

## KForce/HP Best Practices

To ensure an enjoyable and respectful work environment while providing the customers World Class Service, Kforce Associates on the HP account must ensure the following best practices & Dress Code are adhered to:

### Overview:

- It is encouraged that meals be eaten in the designated break room areas. However, if food is eaten at the desk, associates should refrain from eating or chewing during a call, keep the work place clean, free of clutter and dispose all food items in the break room. For the protection of your equipment, it is preferred that all beverages are contained in a spill-proof container, however Cups/mugs/cans/bottles are acceptable.
- All Kforce associates are expected to be logged in their phone at their workstation and ready to work **by** the agreed upon daily “start time” for your assignment.
- Core work hours for HP are: Monday – Friday: 9am-5pm local time. Due to the global workforce, this schedule might deviate for individual assignments. As Kforce Associates, the expectation for your assignment is that your hourly work day adheres to all state and federal labor guidelines and any alternate schedule is agreed upon with HP management through your Kforce representative.
- Kforce associates are encouraged to leave their work stations during breaks and lunches; however if an associate elects to remain at their work station, they should refrain from activities which may distract their peers whom are not on a scheduled lunch/break.
- ‘Communicator Chat’ is ONLY permissible for work related purposes.
- Personal internet use during scheduled work periods, while working or in an active state on the Lync is not permitted unless the usage is required to complete your scheduled projects. Associates may not use the Internet to access inappropriate websites – inappropriate being determined at the sole discretion of HP.
- Kforce Associate’s available time between meeting/assignments can be utilized to review training materials, Rollout materials, and any other relevant material that will be helpful to better service HP.
- HP monitors all uses of information and systems as allowed by law. HP also monitors email and Internet usage by contractors for the purpose of maintaining a SAFE workplace.
- Excused missed work hours cannot be made up on your day off without pre-approval from your Supervisor / Manager, after being approved by HP.
- Personal entertainment items (i.e. MP3 players, lap tops, magazines, text books) are NOT permitted in your work and within training classes except during an associates scheduled lunch or break , and must not be a distraction to other associates.

- Personal cell phones, including Bluetooth, are **NOT PERMITTED** for usage (phone, texting or updating social networks) on the premises and within training classes. They should **ONLY** be used away from the work area.
- All overtime must be pre-approved by your immediate HP manager in writing and this correspondence should be cc'd to the KForce/HP account manager.
- This is a professional work environment. You are all considered professionals and will be treated as such. With that said, your job while onsite is to support HP, your HP manager and the projects you are assigned. It is your responsibility to be prepared every day for work, be fully engaged and be on time.
- Kforce associates are required to call Workforce Management (512-977-2019) to report an absence, late arrival, or early departure, as well as the KForce/HP account manager. For absence or late arrival, associates must call at least thirty minutes (30) prior to the start of their shift. For early departure an associate must contact an onsite supervisor "and" Workforce Management prior to leaving the site. He/she will be connected to a member on the WFM team and should explain whether he/she will be absent, late or departing early (unless previously approved by KForce/HP Management). This information should also be relayed to the KForce/HP account manager.
- Kforce associates are not to move any work station equipment (PC, Peripherals, Phones, Monitors, carts, chairs etc.) without prior documented HP leadership consent.
- Kforce associates are responsible for submitting a timecard reflecting their hours worked that week at the end of their shift on Friday for approval. Not submitting a timecard can delay your paycheck.
- Kforce associates must not tamper with, disable, or interfere with workstation functionality/settings/configurations installed or set up by HP. Any workstation preferences or installations that are not compatible with HP required applications are not permitted. If functionality issues on your workstations are identified, you must immediately report the issue to a member of the HP leadership team.
- Kforce associates are required to work on-site on a daily basis. HP manager approval is required to work remote/work from home. Remote access is a convenience in case the associate is required to work in the evenings or weekends. Remote work may be approved on a case-by-case basis and will be allowed if approved prior to event.
- Kforce associates are issued HP equipment in order to work within the teams you are assigned and complete your work that is assigned to you. When a contract is finished or ended, all equipment should be returned/turned-in on the last day of work before leaving the facility. In the case you are one of the associate that work remote, you must coordinate with the KForce/HP account manager to schedule returning your equipment. This includes, computer, ID badge, Active Key, Headset, etc.

**Dress Code:**

Unacceptable
Appearance or hygiene that may be offensive to our customers or visitors
Baggy, tight or dirty clothing
Ripped, patched, or casual slacks, pants or jeans with ragged or cutoff cuffs/hems
Spandex, exercise or similar material
Mini Skirts or dresses shorter than three inches above the knee
Cotton tank tops, halter tops, midriffs, backless, etc.
Wording, logos or pictures that may offend someone else
Athletic fabric or exercise apparel including: sweat pants, jogging suits, wind suits, or bike clothing
Flip-flops
Visible pierced body jewelry ( including tongue, nose and eyebrow jewelry) and excessive pierced ear jewelry

Printed Name: Andrew Sharp

Signature: \_\_\_\_\_

Date: 03/14/2022