, marital status, address, or name.

ABA will send your client supervisor an Evaluation Card on a routine basis. Ask him or her to complete it confidentially and provide ABA with feedback on your performance. Your qualification for an Excellence Bonus is based on these evaluation cards (see Excellence Bonus for details).



From time to time ABA will also send out candidate/employee surveys. Your feedback will help us do a better job for you.

ABA BONUS PLAN

Birthday Pay

As a special bonus, ABA will pay time and a half for any work you do for ABA on your birthday. You must only complete 100 hours before your birthday to qualify.

Longevity Bonus

ABA rewards the longevity and commitment of our employees by offering a Longevity Bonus. In order to qualify for the Longevity Bonus temporary employees need to meet both of the following criteria:

1. Complete 12 months of continuous employment with ABA AND
2. Accrue a minimum of 1400 hours

Upon completion of the above criteria ABA will award you a bonus equivalent to 40 hours at your average hourly rate.

Employees are only eligible for one Longevity Bonus per anniversary year. For employees who have already earned one or more Longevity Bonuses under ABA's previous plan, the date of the last bonus you received will be counted as your anniversary date under the new plan. Payroll Service employees are not eligible for ABA's Longevity Bonus.

Holiday Bonus

ABA is pleased to provide paid holidays to qualifying employees. Recognized holidays are Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas or New Year's Day. Employees will be awarded half a day's pay at their current pay rate. To receive the bonus, you must work at least 440 hours in the 13-week period prior to the holiday and work your last scheduled day before and your first scheduled day after that holiday. This bonus will be automatically awarded to those employees who qualify.

Excellence Bonus

ABA will routinely provide evaluation forms to your client supervisor. We will review the completed evaluations on a quarterly basis and pay a \$50 cash Excellence Bonus if you receive three "excellent" evaluations after working at least 300 hours with ABA in that quarter. Excellence bonuses will be calculated and awarded at the end of each quarter. You are eligible for one bonus per quarter.



Referral Bonus

ABA appreciates you referring other qualified applicants to us. We will pay a \$100 Referral Bonus to active ABA employees who refer another applicant if that person completes at least 100 hours on a temporary assignment for ABA within 6 months of the referral.

For current ABA employees who refer more than three individuals that meet the criteria above, we'll increase our Referral Bonus to \$150 for each subsequent, qualified referral.

We will pay \$250 if the referral is placed by ABA in a full-time position and completes the agreed upon guarantee period (usually 90 working days).

For those individuals referring an attorney who is placed in a full-time position by ABA, we will pay a bonus of \$500 after the individual completes his or her guarantee period.

To receive the bonus, it is your responsibility to notify ABA approximately when the person you referred has worked the required number of hours, or has accepted a full-time position.

Client Referral Bonus

Any time you refer a new client to ABA and that company receives at least 80 hours of billable service from ABA, you will be paid a cash bonus of \$100. Please notify us when you refer a client company so that we can track its activity. One bonus will be paid per new client. You will receive your bonus as soon as ABA receives payment from the client.

Employee of the Month

Each month, one or more temporary employees will be selected and recognized by ABA staff for outstanding contributions.

Payroll Services employees are not eligible for excellence bonuses, birthday pay, or longevity bonuses unless otherwise notified.



ABA BENEFITS

Paid Sick Leave

ABA embraces the ordinance passed by the city of San Francisco to offer sick pay to all employees. ABA is proud to offer this coverage to its employees in all locations. Starting February 5th, 2007, each employee who has worked for ABA for 90 days will begin to accrue one hour of paid sick leave for every 30 hours worked. For more details, ask to see a copy of the *San Francisco Paid Sick Leave Ordinance – Fact Sheet*.

Medical/Dental Plans

ABA is leading the way in offering high quality, affordable healthcare coverage to our temporary employees. To qualify you must first complete 500 hours for ABA during a 3-month period. ABA covers 50% of the premium on our lowest priced HMO. However, you do get to choose from several HMO and PPO coverage plans. Both Dental and Vision coverage is also provided with our healthcare plans and is offered by a select group of dentists and vision care specialists in the San Francisco Bay Area.

ABA's 401(k) Retirement Plan

ABA offers a full 401(k) retirement plan to our employees. Both the money you invest through the plan and the interest it earns are tax-deferred and, in most instances, you won't pay federal or state income taxes on the money until you're ready to take your retirement benefit. When compared to other savings programs, saving through your retirement plan actually increases your take-home pay.

To become eligible for this plan you must meet the following requirements:

- Complete one year of service with ABA and 1000 hours of work.
- Be at least 21 years of age.

Once you have satisfied the eligibility requirements, the entry dates are semi-annual (April 1st and October 1st). If you have another retirement plan, you may be eligible to "roll it over" into ABA's plan. Each eligible employee will receive a customized enrollment kit that explains in easy-to-understand terms how the plan works. You will also be invited to a semi-annual meeting to ask questions, and learn how to get the most out of this valuable benefit. For more information, please contact us.



Credit Union

ABA offers membership in one of the largest credit unions in the State. It includes free checking, interest paying checking, ATMs, loans, credit cards, discount purchasing, and a variety of other services. Please contact us for more information.

ALL BENEFITS ARE GRANTED AND ELIGIBILITY IS DETERMINED AT THE DISCRETION OF ABA. BENEFITS MAY BE CHANGED AT ANY TIME WITHOUT NOTICE.

ABA SAFETY POLICY

ABA is dedicated to providing the safest possible working conditions for our temporary employees and carries worker's compensation insurance. If you are injured on the job, you must contact ABA immediately and inform us of the injury to ensure that you receive appropriate and timely care.

Because ABA typically does not supervise the environment or the work at our client's locations, it is necessary that you make yourself aware of safety requirements and emergency procedures at any job site where you work. Please keep the following guidelines in mind:

- Ask your client supervisor about their safety requirements and emergency procedures (fire, earthquake, etc.).
- If you are asked to perform any activity outside of those described in your original job description, call ABA immediately.
- If you are asked to operate any machinery other than normal office equipment, call ABA first.
- If you become aware of any potentially hazardous conditions on the job, call ABA immediately.
- If you have any questions about safety or emergency procedures, please call ABA.

Equal Employment Practices

ABA is an equal opportunity employer and makes employment decisions on the basis of merit. In accordance with applicable law, ABA prohibits discrimination based on race, color, gender, religion, creed, sex, pregnancy, marital status, age, national origin or ancestry, physical or mental disability, medical condition, veteran status, sexual orientation or any other consideration protected by federal, state or local laws. All such discrimination is unlawful.

To comply with applicable laws ensuring equal employment opportunities to individuals with disabilities, ABA will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result. Any applicant or employee who requires an accommodation



in order to perform the essential functions of the job should contact the Executive Committee and request such an accommodation. The individual with the disability should specify in writing what accommodation he or she needs to perform the job. ABA will conduct an investigation to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his or her job. ABA will then identify possible accommodations, if any, that will help to eliminate the limitation or barrier. If the accommodation is reasonable and will not impose an undue hardship on ABA or its clients and/or a direct threat to the health and/or safety of the individual or others, ABA will make the accommodation. ABA may also propose an alternative accommodation(s).

Sexual and Other Unlawful Harassment or Discrimination

As your employer, ABA wants to ensure your safety and well being in the workplace, and therefore will take reasonable steps to prevent discrimination or harassment from occurring. ABA's policy prohibits harassment or discrimination of employees, applicants, and persons providing services pursuant to contract.

Federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made a term or condition of employment; or (2) submission to or rejection of such conduct is used as basis for employment decisions affecting the individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment. California law defines sexual harassment as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser.

The following is a partial list of inappropriate behavior:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct: making or using derogatory comments, epithets, slurs and jokes.
- Physical conduct: touching, assault, impeding or blocking movements.

ABA will take immediate and appropriate action, when we know that harassment or discrimination has occurred, to stop any further harassment or discrimination and to ameliorate any effects of the harassment or discrimination. Therefore any harassment or discrimination complaints should be reported immediately to an ABA representative, who will inform the complainant of their rights, fully and effectively investigate the incident in a thorough and complete manner, and if proven, offer prompt and effective remedial action.