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2010



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CLEVELAND, OH
COLUMBUS, OH
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HOPKINSVILLE, KY
INDEPENDENCE, MO

INDIANAPOLIS, IN
JOLIET, IL
KANSAS CITY, MO
LEXINGTON, KY
LOUISVILLE, KY
MILWAUKEE, WI
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PRESIDENT'S MESSAGE

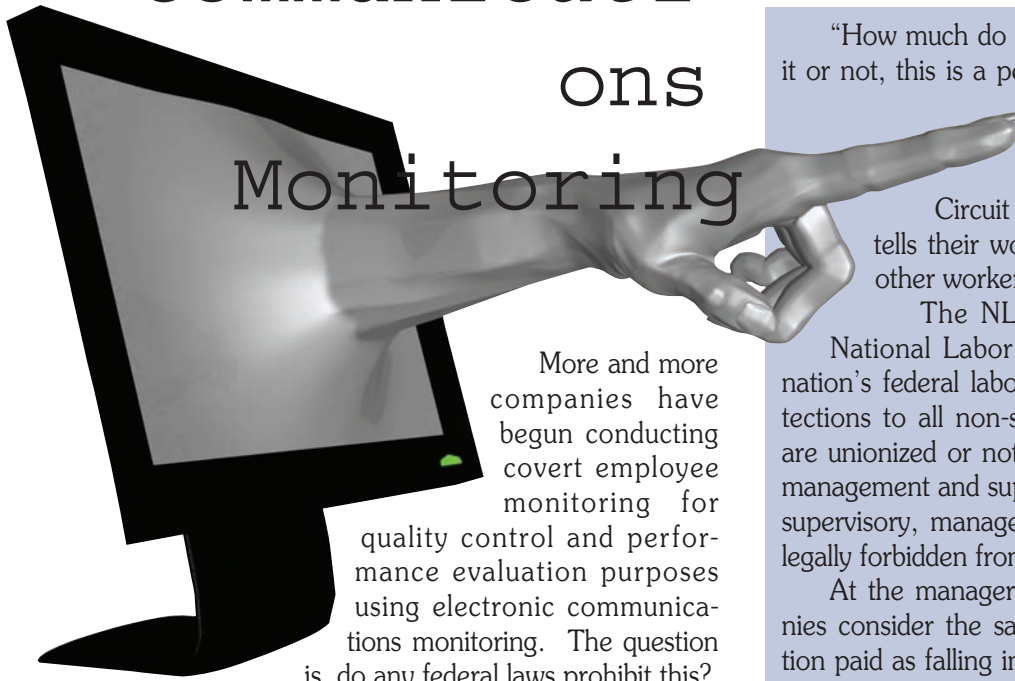
Dear Valued Client,

There is no denying that as the economy continues to cool down, the most powerful answer to your company's productivity and profitability concerns is a well-trained, well-managed workforce. It is the backbone of future success. Finding the perfect new hire for any opening is an absolute necessity. We understand your strategic goals and match applicants specifically to your company's requirements so you get the results you need quickly and efficiently.

Sincerely,
R. W. Diana
CEO/President



Electronic Communications Monitoring



More and more companies have begun conducting covert employee monitoring for quality control and performance evaluation purposes using electronic communications monitoring. The question is, do any federal laws prohibit this?

Title I of the Electronic Communications Privacy Act does not prohibit silent surveillance (recordings with no sound), according to past court rulings. In addition, monitoring employees engaged in telephone conversations with current or potential customers for quality control purposes has been a generally accepted justification for surveilling employees for a number of years.

In order to keep employee surveillance on the right side of the law, here are some guidelines to follow:

- Employees should be told in advance that they may be subject to monitoring. It should be explained to them how, why and when their work will be monitored and be substantiated by a formal statement in your employee handbook.
- You should provide employees with feedback based on the *evidence* collected, and allow employees to give their input.
- If this is a new procedure you want to initiate, consider asking employees to sign consent forms indicating their understanding of monitoring procedures.

In recent appeals court rulings, a company's right to observe employees' activities has been upheld—stating that employees had no reasonable expectation of privacy as long as the cameras were installed in open areas, did not record sound, and recorded “*only what the human eye could observe.*” ❖

When Employees Compare Compensation

“How much do you make?”—Whether employers like it or not, this is a perfectly legal question among workers below the supervisory level. According to rulings by the National Labor Relations Board and the U.S. Circuit Court of Appeals, any employer who tells their workers not to discuss their wages with other workers is in violation of federal labor laws.

The NLRB is charged with upholding the National Labor Relations Act, which serves as the nation's federal labor law. This law extends certain protections to all non-supervisory employees, whether they are unionized or not. The law *does not*, however, cover management and supervisory employees. This means that supervisory, managerial and executive personnel may be legally forbidden from disclosing wage information.

At the managerial and executive level, many companies consider the salaries and other forms of compensation paid as falling into the category of a trade secret, and therefore to be considered as proprietary information. If your company is one of those that wants its supervisors, managers and executives to keep their salaries secret, then that restriction needs to be clearly specified in writing in an employment contract. ❖



Misconceptions About Contingency Employees



As you know, temporary staffing can represent a readily available resource of exceptional talent and versatility. Talent that can help a company like yours weather “The Perfect Storm” that is currently battering our economy.

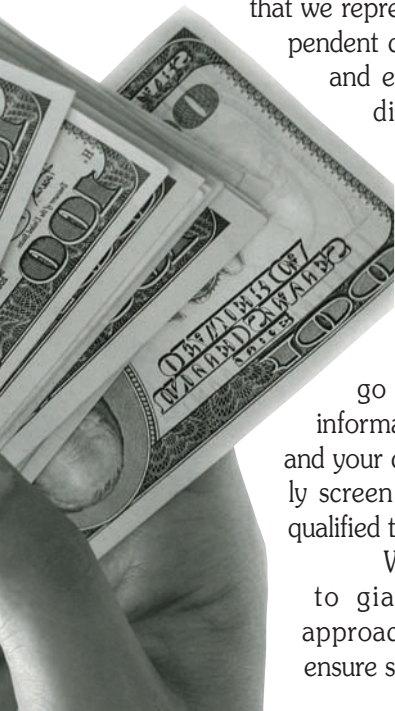
A number of myths persist about contingent workforce employees and their impact on your bottom-line. Here are some of the most common misconceptions and the facts:

- *The contingent workforce is large and growing rapidly.*—Fact: The Bureau of Labor Statistics says that contingent workers constitute less than five percent of the workforce.
- *Contingent workers are a second-tier workforce trapped in dead-end jobs.*—Fact: According to the Department of Labor, temporary work is a bridge to permanent employment as more firms use the practice to audition permanent employee candidates. Over seventy percent of temporary employees are offered permanent positions within a year.
- *Temporary employees are not protected under labor and employment laws.*—Fact: The vast majority of temporary workers

that we represent are placed as employees—not independent contractors—and are protected by labor and employment laws, including workplace discrimination statutes and the Fair Labor Standards Act.

The first rule of successfully incorporating temps into your workforce is finding the right people. Our goal is to help you achieve that with a minimum of effort on your part. That’s why our counselors go to great lengths to gather as much information as possible about your preferences and your current openings so that they can properly screen and select only those individuals most qualified to fit your needs.

We’ve found that from small businesses to giant corporations, our full-service approach to your staffing needs can help to ensure smooth and steady productivity. ❖



Soft Skills Assessment

In today’s labor market, any assumption that a potential applicant has the soft skills necessary to blend into your staffing mix and advance in his or her job could, and all too frequently does, prove to be a costly assumption. Many straight-off-the-street-applicants may test well when it comes to their office skills, but they haven’t acquired an understanding of a work ethic that puts business first during work hours. Often they rarely report on time and consistently put personal business ahead of timely and accurate work. Others, particularly those who have spent more time relating to computers than to people, are so immersed in technology that the notion of *team work* is foreign to them.

We make every effort to screen those applicants we represent to make certain that not only are they professionally proficient and fully qualified, but that they also possess the soft skills needed to provide exceptional service, including communication and people skills—and motivation. We are successful when you are successful, so every applicant we recommend has the potential to be a productive member of your company’s workforce—without the need of cultural retraining. ❖