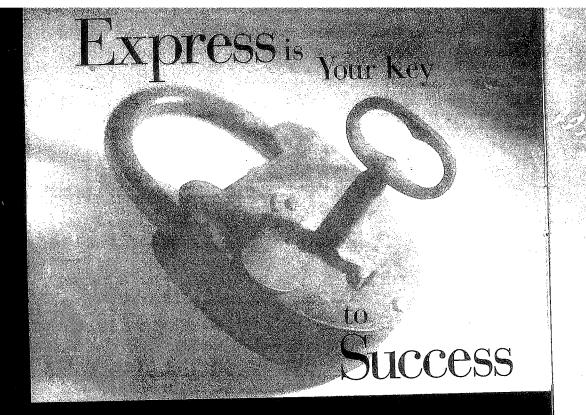
EEOC v. Blockbuster Inc. Doc. 100 Att. 2

EXHIBIT B



Our Vision

To help as many people as possible find good jobs by helping as many clients as possible find good people.

Purpose Helping People Succeed









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Congratulations

Welcome to a team of associates who serve our community with pride. We realize our success depends on people like you. Our standards are high, and maintaining excellent service is ab the top of our list. We want you to feel confident about choosing the leader in staffing services.

Your interview provided us with information about your skills and availability so we can assign you to positions that provide you with the best opportunity for success. This handbook will help you make the most of those opportunities.

About Express

Express is a staffing service with franchise offices worldwide. We employ people to work short- and long-term assignments for a variety of companies.

Equal Employment Opportunity

Express Personnel Services stresses the need to employ and promote the most qualified person for a particular assignment. We provide equal employment opportunities to all applicants and employees without regard to race, color, religion, gender, national origin, age, disability or veteran status.

Express Assignments

Express only assigns you to jobs matching your skills and availability. Requests for a specific shift, commuting distance, pay or other requests, may restrict our ability to assign you.

 When on assignment as an Express associate, you are an employee of Express and entitled to Express employee benefits. You are not entitled to benefits offered by our client's.

You or Express may terminate our employment relationship without cause. Your employment with Express is "at will."

Client companies do not have the authority to terminate your employment. The completion of an assignment or release by a client, even for performance issues, is not a termination of employment of Express.

Treat all client information confidentially. You may be required to sign and abide by a client's confidentiality agreement.

Express may release information you provide, or Express obtains in investigating your application, to a client where you are assigned.

Express carries Workers' Compensation insurance for all associates on assignment. Claims for benefits should be made to Express, not the client.

While on assignment you will be expected to follow all client policies, including safety, Internet and cell phone usage policies.

Getting Off to the Right Start

When you arrive at a new assignment, the client's staff will appreciate your ability to get right to work. These suggestions will help pave the way.

Dress appropriately

Your Express Staffing Consultant will discuss appropriate dress for each assignment.

Be punctual

On the first day of an assignment, arrive early. Find your work site supervisor, work location and settle in before your assignment starts. Notify your Express Staffing Consultant immediately if you are going to be late or if anything prevents you from reporting to an assignment.

Always take a timecard

Take a timecard to every assignment. To receive your paycheck, make sure your work site supervisor signs your timecard at the end of each week, or at the end of the assignment. You must deliver your properly completed and signed timecard(s) to your Express office no later than 8 a.m. Monday for the previous week.

Follow all client rules

Follow client rules regarding breaks, hours, smoking, dress codes, safety, Internet usage,

Communicate with your Express Staffing Consultant

Report any changes in the type of work you are doing or any workplace issues or concerns, including workplace injuries to your Express Staffing Consultant immediately!

Complete the assignment

Call your Express office upon completion of your assignment. Failure to notify your Staffing Consultant can be considered job abandonment, and unemployment benefits may be denied

Market yourself

If the client supervisor compliments your work, ask that you be requested by name when the next need arises. Express always tries to fill such requests.

If the client has questions about any Express policies, please refer the client to your

Maintaining a Positive Work Environment

Express does not tolerate any behavior that could be perceived as discrimination or harassment against our associates by anyone. There will be no retaliation for reporting discrimination or harassment, or for cooperating with the investigation of a complaint. Associates are expected to avoid behavior that could be interpreted as sment and report mappropriate behavior to their Express Staffing Consultant

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Sexual Harassmeri

Unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is explicitly or implicitly made a term of an individual's employment, or is used as the basis for employment decisions.
- Conduct interferes with an individual's work or creates a hostile or offensive working environment.

If sexual harassment occurs, ask the harasser to stop. If your direct approach is unsuccessful, immediately contact your Express Staffing Consultant. Express investigates all reported incidents of harassment or retaliation. Investigations are conducted in confidence when possible. Express will take disciplinary action, including termination, against any associate who engages in any harassment.

If you are found guilty of sexual harassment, you will be personally liable for monetary damages. Express will NOT pay damages.

Grounds for Dismissal

Grounds for dismissal or disciplinary action include, but are not limited to:

- If you do not report to work and do not call, you will not be eligible for future assignments and considered a voluntary quit.
- Possessing, using, or removing property belonging to co-workers, Express, or a client without authorization.
- Reporting to work impaired, under the influence, or in possession of alcohol or drugs.
- Exhibiting lewd, immoral behavior, possessing weapons or explosives, or provoking, instigating, or taking part in a fight.

If you do not report to work and do not call, you will not be eligible for future assignments and considered a voluntary quit.

When should I call Express?

You should call your Express Staffing Consultant:

- If you have any questions, we're always glad to hear from you!
- When you are available for work. We call those associates first who have expressed interest.
- If there is any change in your job description or duties.
- · When you're going to be late or need directions.
- When an assignment is extended.
- When any major problem arises on the job.
- If you are injured on the job.
- If the client wants to hire you.
- When you complete an assignment.
- If your telephone number, address, or name changes.

Community Asked Offerions

Do I may any fees to Express?

No. Associates are never charged fees for any assignment.

How often can I work?

This depends on your skills, availability and quality of your work. We make every attempt to keep our associates as busy as they wish. However, Express does not guarantee any certain number of hours.

How long are assignments?

Assignments wary from hours to weeks or even months. When the assignment is madé, the length will usually be known. If you are not available for the full length of the job, please do not accept the assignment.

Must I accept every assignment?

No. You may decline any assignment without jeopardizing your employment or future assignments. However, if you refuse an assignment while on unemployment, your unemployment benefits may be affected.

Who should I call if I'm going to be late or absent? Call your Express Staffing Consultant before your shift starts.

What if I can't complete an assignment?

If you are unable to complete an assignment for any reason, you must give a minimum of 48 hours notice so Express can obtain a replacement. Failure to show up for work without calling in will be considered job abandonment and unemployment benefits may be affected.

What do I do when the job assignment ends?

When a job assignment ends, call Express immediately. Failure to call within 48 hours of the end of an assignment (or _______, as mandated by state law) is considered job abandonment. Unemployment benefits may be denied in some states. To ensure your active status when <u>not on assignment, call in your availability weekly</u> ____, as mandated by state (aw).

What if the client company wants to hire me?

Both you and the client should contact your Express Staffing Consultant. We will handle all the necessary details. Express clients have agreed to only hire Express associates with Express' prior written consent.

How do I get paid?

You will be paid on the assigned payday (usually Friday) provided you have turned in your properly completed and signed timecard to Express no later than 8 a.m. Monday for the previous week. If you do not turn your time card in on time, your paycheck may be delayed.

What if the client wants me to run an errand in my car?

Express associates must not operate any motor vehicle on the job, including company cars or forklifts, without the prior approval of their Express Staffing Consultant.

Associate Safety Gu Safe behavior is part

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Associate Safety Guidelines

Safe behavior is part of the job. Each Express associate must follow Express safety policy and rules for each job assignment. These basic rules must be observed:

- Follow instructions and don't take chances. If you don't understand the job, ask your work site supervisor.
- Report unsafe conditions immediately to your work site supervisor and Express Staffing Consultant.
- Use all safety equipment required for the task, and wear the appropriate 3. clothing for the job.
- Use, adjust and repair equipment only when authorized.
- Use the proper tools for the job, and use them correctly.
- Only operate machines or equipment for which you are qualified, trained and authorized to use.
- If lifting is part of your assignment, bend at the knees. Get help with heavy loads or use mechanical devices provided.
- Maintain good housekeeping throughout the work area. Horseplay on the job is not permitted.
- Only do the job you were assigned. If asked to work in a different job or department, politely ask to verify this with your Express Staffing Consultant.
- 10. If your assignment is to operate a vehicle or forklift, always wear the seat belt provided.
- 11. Avoid job activities that involve:

 - Live electrical wires
 Explosives or hazardous chemicals
 Confined spaces
 Trenching or excavations below 4 feet
 - Roofing/Scaffolding
- Behavior Control 12. Practice the ABCs of safety: • Attitude

Report any on-the-job injury you sustain as an Express associate to your work site supervisor and Express Staffing Consultant immediately.

Associate Safety Program

Express and our client companies work hard to protect you. However, the only person who can keep you safe on the job is you.

First-aid kits, equipped with bandages and medicines, should be located at the work size.

- Bandage your own cuts and abrasions if possible, to avoid exposing others to blood or bodily fluids.
- Know who in the office is a first-aid responder (first aid techniques, CPR, etc.).
- Advise work site supervisor of serious situations immediately.

Emergency Procedures

Your assigned work site should have a written Emergency Action Plan. Make sure you read and understand the plan as it relates to your work area. The plan should include information about evecuating the facility, including escape routes to outside exits.

Safety - Office/Professional Environment Office Ergonomics

The office environment should be designed to accommodate the individual operator in a safe and productive manner. The following recommendations will help control office ergonomic hazards.

Adjusting the Chair

- Keep feet flat on the floor or use a foot rest.
- Keep thighs horizontal and knees level with hips.
- Ensure that lower back is supported.
- Keep forearm horizontal, wrist neutral, and upper arm close to body.

Adjusting the Keyboard and Monitor

- Keep wrists in neutral relaxed position.
- Maintain keyboard at comfortable height and location.
- Ensure wrists and forearms are supported.
- Keep the top of the screen at eye level, 18 to 24 inches away.
- Set up monitor at right angles to windows.
- Adjust contrast and brightness.
- Keep monitor and glare filter clean.
- Place document holder close to monitor.

Adjusting the Lighting

- Reduce overhead lighting.
- Use and adjust task lighting.
- Reduce glare from windows by adjusting blinds/drapes.

Arranging the Work Area

- Place primary equipment and documents within easy reach.
- Make sufficient space for documents and other materials.

Operator Wellness

Perform periodic stretching and relaxation exercises.

Office Housekeeping

Offices are to be kept neat at all times. To help prevent accidents, adhere to the following guidelines:

- Prevent accumulation of paper, boxes or other flammable materials on your desk or floor area.
- Immediately report any slip, trip or fall hazards.
- Safely store and use scissors, pins or other sharp items.
- Keep storage areas clean and orderly.
 Place used cleaning waste or rags in a closed metal container.

Security

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- Patrols/guard
- Anti-theft pr

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Security .

To protect the company and employees, certain security restrictions may be in place at your assigned client company. Follow their rules and regulations. The client company's plan may include the following topics:

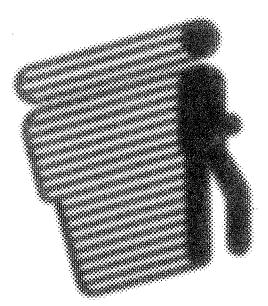
- Access restrictions
- Identification (badges/cards)
- Computer access
- · Reception areas/visitor procedures
- Parking issues
- Patrols/guards
- Anti-theft practices

Your work site supervisor will instruct you on their policies.

Office Equipment

Offices provide the use of and exposure to small appliances, equipment and furniture. The following recommendations should be observed unless the client company advises you differently.

- Items such as hot plates, toasters, coffee mug warmers, and any other type of small appliances are not allowed in offices, cubicles or department sink/coffee areas.
- Only coffee makers, fans and space heaters provided by the company are allowed.
 These should only be turned on and in use during office hours when employees are in need of them.
- Never open more than one cabinet drawer at a time, and close drawer immediately after use.
- Do not use sharp spindle files.
- Do not place machine cords in walking areas.
- Turn off all electrical machines or heat producing elements when not in use.
- Be sure furniture and fixtures are free of splinters or sharp edges.



Safety - Industrial Environment

Hazard Communication

You have a "Right to Know" about chemical hazards in the workplace. The work site supervisor should provide information about chemicals in the work area. Take the following precautions:

- Read labels and Material Safety Data Sheets.
- Know where to find chemical information.
- · Follow supervisor instructions and warnings.
- Use the correct protective clothing and equipment.
- · Know emergency procedures.

Lockout/Tagout

Lockout/Tagout is a method of keeping equipment from being set in motion and endangering workers. Each client company will have their own program. The work site supervisor will instruct you on their policy. Do not remove any Lockout/Tagout devices unless specifically directed by your supervisor.

Personal Protective Equipment

Personal protective equipment (PPE) is designed to protect you from health and safety hazards. PPE will not protect you from all hazards, but could mean the difference between a minor injury and a severe one. Your Express Staffing Consultant and work site supervisor will advise you on the PPE necessary to do the job safely.

Machine Guarding

You may be assigned to a job working with moving parts of machinery. If so, you need to understand the client company's machine guarding policy. Use the following to protect yourself:

- Make sure guards or shields are in place before using machinery. Don't wear rings, watches or bracelets to work.
- Be alert for the unexpected. Think ahead and realize what you're telling your wrists, hands and fingers to do.
- Use the right PPE for the job, including gloves, hand pads, barrier creams, etc.
- Follow procedures for operating and maintaining equipment. Never bypass safety features or take a "short cut."
- Notify your work site supervisor if guards are missing/broken, or if the machine is not working properly.

Manual Material Handling

Safe lifting can save your back. Some general precautions to follow include:

- Inspect materials for slivers, jagged edges, burrs and rough or slippery surfaces.
- Get a firm grip on the object.
- Keep fingers away from pinch points, especially when putting materials down.
- When handling lumber, pipe or other long objects, keep hands away from the ends to prevent hands from being pinched.
- Wipe off greasy, wet, slippery or dirty objects before trying to handle them.
- Keep hands free of oil and grease.
- Never overexert yourself when lifting. If the load is thought to be more than one person can handle, ask for help.
- Follow safe lifting procedures. Keep the load close to the body. Lift gradually, without jerking, to minimize the effects. Lift without twisting the body.

Hand/Portable F

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Hand/Portable Power Tools and Equipment

The proper way to use all hand and portable tools should be strongly emphasized. Your work site supervisor should provide proper operating instructions. Today's handoperated power tools are lighter, more powerful and easier to use than ever before. Because of this, special care must be taken to avoid careless accidents and injuries.

- Use the right tool for a particular job.
- Know the proper way to use each tool.
- Know why tools work the way they do.
- Know why tools are designed only for certain jobs.
- Use (and keep) tools in good condition.
- Keep tools in a safe place.
- Check all moving parts to make sure they work smoothly and easily but are of any play or wiggle.
- Never use a tool with a dulled cutting blade or bit, or a loose part,
- Do not try to repair a tool yourself.
- Always wear protective equipment.
- Ask for proper operating instructions if your work site supervisor does not provide them to you.

Forklifts

Only trained personnel should be allowed to operate industrial trucks. Lift truck operating rules and safety procedures are provided by the assigned client company. You should know the following:

- Do not drive up to anyone standing in front of a bench or other fixed object.
- Do not allow anyone to stand or pass under the elevated portion of any truck, whether loaded or empty.
- Do not permit unauthorized personnel to ride on powered trucks.
- Do not place your arms or legs between the uprights of the mast or outside the running lines of the truck.
- When unattended, the load-engaging means shall be fully lowered, controls neutralized, power shut off and brakes and wheel blocks set to prevent movement of the truck.
- Maintain a safe distance from the edge of ramps or platforms on any elevated dock, or platform on a freight car. Do not use trucks to open or close freight doors.
- Use only approved industrial trucks in hazardous locations.
- Maintain a safe distance, approximately three truck lengths from the truck ahead, and keep the truck under control at all times.

All traffic regulations shall be observed, including authorized speed limits. Follow the client company's rules and regulations. Ask for instructions from your work site supervisor if needed.

Associate Programs & Benefits

Check with your local Express office about the availability of the following programs (not all programs are available in all locations):

- Holiday and Vacation Pay
- Medical Benefits
- Express Card Dental, Drug, and Vision Discounts
- 401(k)
- Direct Deposit
- Referral Bonuses
- Safety Incentives
- Training
- Scholarship Opportunities





Express Personnel Services is an international sponsor of Children's Miracle Network (CMN). Since 1991, Express has donated over \$2 million to CMN.

CMN is an international, nonprofit organization which provides medical care to children with serious medical or health-related needs. Through sponsors like Express, CMN generates funds and awareness programs for children served by more than 170 affiliated children's hospitals and medical institutions throughout the U.S. and Canada. Each year, CMN helps more than 14 million children with all types of afflictions such as cancer, trauma, heart disease, muscular dystrophy, birth defects and cerebral palsy. Ask your Staffing Consultant how you can help.

If you would like to contribute to CMN, simply mark the appropriate box on your timecard and specify the amount. You can help make a difference.

> Express has over 400 locations worldwide to serve you. If you plan to relocate, ask your Staffing Consultant for information about the Express Office nearest your new location. Or, go to our web site at www.expresspersonnel.com.



I acknowledge that I | agree to abide by the regu in the Handbook, realizing in disciplinary action or te

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Associate's Signature

Associate's Name

Staffing Consultant

(Rev. 04/05)



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to serve you. If you tant for information v location. Or, go to onnel.com.

· Handbook Receipt

I acknowledge that I have received the Express Welcome Handbook and agree to abide by the requirements of Express Personnel Services as described in the Handbook, realizing that failure to follow Express policies may result in disciplinary action or termination.

I agree my employment with Express Personnel Services may be terminated at any time without liability to me for wages or salary except such as may have been earned at the date of such termination. I understand my compensation from Express Personnel Services shall be limited to the duration of any temporary assignment hereunder.

While employed at Express Personnel Services, I agree if at any time I sustain a work-related injury, I will inform Express and will submit myself to an examination by a physician or physicians of the company's selection (at company expense) as often as may be requested, and as a result of critical events (for example: after work-related accidents, unusual behavior and the like), a sample of bodily fluid can and will be examined for non-prescribed or prohibited controlled substances or alcohol.

I understand if I am not able to complete a job assignment for any reason, I must provide a minimum of 48 hours notice so Express can obtain a replacement. I also understand I must call Express within 48 hours of the end of an assignment (or ______, as mandated by state law) to ensure my active status as an Express Associate, and continue to call weekly (or ______, as mandated by state law) to remain eligible for assignments. Failure to call may affect your unemployment benefits.

I understand how important safety is to Express. I agree to follow the safety information and training I received with this handbook, and follow the safety rules and policies at every assignment.

I agree to support and abide by the Express Equal Opportunity/Harrassment-Policy in that I will treat all individuals with respect in both speech and actions and immediately notify my Express Supervisor of any discriminatory or harassing work site behaviors.

I agree that Express may release information I provide, or that Express obtains in investigating my application, to a client where I am assigned. I further agree to treat all client information confidentially and that I may be required to sign and abide by a client's confidentiality agreement.

I understand that meeting Express' fidelity bonding criteria is a requirement for employment with Express.

Neither this handbook nor the inserts to it create any contract of employment or any right of further employment. All programs listed may be changed without notice.

Associate's Signature

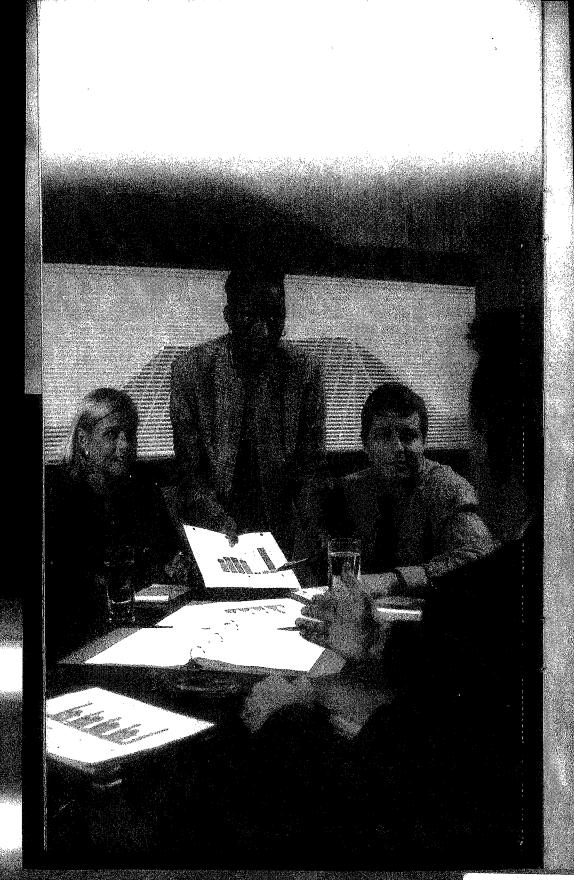
Associate's Name

Staffing Consultant

Date

(Rev. 04/05)

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ENTER WEEKLY TOTALS (Round to nearest quarter hour)

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Department or special billing instructions: QUALITY OF WORK: EXCELLENT SATISFACTORY UNSATISFACTORY EXCELLENT SATISFACTORY UNSATISFACTORY	Title: Date:	Authorized Signature			CLIENT NOTICE AND VERIFICATION: The undersigned, as agent for the client company, certifies that the Express temporary associate ramed herein worked acceptably during the period hated on	□\$ This paycheck □\$ Every paycheck □\$ Other □	Yes/ As an Express Associate, I want to help the Children's Miracle Network.	Associate Signature : Date :			CERTENT HAVE MORKED THE HOLLOGICATION OF STREET AND STREET WHILE CONTRIBE C	office by 830 a.m. Monday. Fature to turn in your time card by the deadline may delay your check by one week. Fature to notify Express of the completion of any assignment will be considered job.	ASSOCIATE NOTICE: Please fill in this time card compliately, Leave the appropriate copy with your supervisor who sights to verify hours. The Express copies of the time card must be received in our supervisor who sights to verify hours.	FFOC

00180

Holiday Pay*

Express Personnel Services recognizes six paid holidays per year. You qualify for holiday pay if: 1) you work 500 hours (excluding overtime) in 16 consecutive weeks ending one full week prior to the holiday week; 2) you are on an Express assignment the week of the holiday; and 3) you work the scheduled workday before and after the holiday. Pay for a holiday is in accordance with your current rate of pay. Holidays recognized by Express are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Vacation Pay*

This benefit is determined beginning with your first pay period with Express (this will be your "vacation start date"). This date begins a 52-week period during which vacation may be earned based on the schedule below. Thereafter, a new 52-week period begins and vacation pay may be earned based upon the same schedule. If you are off Express' payroll for more than 180 days without working, you will be given a new vacation date upon your return to work.

Hours Worked	Vacation Days Earned
1000 hours (including OT)	2 Days
1500 hours (including OT)	1 Additional Day
2000 hours (including OT)	2 Additional Days

^{*}When your normal work schedule is other than 8 hours per day, holiday and vacation pay will be adjusted accordingly.



^{*}Benefits may vary at different locations.

Eligibility

After you have worked as an Express associate 500 or more hours (including overtime) during a period of 26 consecutive weeks, you will be notified of your eligibility to enroll in the Accident/Sickness Medical Program. At that time, you may enroll and become covered on the first day of the following month.

Premiums

Express shares in the cost of this coverage. Your share of the monthly premium is paid by payroll deduction, pre-tax, for each hour you work up to 80 hours. Eligible dependents are covered at no additional cost under the Accident/Sickness Program.

Coverage

This basic medical program covers hospital confinement, surgeries, injuries due to accidents, home health care, maternity, physician office visits, and x-ray and lab charges.

Life Insurance

The plan provides life insurance for the associate and his/her dependants if they are covered under the medical insurance plan. Principle amounts of coverage are \$10,000 for the Express associate, \$5,000 for a spouse, and up to \$2,500 for children.

<u>Accidental Death & Dismemberment</u> Life insurance benefits are doubled for accidental death on the Express associate only.

Comprehensive/Major Medical

In addition to the Accident/Sickness Medical Program, Express offers a comprehensive major medical program at some locations. When this plan is offered, 70% of the eligible associates must enroll in the plan. Express also shares in the cost of the associate's coverage under this plan. The cost for dependent coverage is the associate's responsibility.

* Coverage may vary by location.



Policy Statement

Express Personnel Services is committed to maintaining a safe, productive work environment at all facilities and work sites to which it assigns associates, and to safeguarding all property connected with such employment. Because the concern for the safety of all Express associates in paramount, the signing of the Drug and Alcohol Testing Consent Form, constituting agreement and cooperation with this policy, will be required of all persons as a condition of employment by Express Personnel Services.

It is the policy of Express Personnel Services not to hire, rehire, or retain any individuals who test positive for any illegal drug or controlled drug, in any amount, regardless of frequency, without a medically acceptable prescription. Therefore, to rule out the presence of non-prescribed or prohibited controlled substances in the body, all Express Personnel Services associates may be required to undergo a drug screening test for any or all of the following reasons:

- condition of initial employment (assignment)
- continuation of employment (assignment)
- routine testing
- randomly to ensure consistency and continuance of policy
- e critical events (work-related accident, unusual behavior, etc.)

In addition, Express associates may be required to undergo alcohol screening where there is suspicion of impairment or because of a critical event (work-related accident, unusual behavior, etc.).



TA11C (Rev. 8/02)

401(k)

Express is pleased to offer a 401(k) Retirement Savings Plan that allows you to defer all federal income taxes on your contributions until the funds are distributed to you.

The Plan allows you to contribute the maximum amount permitted by the Internal Revenue Service. The maximum amount for 2003 is \$12,000. This amount increases by \$1,000 for each year up to and including 2006. If you are over age 50, you may contribute additional amounts as prescribed under IRS rules. Your contributions, plus accumulated earnings, are 100 percent "vested" at all times, meaning you have the right to all of the money in your account if you terminate employment, retire, or die.

Express associates at all locations are eligible to participate and may enroll by mailing a completed enrollment form to the Plan Administrator prior to any quarterly entry date (January 1, April 1, July 1, October 1).

While all the funds in a 401(k) Plan belong to you, accessibility to those funds is restricted. For example, as an active associate, only withdrawals for serious financial hardships are allowed according to special governmental rules and restrictions.

If you are interested in receiving details about the Plan and specific enrollment information, please complete



AOI(K) Er

PHONE NAME (Please Print) ADDRESS l am interested in the Express Personnel Services 401(k) Retirement Savings Plan. Please send me more information abou STATE ZIP

Place in an envelope and mail to:

SIGNATURE

Express Services, Inc. Attn: Benefits Department 8516 Northwest Expressway

Oklahoma City, OK 73162



www.expresspersonnel.com

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