

Employee Guidelines

Welcome to Riverway Business Services! We are glad that you have chosen to work with us. As an employee for Riverway Business Services, there are guidelines that must be followed in order to ensure a good working relationship between Riverway Business Services and yourself. Please read each of the following guidelines and **INITIAL** by each one in the space provided.

1. If you cannot make it to your assignment for any reason—CALL YOUR RECRUITER! You must call us 24 hours in advance, or it will be considered misconduct and grounds for termination. If you do not show up for an assignment and you do not call us, you have voluntarily terminated your employment with Riverway Business Services. **Initial** _____
2. When you are sent on an assignment, you are expected to honor the original time commitment that you agreed upon. If your assignment is set for day-to-day, you must notify us 24 hours in advance of any absences, so that we can make arrangements for a temporary replacement. If on an indefinite assignment, one-week notice is expected. **Initial** _____
3. When an assignment ends, without exception, please report to the Riverway Business Services office most convenient for your location at opening and sign in available on our sign in sheet the next business day after your assignment ends and be **READY TO WORK**. (list of offices, business hours and addresses on #28). NO OTHER FORM OF REPORTING AVAILABLE WILL BE ACCEPTED. If you do not report to one of our offices the next business day at opening **AND READY TO WORK**, you have voluntarily terminated your employment with Riverway Business Services. Failure to report in this manner could result in denial of unemployment benefits. **Initial** _____
4. If you are seeking a full-time job, and interview opportunities arise, you are expected to interview after-hours. If you cannot arrange an after-hours interview, call us and we will try to work something out for you. If you leave an assignment for an interview without permission, you have voluntarily terminated employment with Riverway Business Services. **Initial** _____
5. Remember, you are an employee of Riverway Business Services, and any problems or questions that may arise while you are on an assignment should be discussed with your Riverway consultant. We are here to help. **Initial** _____
6. While on an assignment through Riverway Business Services, you are required to report any time worked using a Riverway timecard or through an authorized 3rd party timesheet portal. No other form will be substituted. Timecards are due on a weekly basis and are not valid for payment after 30 days. **Initial** _____
7. Unauthorized use of client's postage, stationery, telephones, electronics, etc. for personal use will not be tolerated. If it is detected, these expenses will automatically be withheld from your pay and are considered grounds for termination. **Initial** _____
8. Upon acceptance of an assignment through Riverway, I am committing to complete the assignment as scheduled and will give a minimum two-week notice in writing should I choose to end my assignment early. **Initial** _____
9. Following the end of an assignment, all checks will be held until any and all gate keys, parking cards, or any other items issued to the Riverway employee by our clients are returned to the Riverway Business Services office most convenient for your location, the Cost of items not returned will automatically be deducted from your paycheck (list of offices, business hours and addresses on #28). **Initial** _____
10. Riverway Business Services has my permission to use my photograph publicly to promote the company. I understand that the images may be used in print publications, online publications, presentations, websites, and social media. I also understand that no royalty, fee or other compensation shall become payable to me by reason of such use. **Initial** _____

11. Some client companies to which you may be assigned have policies and procedures prohibiting possessions of firearms and other dangerous weapons on their business premises. Policies and procedures of client companies may also provide for searches of your person and/or your personal possessions (including, but not limited to, items such as jacket, purse, handbag, backpacks, and lunchboxes, etc.) in order to check for the presence of such weapons. If firearms or deadly weapons are found, they may be confiscated. Refusal to submit to reasonable searches may result in the client companies ordering you to leave the client companies' premises and may lead to the termination of your assignment. Similarly, Riverway Business Services prohibits the possession of firearms and other dangerous weapons on its business premises and employees violating this policy are subject to discipline up to and including termination. By signing this agreement, I acknowledge that I understand and agree to adhere to the policies and procedures of Riverway and Riverway's client companies. **Initial**_____
12. It is your responsibility to notify Riverway of any address, name or tax filing status changes. Forms are available at our office and online. If you need to update your address on file, please complete a Change of Address Form and submit to the Payroll Department immediately. If you need to make changes to your W-4, please complete a current W-4 form and submit no later than Monday by 5pm the week it needs to become effective. **Initial**_____
13. Please make sure that we always have your most current email address on file. We send frequent important communication regarding your timesheets, paychecks and other HR related information with deadlines. IT IS YOUR RESPONSIBILITY TO MAKE SURE YOU CHECK YOUR EMAIL ON A REGULAR BASIS TO STAY COMPLIANT WITH ALL POLICIES AND PROCEDURES. All employees are notified on Wednesdays regarding late timesheet submittals. **Initial**_____
14. Payday for all Riverway employees is every Friday unless otherwise specified due to a holiday. All paper checks can be picked up in the Bellaire office during regular office hours (Mon-Fri 7:30am – 5:00 pm). If the Bellaire office location is not reasonable for check pick up, please contact the Payroll Office to make arrangements for pick up at one of our other office locations (list of offices, business hours and addresses on #28). If you are not able to pick up your paycheck due to work schedule conflict you may authorize someone to pick it up on your behalf. If you choose to authorize someone you must contact the Payroll Department via email payables.1@riverway.jobs with the person's name prior to them picking up your check. The individual authorized must provide a valid photo I.D. in order to receive your check. **Initial**_____
15. Riverway Business Services pays overtime at time and ½ for any hours over 40 in one week period on all non-exempt positions. **Initial**_____
16. All Riverway employees must submit a timesheet for hours worked no later than Monday by 8:30 am unless otherwise specified due to a holiday. All timesheets submitted after 8:30 am on Monday will be considered late and will delay your check (1 week) until the following Friday. If you are experiencing extenuating circumstances that prevents you from submitting your timesheet by the specified deadline, please contact your Performance Manager OR the Payroll Department **BEFORE** the Monday at 8:30 am deadline for assistance. THERE WILL BE NO EXCEPTIONS MADE FOR ANY TIMESHEET SUBMITTED AFTER THE SPECIFIED DEADLINE OF MONDAY BY 8:30 AM WITHOUT PRIOR COMMUNICATION. **Initial**_____
17. If you receive a Timesheet Rejection from Payroll or your manager, you must correct your timesheet and re-submit before Tuesday at 11am, or unless otherwise specified. If corrections are not made by this time your timesheet will be considered late and will delay your paycheck. **Initial**_____
18. Riverway offers direct deposit as a safe and convenient way to pay employees weekly. If you need to make changes with your direct deposit information that we have on file, please notify the Payroll office no later than Monday by 5 pm the week these changes need to become effective. We cannot assist you with

any changes/cancellations of your direct deposit after this time since payroll is almost complete. For cancellations of direct deposit you will need to fill out a Cancellation of Direct Deposit form and if you are providing new information, you will need to complete a Direct Deposit Authorization form AND submit with a voided check OR a form from your bank with PRINTED account number and routing number. **It is important to note that direct deposit is a service we offer to employees and will be cancelled if an employee incurs 2 or more late timesheet submittals within a month.** Please refer to paragraph #16 regarding timesheet submittal. Initial _____

19. A signed mail authorization sheet must be in your file in order to have your paycheck mailed. We will not be held responsible for any check after it has been deposited into the mailbox. Employees are responsible for any fees incurred should another check need to be re-issued. These costs will be deducted from the employee's paycheck. No check will be re-issued prior to 15 working days of original check. Initial _____
20. Pay Stubs are sent out every Thursday to the email we have on file, please make sure you review your pay stubs for accuracy. Pay Stubs are password protected so in order to access the paystub you must enter the first four letters of your last name and the last four numbers of your social security number, all letter must be lower case. Initial _____
21. In the event that a compensation overpayment or underpayment to the Employee occurs, employee authorizes the company, with prior notice, to make subsequent adjustments to employee's pay. This includes any personal expenses of employee that are paid by the company or that the company becomes obligated to pay because of the employee. These expenses include but are not limited to personal or other travel expenses, credit card expenditures and contractual or other financial commitments made to third persons (on behalf of the company) that the employee was not authorized to make. Initial _____
22. Riverway will not issue any advances or loans on paychecks. Payday is every Friday morning. No checks will be issued early. Please do not ask!! Initial _____
23. If you are going to be out on vacation or due to illness, please let the payroll department know so that we make sure any timecards that need to be submitted are submitted and/or so we are aware if you are not readily responding to email communication. Initial _____
24. For those employees who are eligible to receive Commissions/Bonuses through a third party, please be advised that Commissions/Bonuses are only paid out to active employees and that the amounts are at the discretion of the third party and that Riverway Business Services does not have a commission program. Initial _____
25. FOR NON PAYROLLEES* Once you have worked 520 hours with Riverway you will qualify for the Riverway Holiday Bonus. You must also work at least 8 hours the pay period that the holiday falls in. The bonus amount is \$60 added to your check for the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
4 th of July	Christmas Day
26. FOR NON PAYROLLEES* Once you have worked 2,080 hours with Riverway and are an active employee at the time of processing, you will receive a Vacation Bonus in the amount of \$300. We monitor the hours of every employee weekly to ensure payout immediately following the completion of the 2,080 hours. Please note there is no limit on the number of Vacation Bonuses you can receive for every 2080 hours worked. Initial _____
27. **NOTE:** Employee Guidelines are subject to change at the discretion of Riverway Business Services Management. Initial _____
28. **Office Locations & Business Hours**
Bellaire Office: 5213 Spruce St, Bellaire, TX 77401 Bellaire Office Hours: 7:30 am – 5:00 pm



Katy Office: 21922 Royal Montreal Dr, Katy, TX 77450 Katy Office Hours: 8:00 am – 5:00 pm
Bryan Office: 1716 Briarcrest Dr. Suite 300, Bryan, TX 77802 Bryan Office Hours: 8:30 am – 5:00 pm

Employee Acknowledgement of Employee Guidelines

I acknowledge that I have received, read, understand, and agree to comply with the terms of the Riverway Business Services Employee Guidelines. For purposes of this Acknowledgement, I agree that references in the Policy to “employees” shall include me.

I understand, agree and accept to the above stated terms of employment.

Employee’s Printed Name

Date

Employee’s Signature

Date

Frederick Costello

Riverway Representative’s Signature

Date

Frederick Costello

Riverway Representative’s Printed Name