

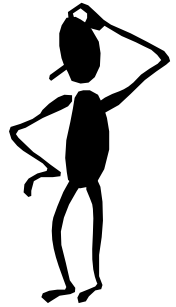
Suburban Staffing

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NEWSLETTER

Volume 2, Issue 1 Summer 1999

Are You The Customer, or the



In our efforts to keep you, our customer, updated on the issues facing today's employers, we have tried to simplify issues that have recently come to light with the Microsoft case involving temporary employees' rights to employee benefits.

The IRS issues a 20-point test to determine the employee/ employer vs. contractor relationship. If you are paying for staffing services, be sure you maintain the status of customer. You don't want to inadvertently become the co-employer.

The following five primary factors determine whether a customer is a common-law employer of the assigned worker:

- ✓ Did the customer or the staffing firm recruit the worker?
- ✓ Does the customer provide extensive training to the worker?
- ✓ What is the duration of the worker's relationship with the customer?
- ✓ Did the customer assign additional projects to the worker without prior approval from the staffing firm?
- ✓ Can the customer influence the relationship between the worker and the staffing firm?

We have listed 4 of the 9 steps to guard against the formation of a common-law, employee-employer relationship between

1: Staffing firms should maintain the right to re-assign, fire and discipline workers.
 Suburban Staffing, Inc. maintains the role of employer at all times for purposes of hiring (assigning), disciplining, re-assigning, and firing our employees. Our evaluations request immediate feedback from the client on job performance, skills, attitude and dependability. If a problem is indicated in any of these areas, the employee is coached or counseled. Our certified placement staff effectively handles any disciplinary actions when necessary including firing.

2: Customers should rely solely on the staffing firm to recruit assigned workers.
 All employees of Suburban Staffing, Inc. are recruited, referred, and hired only after successfully completing a battery of evaluations, providing written references, and interviewing with one of our certified, trained counselors.

3: Worker training should be provided by the staffing firm, not the customer.
 Employees of Suburban Staffing, Inc. are offered training in our office. This is one of the many employee benefits offered to our employees. There is never a reason for our customer to offer benefits to our employees.

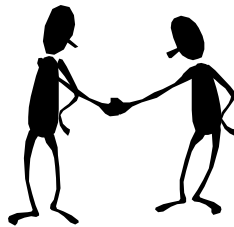
4: Customers should not have the right to dictate changes in the workers' terms of employment, including pay rates, raises and benefits.
 Only employers have the authority and responsibility to influence pay rates, raises and benefits. For this reason, Suburban Staffing, Inc. conducts annual reviews of each of our employees. We do submit a form to the customer's supervisor asking for their input and observations on job quality of work performed, level of productivity, skill qualifications, initiative, attendance, punctuality, attitude and dependability. Other considerations influencing our review is the adherence to our company policies as set forth in our employee handbook. Our benefit package is one of the best in the industry. You will find a detailed list of benefits in the article titled "Suburban's Benefits".

We will cover the last five steps in our next newsletter.

The key is to minimize contact or practices that make workers supplied by staffing firms indistinguishable from the customer's own regular employees. Working together, customers and staffing firms can minimize the risk of benefits liability and co-employment issues not intended by the customer.

Suburban Staffing, Inc. takes its employment responsibilities very seriously. Our employees are very important to us, and we know how much they mean to our customers. We make every effort to keep you in the forefront as our valued customer and minimize your exposure to co-employment issues. If you would like to talk about these issues with a member of the placement staff, we welcome your call.

- Nancy Carlson, President



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Who Are Suburban Staffing Field Employees?

Did you ever wonder who the people are that meet your temporary needs? Let's take a look at who they are.

They are professionals who take their assignments seriously. They are the people who know they have a short period of time to get the job done right. They are the people who help you meet your deadlines.

Suburban Staffing, Inc. goes to great lengths to bring you the right individual who can help you meet your, sometimes urgent, needs. At Suburban Staffing our employees experience a professional, friendly and courteous environment the moment they contact our recruiters to arrange their initial interview with us.



Over the past 31 years, Suburban Staffing, Inc. has been providing its field employees with assignments that meet their needs. We accomplish this through our extensive interview process, by truly understanding their objectives. Our employees are people who come from different walks of life and have different reasons for choosing temporary work.

Some of our field employees need to supplement their income while they pursue another career. A college student who is on break needs to work a specific schedule so they may continue their education. Perhaps our employee worked for a

company that has downsized, and they need immediate employment. Many are people who enjoy a flexible work schedule and the flexibility of time off for personal commitments. Perhaps they own their own business and need to supplement their income until it is profitable. Some are executives who are stepping away from high profile positions to raise a family. Others are reentering the work force and wish to gain new skills in technology. We are fortunate, because our employees are generational. Over the years, we have seen various family members pass through our doors. They are confident in our company and have referred their mothers, fathers, sons, daughters, sisters, brothers, cousins, and many friends. They know that our professional sales team has prescreened the company to which they will be assigned, and they will have opportunities within the area's best companies.

This is just a glimpse of the other side of our Suburban Staffing field employees. They are not "just temps". They are people who bring value to your company as a Suburban Staffing employee. It is with great pride that we are able to represent them while they deliver quality service to you.

- Melinda Napolitano, Placement Counselor

FEEDBACK, FEEDBACK, FEEDBACK!

Everyone wants to be the best they can be. You can assist our candidates and the placement team in achieving this goal with a simple concept. When particular candidates are not chosen for a position, it is extremely helpful to them to receive feedback about why they were not chosen. They can take that information and improve skills or interview techniques for the next opportunity. Another benefit to giving feedback about candidates is that it will allow US to make a better match for YOU, and specifically target what you need. By giving timely and accurate feedback, we can help candidates **be their best**. In addition, we can

The Company Profile

The purpose of the profile appointment is to obtain a concise outline of an organization. This allows us to provide pertinent information to our field employees when staffing a position for a new client. It also provides us with a feel for the "personality" of the company.

Accordingly, when a field employee arrives at a new company, he or she has a brief overview of the company and nature of their business. He or she is better prepared for the day and ready to get to work.

As we enter the second quarter of 1999, in our 31st year in business, we are pleased to have added several new companies to our ever-growing client base.

Our constant vision is customer satisfaction, and we appreciate your continued loyalty and support.

- Paula Merloni, Sales Manager



Time in a Capsule - Do Not Open Before

Y2K is getting closer by the day, and maybe you feel enough has been said about it. So... we thought we'd focus on **Y3K**. (That will give us another 1,000 years to be sure all those computers are set properly for the next millennium!

We asked our sales and staffing specialists to name three things they'd put into a time capsule to be opened at the end of **2999**. Those items would certainly reveal a lot about our favorite

things, concerns, and hopes for the future. We can only imagine how primitive our lifestyle and beliefs will seem, whether future generations view a *Big Dig Video*, examine a *1999 paycheck stub*, or perhaps read a *best seller* in *today's English*!

Maybe you'd like to share your "nominations" for a time capsule. We'd be happy to hear about them and will print them in our next issue as space allows.

- Annette Frese, Recruiter

Paula Merloni (Sales Manager): Paula is putting in her husband's "cool" leisure suit from 1975, a supermarket flyer from Stop & Shop, and the April 1999 edition of the Boston Magazine.

Suzanne Jandrue, CTS (Placement Manager): Suzanne would like to pack up her Charlie's Angels Trading Cards collection, her photo album, and her LARGE print Bible.

Sally Domenico (Placement Counselor): Sally is throwing in her Jimmy Buffet CD collection, "Sounds of the Ocean" cassette, and photos of her family and dog Reuben.

Kim Weeden, CTS (Placement Counselor): Kim is putting in her "Buns of Steel" workout video, a bottle of sunscreen SPF 15, and one of each bill and coin of today's US currency.

Nicole Murray, CTS (Placement Counselor): Nicole is packing up her "70's Greatest Disco Hits" CD, a picture of her husband John with her cat Danny Boy, and her wedding photo album.

Melinda Napolitano (Placement Counselor): Melinda is putting in her favorite recipe for baked ziti, pictures of her 1963 SAAB that made a round trip from NY to CA in 1969, and stories of her family traditions, their strong work ethic and the ability to survive lifes never ending obstacles.

Mark Carlson (Technical Recruiter): Mark is adding his GT Ricochet mountain bike with the Mavic rims, his backpack, and the ever-popular "Etch-a-Sketch" to the time capsule.

Suburban's Benefits:

Our employees are our greatest assets AND our business. In an effort to retain them and reward longevity with our company, we offer the following benefits:

- ☛ Up to 9 Paid Holidays per year
- ☛ 1 Week Paid Vacation per year
- ☛ 401(k) Plan (to which we've contributed each year since the inception of the plan!)
- ☛ Optional Health Insurance
- ☛ Life & Disability Insurance
- ☛ Direct Deposit
- ☛ Referral Bonuses & Employee Incentives
- ☛ Computer Training
- ☛ Employee of the Month & Year Awards

Overqualified? Says Who!

Wouldn't it be great to have a candidate with excellent skills and qualifications exceeding your expectations? When a candidate applies with our firm, we thoroughly discuss opportunities the candidate will and will not consider. We present each position in detail so that the candidate knows exactly what type of assignment they are accepting. Candidates with diverse backgrounds often make decisions to take positions requiring less skills than they possess at salaries lower than they typically earn for a variety of reasons. Perhaps they need a flexible schedule, short term assignments, or maybe they've just moved to the area and would like to "shop" around before choosing the company in which they'd like to develop their career. So the next time we send you a



30 Lyman Street
P.O. Box 1450
Westboro, MA 01581
(508) 366-8521



Did You Know That...

...Suburban Staffing, Inc. is a dynamic organization that realizes the importance of giving back to the communities in which we live and work? We are actively involved in business organizations such as area Chambers of Commerce (Worcester, Westboro/Northboro and Marlboro), and the School to Business Partnership Program. We are a major sponsor of the Westboro/Northboro Chamber of Commerce Scholarship Golf Tournament. In addition, we are founding members of the Women's Network (a networking group for working women.) As an organization, Suburban has actively raised needed funds and support for Abby's House, the United Way, the March of Dimes, Lee National Denim Day, and several local scholarship funds.

The Staff of Suburban also participates in a variety of ways. Some of our favorite organizations and charities include:

- + Special Olympics

Suburban Staffing, Inc.

- + American Cancer Society
- + Whitinsville Christian Schools
- + National Park Conservation Association
- + Friendly House
- + Salvation Army
- + Habitat for Humanity
- + UNICEF
- + Walk for Hunger
- + American Red Cross
- + American Heart Association
- + St. Jude's Children's Hospital
- + Religious Organizations



Most recently, we collected clothing for the relief victims of the hurricanes in Haiti and did volunteer work for United Way's Day of Caring. During the winter holidays, we sponsored a needy family through the DSS by providing gifts and food baskets. The Staff of Suburban enjoys extending a helping hand.

If you wish to find out more about any of these programs, please don't hesitate to contact us.

- Mark Carlson, Technical Recruiter