



IT Contractors Employee Handbook Frequently Asked Questions

Pro Search, Inc.

PO Box 7489 Portland, Maine 04112

Phone: (207) 775-7600

Welcome aboard!

It's our goal to provide our client companies with qualified, reliable contract employees who are motivated to do a great job. Our commitment to you is to provide you with as much information as possible about your contract assignment including dress code, company culture, specific job duties, and estimated duration of the assignment and working hours so that you'll have a rewarding experience.

In an effort to answer some Frequently Asked Questions, the following are some basic guidelines:

Workplace Injuries

All injuries - no matter how minor - must be immediately reported to us. (This would include incidents that do not, in the employee's personal opinion, require any medical treatment -first aid or physician). If you need immediate medical assistance, please call 911. Please call our office at 775-7600 immediately to report any work-related injury.

For a Preferred Provider in ME, NH, VT, MA, CT, OR NY go to <http://www.memic.com/>
Click on "FIND A MEDICAL PROVIDER"

Bonus Pay Policy

If you have accrued 2000 hours during a 12-month period (targeted around your anniversary date) you will be eligible for one week's bonus pay based on the average number of hours worked during the previous 6 months.

401K Policy

When you have accrued 1000 hours, of full time service within a 12-month period, you become eligible for our 401K plan. The plan has two entry dates each year on January 1st and July 1st. Once eligible, you are automatically enrolled at the next entry date.

The Pro Search 401K plan is a safe harbor plan, meaning that the company contributes 3% of an employee's compensation. This contribution is automatic and doesn't require the employee to contribute to the plan.

Health Insurance

Pro Search offers a Limited Benefit and an optional MEC Wellness/Preventive plan. Employees may elect coverage during their first thirty (30) days of employment or during the company-wide open enrollment period.

Feedback

We are proud to be locally owned and managed. Your feedback is important to us. Our President/Founder, Ed McKersie can be reached at 775-7600 extension 104.

If you've enjoyed your experience, please be sure to ask about our referral incentive program.

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Communication

We believe that pro-active communication is important. We will check in with you during your first few days on assignment to make sure that it is meeting your expectations and that you are comfortable in performing the duties that have been assigned. We will also follow up with your supervisor periodically to make sure that they are satisfied. If you have any questions that can't be answered to your satisfaction by our client, please contact us immediately.

Time sheets and payroll procedures

Hours are due no later than 9AM each Monday. Paychecks are available on Wednesday each week. Your paycheck will be mailed by the end of that day unless you make other arrangements.

We encourage you to sign up for Direct Deposit. Forms are available to download on our website under [Employee Resources](#).

Attendance

If you are going to be late or need to call in sick, please **call US as soon as possible**. If you have to call after 5 PM or before 8 AM, please leave a message on our Voice Mail System 775-7600. Please **leave your name and phone number** so we can call you back. If you need time off, or if you'll be unable to finish an assignment for any reason, please give us as much advance notice as possible (10 business days is considered reasonable), so that we can work with our client to make sure that their business needs are met.

Sexual Harassment Policy

Pro Search, Inc. and its customers have strict policies prohibiting sexual harassment. Every reasonable step will be taken to prevent harassment from occurring. Sexual Harassment is defined as: unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature.

If you feel you have been unlawfully harassed, tell the harasser to stop immediately. We urge you to report the incident to Pro Search, Inc. immediately. All incidents will be investigated promptly and resolved as quickly and as fairly as possible. No retaliation will be made for filing a complaint.

You may also file a written complaint with the Maine Human Rights Commission at: State House Station 51, Augusta, Maine 04333 or by calling 624-6050.