HP Inc. Global
Staffing Supplier Orientation Guide

AC Labor Desk
Last Updated June 25, 2017
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1. **INTRODUCTION.**

Welcome to HP Inc.’s Global Agency Contractor Program. The Agency Contractor Program team is dedicated to reducing time spent operating the Agency Contractor requisition process and providing added efficiencies and service quality to HP Inc. stakeholders.

The use of Agency Contractors is an integral part of workforce staffing to achieve HP Inc.’s business objectives. This orientation and training document is a guideline for approved Staffing Suppliers to assist with providing Agency Contractor staffing services to HP Inc.

Please retain this document and use it as a reference. This document is to be utilized in conjunction with the HP Inc. Standard Services Agreement.

This document does not apply to Managed Services/Statement of Work (SOW) or Freelancer programs.

**DEFINITIONS.**

2.1. “Agency Contractor” or “AC” means a worker employed by a Staffing Supplier providing labor for a HP Inc. temporary need, for which worker is paid wages by Staffing Supplier on locally agreed to terms (i.e., not on HP Inc.’s payroll) and supplements HP Inc.’s workforce or replaces headcount until an HP Inc. position can be filled.

2.2. “Agency Contractor Labor Desk” or “AC Labor Desk” is a HP Inc. organization which sources Agency Contractor Candidates, manages these Requests and Orders and performs all associated Agency Contractor services for HP Inc.

2.3. “Agency Contractor (AC) Labor Desk Professional” means an AC Labor Desk employee(s) providing AC Labor Desk Services to HP Inc.’s Agency Contractor Program.

2.4. “Approved Staffing Supplier List” or “ASL” means a network of HP Inc. approved Staffing Suppliers, in each country, who will work through the AC Labor Desk to provide Agency Contractor resources to HP Inc.

2.5. “Assignment Begin Checklist” or “ABC” means a document completed by the Staffing Supplier and loaded into SmartLabor (or received and stored by the AC Labor Desk in countries without SmartLabor), which demonstrates all pre-assignment conditions have been met, such as Drug Screen, Background Check, Orientation, etc.
2.6. “Bill Rate” means the total cost charged to HP Inc. by a Staffing Supplier for an Agency Contractor. The Bill Rate may be determined on an hourly, daily, weekly, monthly or other mutually agreed upon basis.

2.7. “Candidate” means a Staffing Supplier’s employee or resource, submitted to HP Inc. to work on an Agency Contractor assignment, who has the requisite experience level and skill set.

2.8. “Engagement Manager” means a HP Inc. Engagement Manager who initiates an Agency Contractor Request based upon a temporary business need and subsequently authorizes time worked by the Agency Contractor.

2.9. “Fill Rate” means the percentage of Requests filled by all Staffing Suppliers compared to the number of Requests released.

2.10. “Margin” is defined as the component of the Bill Rate that is represented by the Bill Rate minus Pay Rate, service fee (if applicable) and statutory deductions required by law.

2.11. “Pay Rate” is defined as the component of the Bill Rate paid by the Staffing Supplier to the Agency Contractor, before personal income tax deductions.

2.12. “Purchase Order” or “PO” means (1) a written authorization; or (2) an electronic authorization from a HP Inc. procurement transaction system, either of which is issued by HP Inc. to authorize Staffing Supplier to perform all or a portion of the Services.

2.13. “Request” or “Job Posting” means the requirements of a position, which has been opened by a HP Inc. Engagement Manager and forwarded by the AC Labor Desk to the Staffing Supplier(s), as a request for Agency Contractor Candidates.

2.14. “Resume” or “CV” means a document that provides a brief account of a Candidate’s professional or work experience and qualifications, normally submitted with a Candidate submittal.

2.15. “Right-to-Hire Agency Contractor” means any Agency Contractor hired as a regular employee by HP Inc. pursuant to the Agreement between HP Inc. and the Staffing Supplier (Agency Contractor’s employer).

2.16. “Scorecard” means the tool used by HP Inc. to report on a Staffing Supplier’s performance of its contractual obligations based on specific measurement criteria.

2.17. “Site” means any HP Inc. or HP Inc. Customer location where Agency Contractor Services are to be provided.

2.18. “SmartLabor” is the technology solution that HP Inc. uses to facilitate the acquisition and management of Agency Contractors.

2.19. “Staffing Supplier” means a Supplier under contract with HP Inc. to receive position requirements from the AC Labor Desk and is the employer of the Agency Contractor.
2.20. “Statutory Deduction” means any legally required statutory cost (i.e. taxes, legally required benefits or insurance), at cost, that a Staffing Supplier pays based on the hourly, daily or monthly Pay Rate to the Agency Contractor.

2.21. “Subcontractor” means any and all third parties that have direct contracts with a Staffing Supplier to provide Agency Contractors to HP Inc.

2.22. “Time to Fill” or “TTF” is a metric that is calculated from the day that a Request is sent for approval in SmartLabor, to the day when a Candidate is confirmed to start by the Staffing Supplier.

3. THE AC LABOR DESK.

HP Inc. has created the AC Labor Desk to be the central point of contact for Staffing Suppliers and Engagement Managers while managing the recruitment and onboarding of Agency Contractors. The AC Labor Desk is available for all Agency Contractor program support.

Global contact information for the AC Labor Desk is available on the SmartLabor Supplier Portal at the following link:

Website: [https://hp.sharepoint.com/sites/ww/procurementcentral/SitePages/SmartLabor2.aspx](https://hp.sharepoint.com/sites/ww/procurementcentral/SitePages/SmartLabor2.aspx)

4. AGENCY CONTRACTOR CANDIDATE REQUESTS.

Once a Request is received through SmartLabor, the Staffing Supplier should review the Request and engage the AC Labor Desk with any questions. The Staffing Supplier should proceed to identify quality Candidates for the position per customary local practices or, if the Staffing Supplier chooses not to respond to the Request, the Staffing Supplier should inform the AC Labor Desk by declining the SmartLabor Request. **Staffing Suppliers may not contact the HP Inc. Engagement Manager directly.**

A briefing session for the Staffing Suppliers may be conducted by the AC Labor Desk (if applicable) for technology-specific roles that need more in-depth review of requirements.

If the original Request specifications are revised by the Engagement Manager, the Staffing Suppliers will receive an email with the updated requirement(s).

The Staffing Supplier is required to do the following for each identified Candidate prior to submitting them to HP Inc.:

(a) Check if the Candidate has previously been an employee of HP Inc. to ensure that he/she is in accordance with HP Inc.’s mandatory break in service policy (refer to section 8.3).

(b) Perform the Restricted Parties List check for each Candidate (refer to section 6.4)
(c) Ensure that the Candidate has Personal Protective Equipment, as required.

(d) Ensure that the Candidate has the right to work in the country.

The Staffing Supplier must submit a Candidate proposal, with a resume attached, via SmartLabor within 48 hours (if possible) of receiving the Request. **Staffing Suppliers may not contact the HP Inc. Engagement Manager directly.** The Staffing Supplier will receive a notification if the Candidate is selected, rejected or a skills assessment is required.

**Staffing Suppliers are allowed two Candidate submittals** per opening on a Request. For example, if the Request is for one AC, each Staffing Supplier may submit 2 Candidates. If the Request is for 10 ACs, each Staffing Supplier may submit up to 20 Candidates.

**Exception (Japan):** Staffing Suppliers are only allowed to propose one Candidate per job opening at a time. If the Request is for one Agency Contractor, the Staffing Supplier may only propose one Candidate. If the HP Inc. Engagement Manager rejects that Candidate, the Staffing Supplier may propose one more Candidate in SmartLabor.

**Resumes / CV's should NOT include Candidate contact information or Staffing Supplier logos unless specifically requested in the Request.**

The Staffing Supplier will be notified if a skills assessment is required to confirm date/time, Candidate name/availability and Engagement Manager name/availability in order to coordinate the skills assessment.

If the Candidate is “selected,” the Staffing Supplier must review the Draft Order, enter the pricing and tiered pricing and contact the AC Labor Desk to confirm the Candidate’s acceptance of the position. The Staffing Supplier will confirm the details of the Draft Order in SmartLabor by approving it.

If the Candidate is “declined”, the Staffing Supplier will receive a notification from the SmartLabor tool that includes a reason for the rejection.

4.1. **Resale Agency Contractors.**

In the event the Agency Contractor is being utilized to support HP Inc. commercial customer billable assignments, the Engagement Manager will select the “Resale” category in SmartLabor. For Agency Contractors under this designation in SmartLabor, there may be additional requirements detailed in the Request (customer flow downs, etc.).

**Note:** If the “Resale” Request does not identify the customer and/or does not include additional customer information, the Staffing Supplier should contact the AC Labor Desk.
5. PRE-EMPLOYMENT CHECK PROCESS.

Background checks, drug screens and additional pre-employment checks, where legally allowed, **must be completed by the Staffing Supplier prior to an Agency Contractor's start date on an assignment.** Some checks are required before submission of Candidates to HP Inc. Staffing Suppliers may utilize any accredited organization to complete the background check and drug screen requirements. The cost of these checks is borne by the Staffing Supplier unless specifically addressed in the HP Inc. / Staffing Supplier contract. Following is a comprehensive list of the checks that must be performed before submission of Candidate and/or before start of Agency Contractor assignment.

<table>
<thead>
<tr>
<th>Checks to be Performed</th>
<th>Before Submission</th>
<th>Before Start</th>
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</thead>
<tbody>
<tr>
<td>Personal Protective Equipment (as required)</td>
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<td>X</td>
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<tr>
<td>Authorized to work in the country</td>
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<td>X</td>
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<tr>
<td>Last Date as Prior HP Inc. employment*</td>
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<td>X</td>
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<tr>
<td>Last Date of prior HP Inc. contractor assignment **</td>
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<td>X</td>
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<tr>
<td>Foreign National Worker (US only)***</td>
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<td>X</td>
</tr>
<tr>
<td>Restricted Parties List (7 checks Total)</td>
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<td>- Denied Persons List</td>
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<td>X</td>
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<td>- Entity List</td>
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<td>- Unverified List</td>
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<tr>
<td>- Specially Designated Nationals and Blocked Parties List</td>
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<td>X</td>
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<td>- List of Debarred Parties</td>
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<td>- Parties Engaged in Prohibited Proliferation Activities</td>
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<td>X</td>
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<tr>
<td>- Designated Foreign Terrorist Organization List</td>
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<td>X</td>
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<tr>
<td>Background Check (where applicable)</td>
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<td></td>
</tr>
<tr>
<td>Drug Screen (where applicable)</td>
<td></td>
<td>X</td>
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</table>

* (a) Former HP Inc. employees must have a 12 month waiting period prior to engagement as an Agency Contractor on a HP Inc. assignment. Exceptions: There is no waiting period for Czech Republic, France, Poland, Ireland and Germany

(b) Former HP Inc. employees who terminated their employment via the Enhanced Early Retirement (EER) program must have a 24 month waiting period. Exceptions to this 24 month rule will not be granted.

**All Agency Contractors will be subject to HP Inc.’s Length of Assignment Policy which governs the maximum length of an Agency Contractor’s assignment and varies by country. The AC Labor Desk will inform Staffing Suppliers of country-specific requirements at Staffing Suppliers’ request.

***Prior to a Staffing Supplier submitting a Foreign National Candidate to HP Inc., written approval must be obtained from the HP Inc. Agency Contractor Program via the AC Labor Desk.
**For Canada and US:** There is an additional restriction for these two countries for both Contingent Workforce classifications. Former HP and HPQ employees who left HP on or after May 2012* under a severance agreement or enhanced early retirement, workforce reduction, phased retirement program or similar circumstances (e.g., MSA or ETA) are not eligible to return to HP as an agency contractor nor an outsourced service contractor. Hewlett Packard Enterprise (HPE) employees who separated from HPE on or after November 1, 2015 are eligible for hire as a CW.

*This restriction also includes former US employees who departed HP under the March 2012 enhanced retirement program.

Exceptions to this requirement will not be granted absent extraordinary circumstances.

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5.1. **Background Check Process.**

Where legally allowed, background checks must show proof that a 7 year criminal history check was completed (as Requested by HP Inc., refer to the Standard Services Agreement for details). For audit purposes the proof must clearly demonstrate that the period that was checked did include the full 7 year period.

To the maximum extent allowable by the applicable laws, Staffing Suppliers must maintain and have available for inspection and/or audit by HP Inc. all materials pertaining to background checks. These materials will need to be retained for at least 5 years after expiration or termination of the contract.

**Note:** any gaps in the assignment length of 90 days or more will require the completion of a new background check.

For country-specific background check requirements, refer to the appropriate Assignment Begin Checklist on the SmartLabor Supplier Portal: http://hpbroadband.com/(S(k0gkiyj321jeaqvr4xyw5u4))/program.aspx?key=SmartLabor

5.2. **Drug Screen Process.**

Where legally permitted, Drug Screens must be completed by a reputable drug screening laboratory. At a minimum, a 5-panel test must be completed.

To the maximum extent allowable by the applicable laws, Staffing Suppliers must maintain and have available for inspection and/or audit by HP Inc. all materials pertaining to drug tests. These materials will need to be retained for at least 5 years after expiration or termination of the contract.

**Note:** any gaps in the assignment length of 90 days or more will require the completion of a new drug screen.
For country-specific drug screen requirements, refer to the appropriate Assignment Begin Checklist on the SmartLabor Supplier Portal:

http://hpbroadband.com/(S(k0gkiyj321jeaqqvr4xyw5u4))/program.aspx?key=SmartLabor

5.3. **Foreign National Worker Policy (United States only).**

Priority is to fill requests with U.S. workers (as defined by Immigration Reform and Control Act of 1986, “IRCA”), also known as “Protected Workers.”

Secondary preference is given to Foreign National (non-Immigrant) workers (e.g., H1B, L1, TN, etc.)

Staffing Suppliers must exhaust their pool of U.S. workers before submitting Foreign National Candidates.

*Prior to a Staffing Supplier submitting a Foreign National Candidate to HP Inc., written approval must be obtained from the HP Inc. Agency Contractor Program via the AC Labor Desk.

5.4. **Restricted Party List Check Process.**

Staffing Supplier must confirm the Candidate is not on the restricted party list. The links listed below are those that all Staffing Suppliers must use for Restricted Parties List (RPL) checks going forward. All Staffing Suppliers, globally, must perform these U.S. checks before providing a Candidate to HP Inc., in addition to complying with any local government laws and regulations regarding restricted parties (i.e. Japan Proliferation List, European Union Sanctions List, United Nation Sanctioned List).

The Staffing Supplier must check each Candidate submitted to HP Inc. against all lists found at the following link:


(a) Denied Persons List (ref. U.S. Export Administration Regulations, Part 736.b.4

(b) The Entity List (ref. U.S. Export Administration Regulations, Part 744, Supplement No. 4

(d) Specially Designated Nationals and Blocked Parties List (ref. U.S. Export Administration Regulations, Part 764, Supplement No. 3) (Office or Foreign Assets Control, U.S. Department of Treasury)


(f) Parties engaged in prohibited proliferation activities (Bureau of Nonproliferation, U.S. Department of State)

In addition, Staffing Supplier must check each Candidate submitted to HP Inc. against the Designated foreign terrorist organization list (Bureau of Counterterrorism, U.S. Department of State) found at the following link: (http://www.state.gov/j/ct/rls/other/des/123085.htm).

Note: If any of the provided links change in the future, it will be the Staffing Supplier's responsibility to locate the new link to complete this contractual requirement.

5.5 Global Trade Guidelines

HP is required to comply with Regulations that control the transfer of technical data to nationals of VTH restricted countries therefore as part of the onboarding process AC Labor Desk shall notify Engagement Manager in case the AC candidate is subject to VTH process, for which the Engagement Manager would be required to complete the Restricted National Hire form

Once the form has been completed by the Engagement Manager, Global Trade will normally notify the Engagement Manager with one Global Trade approval within three business days of receipt of the form, or whether additional information is necessary, and provide guidance on the time frame to complete the process.

Guide for the use of the Country Group List.pdf

6. AGENCY CONTRACTOR PRICING INFORMATION.

Bill/Pay Rate increases are not allowed at any time during the assignment, including at time of extension, unless the Agency Contractor has taken on additional duties in their current assignment. If this is the case, the Engagement Manager must enter a new Request in SmartLabor with the new job code.
• Exception: Rate increases are permitted when they are a statutory increase required by local legislation.

7. HP INC. POLICIES AND GUIDELINES.

7.1. Length of Assignment Policy.

All Agency Contractors will be subject to HP Inc.’s Length of Assignment Policy which governs the maximum length of an Agency Contractor’s assignment and varies by country.

The AC Labor Desk will inform Staffing Suppliers of country-specific requirements at Staffing Suppliers’ request.

7.2. Break in Service Policy.

In most countries, Agency Contractor assignments will require a mandatory break in service prior to the return of the same resource to any HP Inc. Agency Contractor assignment. The Staffing Supplier must comply with this requirement.

The AC Labor Desk will inform Staffing Suppliers of country-specific requirements at Staffing Suppliers’ request.

7.3. Former HP INC. Employees.

Former HP Inc. employees must complete a break in service according to the HP Inc. policy requirements for that particular country prior to engagement as an Agency Contractor on HP Inc. assignment. The following break in service requirements must be met by former HP Inc. employees before returning to HP Inc. for an Agency Contractor assignment:

(a) Former HP Inc. employees must have a 12 month waiting period prior to engagement as an Agency Contractor on a HP Inc. assignment.

(b) Former HP Inc. employees who terminated their employment via the Enhanced Early Retirement (EER) program must have a 24 month waiting period. Exceptions to this 24 month rule will not be granted.

(c) For Canada and US: There is an additional restriction for these two countries for both Contingent Workforce classifications. Former HP and HPQ employees who left HP on or after May 2012* under a severance agreement or enhanced early retirement, workforce reduction, phased retirement program or similar circumstances (e.g., MSA
or ETA) are not eligible to return to HP as an agency contractor nor an outsourced service contractor. Hewlett Packard Enterprise (HPE) employees who separated from HPE on or after November 1, 2015 are eligible for hire as a CW.

*This restriction also includes former US employees who departed HP under the March 2012 enhanced retirement program. Exceptions to this requirement will not be granted absent extraordinary circumstances.

8. CANDIDATE ONBOARDING.

It is the responsibility of each Staffing Supplier to ensure that all tests/checks and appropriate documentation have been completed prior to an Agency Contractor’s start date at HP Inc. The required documentation that will need to be completed and attached to the Order in SmartLabor can be found in the SmartLabor Supplier Portal at the following link: http://hpbroadband.com/(S(k0qkiyj321jeaqqvr4xyw5u4))/program.aspx?key=SmartLabor

These include:
(a) A fully executed copy of the Assignment Begin Checklist (ABC)
   - The Staffing Supplier must conduct background check and drug testing, where legally allowed, and coordinate any orientation and training required prior to the Agency Contractor’s start date. The Assignment Begin Checklist encompasses all of these requirements and must be completed by the Staffing Supplier.

(b) A fully executed copy of the Non-Disclosure Agreement (NDA)
   - Once a Candidate selection notification is received, the Staffing Supplier must provide the offer to the Agency Contractor and ensure he/she signs the NDA.

Both the Assignment Begin Checklist and the Non-Disclosure Agreement must be attached to the Work Order in SmartLabor prior to the AC’s assignment start date. The following naming conventions should be used when saving these documents:

- For ABC copies:
  <ABC>.<SupplierName>.<LastName>_.<FirstName>.<HireDate(MMDDYYYY)>

- For NDA copies:
  <NDA>.<SupplierName>.<LastName>_.<FirstName>.<HireDate(MMDDYYYY)>

  e.g. ABC.StaffingCo.Doe_John.12252008 / NDA.StaffingCo.Doe_John.12252013

In the event any Agency Contractor declines to execute either document, such Agency Contractor shall not be assigned to HP Inc.
The Staffing Supplier is responsible for taking the necessary actions to set up the Agency Contractor in SmartLabor.

- A username and password must be requested via SmartLabor to allow access to the system for the purpose of time and expense capture. When necessary, SmartLabor support will ensure that Staffing Suppliers resolve any Agency Contractor password issues.

Note: If the Staffing Supplier can no longer supply the Candidate at the bill rate or if the Candidate withdraws from the position after the initial proposal, the Staffing Supplier must inform the AC Labor Desk as soon as possible.

9. **SMARTLABORII ORDER MANAGEMENT PROCESS.**

All Staffing Suppliers will be expected to adhere to the same HP Inc. requirements as they relate to the following Agency Contractor order management process.

SmartLabor is HP Inc.’s web-based platform that enables the provision of staffing services. All Requests and orders for the HP Inc. sites that are using SmartLabor must be distributed electronically through the tool. Corresponding proposals as well as required attachments must also be submitted through the tool. The following identifies the key components of SmartLabor that the Staffing Supplier will need to be aware of:

- Reviewing a Request and attaching Candidates
- Accepting a draft order
- Accepting a Change Order
- Registering an Agency Contractor for Time & Expense
- Entering time & expense sheets on behalf of an AC
- Running reports
- Invoicing
- Creating credit and debit adjustments

Quick Cards on each of the subjects listed above are located on the SmartLabor Supplier Portal: http://hpbroadband.com/(S(k0gkiyj321jeaqqvr4xyw5u4))/program.aspx?key=SmartLabor

10. **PERFORMANCE MANAGEMENT.**
The Staffing Supplier is responsible for all employee-related matters regarding their Agency Contractors (i.e. compensation/benefits, performance recognition/remediation, effective employer communication, problem resolution, etc.). Activities that are engaged in by an Agency Contractor which cause a disruption in the workplace, discontinuance of service and/or creation of a co-employment risk are the burden of responsibility to the Staffing Supplier. Each Staffing Supplier is encouraged to maintain regularly scheduled means of communication with its respective Agency Contractor population. In-person access to Agency Contractors in the HP Inc. workplace may be allowed with pre-approval and must be coordinated with the AC Labor Desk.

The AC Labor Desk will communicate with Staffing Suppliers in order for Staffing Suppliers to facilitate problem resolution for unacceptable performance, conduct or appearance and will end the Agency Contractor’s assignment, if requested by the HP Inc. Engagement Manager. Feedback and documentation will be provided by the Engagement Manager. The Engagement Manager will determine if a future re-assignment at HP Inc. is appropriate. There is to be no direct communication between the Staffing Supplier and the Engagement Manager.

The Staffing Supplier will be expected to facilitate problem resolution including intervening with the Agency Contractor, determining what corrective measures are appropriate, listening to the inputs, and resolving the problems/issues with the Agency Contractor.

If the Agency Contractor informs the Staffing Supplier of an issue with an HP Inc. employee, it is important to inform the AC Labor Desk who will coordinate issue resolution with Hewlett-Packard Human Resources.

Any acts of violence or other behaviors that risk safety should be reported to HP Inc. Security and acted upon immediately.

The Staffing Supplier’s assignment end activities are designed to occur off the HP Inc. premises, with ownership of re-assignment/replacement being the responsibility of the AC Labor Desk at the Engagement Manager’s discretion.

11. ADDITIONAL AGENCY CONTRACTOR ENGAGEMENT / TERMINATION PROCESSES.

11.1. Request Cancellation.

If the HP Inc. Engagement Manager cancels the request at any time, SmartLabor will notify the Staffing Suppliers.

11.2. No-Shows.

If an Agency Contractor is a no-show on the first day of his/her assignment, the HP Inc. Engagement Manager or Staffing Supplier will inform the AC Labor Desk who will confirm with the HP Inc. Engagement Manager if a replacement is required. If so, the Engagement Manager must create a new Request in SmartLabor.

11.3. Replacement Process.
If the HP Inc. Engagement Manager identifies the need for a replacement, the AC labor Desk will inform the Staffing Supplier and begin termination / off-boarding procedures. The Engagement Manager must create a new Request in SmartLabor.

11.4. Bill/Pay Rate Increase Requests.

Bill/Pay Rate increases are not allowed (at any time during an assignment, including at time of extension) unless the Agency Contractor has taken on additional duties in their current assignment. If this is the case, contact the AC Labor Desk.

11.5. Job Title/Code Change (Existing Contractor).

If the job title/code for the Agency Contractor is changed, the AC Labor Desk will communicate this change to the Staffing Supplier who will need to ensure that the Agency Contractor has been given proper training and/or orientation on the new equipment, safety issues, or areas applicable to the new assignment. The HP Inc. Engagement Manager will create a new Request/Job Posting for the revised role.

11.6. Termination.

11.6.1. Planned Assignment End.

The Staffing Supplier will receive notification from the AC Labor Desk of an Agency Contractor’s assignment end date. The Staffing Supplier will inform the Agency Contractor of their last assignment day.

11.6.2. Performance-Related Termination.

The Staffing Supplier will receive notification from the AC Labor Desk of HP Inc.‘s decision to end the Agency Contractor’s assignment for performance-related reasons.

The Staffing Supplier must review any applicable labor laws and notice period and report back to the AC Labor Desk. Where possible, the assignment will end immediately.

Note: For ‘Performance-related termination /termination with cause’, the following should occur:

- Staffing Supplier should notify the Agency Contractor of termination after hours
- Staffing Supplier must get the HP Inc. badge/access card and HP Inc.-owned equipment from the AC upon termination and return to HP Inc.
11.6.3. **Agency Contractor Resignation.**

If the Agency Contractor resigns, the Staffing Supplier must inform the AC Labor Desk immediately and the Work Order will be closed.

11.7. **Extension Process.**

Once it has been identified that an Engagement Manager would like to extend an Agency Contractor assignment beyond the original assignment, the following process will take place:

- A Change Order will be entered by the Engagement Manager into SmartLabor.
- The Staffing Supplier will notify the Agency Contractor and confirm their interest in continuing.
- If they are interested, the Staffing Supplier will accept the Change Order in SmartLabor.
- If the Agency Contractor is not interested, the Staffing Supplier will inform the AC Labor Desk by declining the Change Order.

**It is very important that all invoicing is finalized prior to the termination of the SmartLabor Order. Please work with the AC Labor Desk to ensure that all invoice receipts / timesheets are submitted and approved before the Order is terminated. Staffing Suppliers will be unable to submit any further receipts / timesheets once the order is terminated.**

Assignment End activities should occur off the HP Inc. premises or client sites where possible, with ownership of re-assignment/replacement being the responsibility of the AC Labor Desk at the Engagement Manager’s discretion.

Agency Contractors will return all HP Inc. badges/access cards as well as HP Inc. equipment (i.e. laptop; active key; router/hub; etc.) **within 5 working days after assignment end date.** After this period, the Staffing Supplier is responsible for the return of HP Inc. Properties as well as the liability for replacement costs and/or agreed contractual penalties.

12. **TRAINING.**

The Agency Contractor will not be included in HP Inc.’s orientation. The Staffing Supplier must provide general skill training to the Agency Contractor based upon the job skill requirements reflected in the Request. This training may be administered to improve a skill level and/or develop new skills. The Staffing Supplier should provide additional training, if required, to
improve business or skill effectiveness.

HP Inc. recommends that the Staffing Supplier trains Agency Contractors on the following topics. Detailed training information on each topic is available on the SmartLabor Supplier Portal: http://hpbroadband.com/(S(k0gkiyj321jeaqgvr4xyw5u4))/program.aspx?key=SmartLabor

(a) Submitting timesheets for approval
(b) HP Inc. Worker Code of Conduct
(c) Safety and security
(d) Reporting injury & illness
(e) HP Inc. work policies & procedures


The Staffing Supplier is required to ensure that all Agency Contractors, who provide services for or on behalf of HP Inc., are aware of, trained on, and comply with the Contingent Worker Code of Conduct as made available to Staffing Suppliers on the SmartLabor Supplier Portal: http://hpbroadband.com/(S(k0gkiyj321jeaqgvr4xyw5u4))/program.aspx?key=SmartLabor

Training must be completed prior to an Agency Contractor’s first day of service and confirmed on the Assignment Begin Checklist.


12.2.1. Agency Contractor Orientation

The Staffing Supplier must provide an orientation for the Agency Contractor, which should include general safety training for the assignment. However, site-specific safety training should be provided to the Agency Contractor by HP Inc., when necessary, to perform the Agency Contractor’s particular assignment at a HP Inc. site.

12.2.2. Personal Protective Equipment (if required).

Some assignments may require Personal Protective Equipment (PPE). The Staffing Supplier must ensure that the Agency Contractor has all required PPE prior to
commencement of an assignment (i.e. steel-toed shoes, back braces, safety glasses, etc.).

If applicable, HP Inc. may provide an Agency Contractor with appropriate PPE for the work required, which will be defined in the Request.

If an Agency Contractor reports to work without appropriate PPE, HP Inc. has the option to refuse admittance.

12.2.3. Site Security & Badges.

All Staffing Suppliers’ Agency Contractors shall comply with all applicable HP Inc. and Customer site security and safety policies and procedures. Staffing Supplier personnel and Agency Contractors are also required to wear a visible HP Inc.-issued identification badge on HP Inc. and Customer sites. Any associated documentation shall be gathered and archived by the Staffing Supplier for future audits for up to 5 years after the assigned end date.

13. REPORTING INJURY & ILLNESS.

If an Agency Contractor is injured on the job, it is important that they report the injury or illness immediately to their HP Inc. Engagement Manager and communicate the situation to the Staffing Supplier. For record keeping purposes, the Staffing Supplier is responsible for ensuring that the illness or injury has been reported to HP Inc.’s Environmental Health and Safety (EHS) Help Desk by the Agency Contractor or the HP Inc. Engagement Manager.

All accidents on HP Inc. property will be investigated jointly by the Staffing Supplier and the HP Inc. EHS Manager. Evidence of the accident will be carefully preserved.

The Staffing Supplier should direct the Agency Contractor to the nearest approved medical facility for treatment and ensure that the medical provider is informed that the Staffing Supplier, NOT HP Inc., is the Agency Contractor’s employer.

- Disclaimer: In life threatening circumstances, the Agency Contractor would proceed to the nearest medical facility and complete the documentation process after treatment.

After treatment at the work site or medical facility, a first report of injury is required to be completed within 24 hours after the injury occurs. The Agency Contractor, NOT the Engagement Manager, will contact the Staffing Supplier to complete the Accident/Injury Report and to assist with the filing of all other necessary claim paperwork.
14. **HP INC. WORK POLICIES AND PROCEDURES.**

14.1. **Vacation and Holidays.**

Vacation time is provided to Agency Contractors according to the Staffing Supplier's benefit policies or in line with local legal requirements. All time off should be scheduled two weeks in advance with Engagement Manager and Staffing Supplier approval. The Staffing Supplier must comply with all local labor laws.

HP Inc. will not be billed for vacation and statutory holidays unless required by local law. **Vacation and statutory holidays should be recorded in SmartLabor as non-billable time.**

14.2. **Attendance.**

Agency Contractors who cannot report to work at HP Inc. as assigned must notify the Engagement Manager and Staffing Supplier as soon as possible. The Staffing Supplier should then report the absence to the AC Labor Desk.

14.3. **Rewards & Recognition.**

Agency Contractors do not participate in HP Inc. Rewards and Recognition programs.

15. **TIME CAPTURE AND INVOICING.**

All Staffing Suppliers supporting the HP Inc. account must utilize the proper time reporting/capture method, which may vary by site. The Staffing Supplier is responsible for setting up Agency Contractors in SmartLabor in countries where SmartLabor is deployed.

15.1. **Time & Expense Capture.**

*It is the Staffing Supplier's responsibility to ensure that each Agency Contractor records all time worked on timesheets. HP Inc. will only pay Staffing Suppliers for time that has been approved by the HP Inc. Engagement Manager.*

Time reporting, as well as approval, will be managed via SmartLabor. Agency Contractors are required to input their hours worked into the SmartLabor online time and expense system weekly. The HP Inc. Engagement Manager, or approver, will receive a system-generated email message each week alerting them that they have time entries to review and approve.

- If the Agency Contractor is not able to access SmartLabor, the Staffing Supplier must submit time/expenses into SmartLabor on behalf of the Agency Contractor.
• In cases where paper timesheets are required, the Agency Contractor will be required to complete these timesheets and submit them to their employer (Staffing Supplier) for proper entry into SmartLabor. These timesheets do not need an Engagement Manager signature as this will occur in SmartLabor.

• An Agency Contractor who does not input his/her hours into the time and expense system, in addition to completing the paper timesheet when required, runs the risk of not getting paid for hours worked.

• Any pre-approved expenses will require receipts to be attached to the expense submitted in SmartLabor for invoicing.
  
  o Where mileage claims are made, the Agency Contractor must ensure that they obtain prior approval, not only for the travel event but also the reimbursable cost per unit travelled (e.g. the reimbursable rate per mile).

HP Inc. will only reimburse Staffing Suppliers for actual hours worked by an Agency Contractor. Non-work hours, such as lunch breaks, will not be reimbursed since, by default, these are non-work hours (unless required by local law).

15.1.1. Hours Approval & Submission for SmartLabor II submission.

(a) Agency Contractors must have their time entered into SmartLabor by **Monday of each week at 3:00 PM local time** (except where time clocks are in use) for time incurred in the previous week. SmartLabor will automatically submit the appropriate hours to the time approver for approval. It is the time approver’s responsibility to approve the hours that have been worked by the Agency Contractor.

• **APJ:** For monthly-rate countries, Agency Contractors must enter their timesheets no later than the first day of the new month for time incurred in the previous month.

(b) Approval of time by HP Inc. Engagement Managers is required in SmartLabor by **Tuesday of each week at 12:00 PM local time** (except when time clocks are in use) for time incurred in the previous week.

• **APJ:** For monthly-rate countries, Engagement Manager’s approval of time is required no later than the 2nd day of the new month for time worked in the previous month.
• **NOTE for the Monthly Rate:** If the AC is not complete the full month, then they do not submit on ST/MO. Instead they are asked to enter the time sheet under *Daily ProRate / Day*

(c) **Time Clock Use (where applicable):** Where time clocks are in use, the Agency Contractor will record their time into the HP Inc. site time clocks. The time captured within the time clocks will be sent via an XML file weekly to HP Inc. and the time will be uploaded into SmartLabor by **Tuesday at 10:00 AM local time.**

Once time is submitted for approval in SmartLabor, the HP Inc. Engagement Managers can then approve or reject for their respective Agency Contractors. Approvals from Engagement Managers are required by **Wednesday at 7:00 AM local time** to allow Staffing Suppliers the time necessary to process payroll for their respective employees by Friday.

15.1.2. **Travel & Expense Policy.**

Business Travel for Agency Contractors is highly discouraged. If there is a business need that makes it essential for an Agency Contractor to travel, it must be initiated and pre-approved by the Engagement Manager, including the rate per mile/kilometer to be reimbursed.

The Agency Contractor or Staffing Supplier is responsible for making all arrangements for travel and the Staffing Supplier will reimburse the Agency Contractor for his or her expenses. The Staffing Supplier may then bill HP Inc. for these expenses as provided in the Agreement. Agency Contractors are encouraged to use HP Inc.’s travel agency for HP Inc.-reimbursed travel. The form of payment for all travel expenses must be the Agency Contractor’s personal credit card or their employer’s (Staffing Supplier’s) credit card.

HP Inc. does not assume any risks associated with the Agency Contractor traveling nor will HP Inc. reimburse for any non-work hours accumulated as a result of a medical emergency or natural disaster requiring a lengthy stay.

All expenses including business travel, accommodation and meal expenses must be pre-approved by HP Inc. prior to the expense occurring.

There will be no mark up or handling charges for processing of expenses.
15.1.3. Expense Submittal Process.

In countries using SmartLabor, the assigned Agency Contractor will enter any expenses that have been incurred in SmartLabor, **attaching all receipts and any backup documents**. The Engagement Manager, or approver, will receive a system-generated email message alerting them that they have expense sheets to review and approve. If the Agency Contractor is not able to access SmartLabor, the Staffing Supplier must submit the expenses into SmartLabor on behalf of the Agency Contractor.

15.1.4. Overtime Approval & Billing Information.

The “overtime applicable flag” will be set to “No” for all SmartLabor Requests. If the Staffing Supplier is required by law to pay the Agency Contractor time and a half or double time for overtime, then it is the Staffing Supplier’s responsibility to change the overtime flag from “No” to “Yes” at the Draft Order stage. It is also the responsibility of the Staffing Supplier to populate the overtime and double time rate at the Draft Order stage. All rates should coincide with the pricing section of the contract.

**Note:** In SmartLabor II, the default setting for overtime is “Yes”.

If the Staffing Supplier is not required by law to pay the Agency Contractor time and a half or double time for overtime, then the Staffing Supplier should still set the flag to “Yes” in the Draft Order. In this case, the overtime rate should be populated with the same rate as the bill rate. HP Inc. will not pay an overtime premium but instead will pay a straight time bill rate for hours worked.

Regardless of whether the SmartLabor order has overtime funding, overtime must still be pre-approved by HP Inc. managers prior to being worked by the Agency Contractor. Any hours not pre-approved by a HP Inc. Engagement Manager are subject to not being approved when submitted on a timesheet.

Specific overtime rates are included in the pricing sections of the contract.

15.1.5. Time and Expense Management.

Staffing Suppliers can extract time sheet data from SmartLabor to generate AC payroll. When an Engagement Manager approves an Agency Contractor timesheet, this will generate an entry on the invoice extract report in SmartLabor.

On a monthly basis, an invoice extract report will be generated in SmartLabor, in accordance with the billing calendar. It will provide a billable amount to be validated, which will be sent by the AC Labor Desk to the Staffing Supplier. Once the invoice report has been validated, the Staffing Supplier must send a copy of
their invoice extract report from SmartLabor, a one page invoice and associated credit note to accounts payable to process payment. If the billable amount is incorrect, the Staffing Supplier will need to create an adjustment in SmartLabor. Any approved adjustments will appear on the subsequent Invoice Extract Report.

15.2. Invoicing and Credit Notes.

Billing calendars and quick cards on invoicing are located on the SmartLabor Supplier portal: [http://broadband.com/(S(k0gkiyj321jeaqgvr4xyw5u4))/program.aspx?key=SmartLabor](http://broadband.com/(S(k0gkiyj321jeaqgvr4xyw5u4))/program.aspx?key=SmartLabor)

Please note that the date reflected is the pull date for the invoice extract data from SmartLabor, and not the date Staffing Supplier will be receiving the invoice extract report. Staffing Supplier can expect to receive the invoice extract reports 2 business days after the run date each month.

HP Inc. has established the following process for Staffing Suppliers to invoice for Agency Contractor services. HP Inc.’s payment to each Staffing Supplier will be based on the Agency Contractor hours recorded and approved in the SmartLabor system for that period. Also included in these payments will be approved expenses and previously un-invoiced items (late approvals for hours worked or adjustments for a previous billing cycle). In order to ensure that payments are processed correctly, please review the following invoicing process.

(a) Invoicing period will be according to the billing calendar.

(b) Once the Agency Contractor invoice detail report is available in SmartLabor it will be sent to the Staffing Supplier according to the billing calendar.

(c) After the Staffing Supplier receives the “Invoice Detail Report,” an invoice should be prepared that matches the billable amount, plus a credit memo for the subscription discount on that report and any applicable taxes. Each invoice and credit memo submitted by the Staffing Supplier should have a unique invoice number.

(d) In order to calculate the correct tax amount Staffing Supplier should add a column to the “Invoice Detail Report” for each tax type to be added to the line item amount.

(e) The relevant tax columns should include tax rates, tax types, tax type amount, total tax amount, total invoice amount.
(f) Once the tax calculations are made on the “Invoice Detail Report,” the total for each taxed type should be indicated separately and added to the total amount on the one page invoice.

(g) The report does not contain the supplier subscription discount.

(h) For each invoice, HP Inc. must receive the associated credit note before the payment can be approved and executed.

- This fee is calculated at a contractually agreed upon percentage of Agency Contractor invoicing (billable hours) and will be deducted from each Supplier invoice received
- No fee is calculated on expenses

(i) Staffing Suppliers send the invoice, credit memo and the Invoice Detail Report to HP Inc. via OB10 (where legally permissible, if not then send via the e-mail addresses or physical address listed on the SmartLabor Supplier Portal) within 7 days of receipt of the invoice extract.

(j) All invoices must reference the corresponding Purchase Order number for that company code under which the Staffing Supplier is invoicing for and include the correct bill-to name. Staffing Suppliers must provide one invoice per country per company code.

(k) Bill-to addresses to be listed on the invoice can be found on the SmartLabor Supplier Portal. All invoices should be submitted via OB10 where legally permissible.

(l) Any discrepancies or omissions between the “Invoice Detail Report” and the Staffing Supplier records should be submitted via the adjustment module as an “Invoice Adjustment” in the SmartLabor tool.

(m) HP Inc. will validate all invoices and credit memos received within 5 business days.

(n) If no discrepancies are found, HP Inc. will process invoice for payment.

(o) If any discrepancies are found, HP Inc. will reject the invoice.
(p) Any and all adjustments to invoices should be submitted to HP Inc. within 30 days from the end of the billing period.

- Payments will either be made under HP Inc.’s standard payment terms of EOAP+45 days after HP Inc. validation of the Staffing Supplier invoice or based upon the payment terms as agreed to within the Agency Contractor Master Agreement or as required by local legislation.

(q) Payments to Staffing Supplier will be made by check (default) and sent to the address specified by each company in the Vendor Setup process.

16. **EU AGENCY WORKER DIRECTIVE SUPPORT (EMEA ONLY).**

On a monthly basis, the AC Labor Desk will provide Staffing Suppliers, in countries with applicable legislation on comparable treatment, with a password which the Staffing Suppliers must forward to their applicable AC’s. This password gives the Agency Contractors access to an HP Inc. Internal Job Portal, thereby enabling them to see and apply for internal HP Inc. vacancies.

17. **PROGRAM COMPLIANCE.**

HP Inc. expects all parties to co-operate with each other in good faith. It is further understood by the Staffing Supplier that the AC Labor Desk will serve as the sole point of contact for all matters pertaining to this program and that all correspondence, both verbal and nonverbal, will take place between the Staffing Supplier and the AC Labor Desk. The Staffing Supplier is in no way permitted or allowed to contact any employee of HP Inc. outside of the AC Labor Desk, including engaging in any marketing activity, unless it is regarding invoicing/payment/PO issues or contract terms between Hewlett-Packard and Staffing Supplier. For invoicing/payment/PO issues, HP Inc. Accounts Payable should be contacted. For contract questions, the Supplier must contact Global Procurement.

In the event the AC Labor Desk determines that Staffing Supplier representatives have breached program compliance which include, but are not limited to, unauthorized direct contact with HP Inc., out-of-process placements, non-compliance with program policies or procedures, or solicitation, it is the AC Labor Desk’s responsibility to report this to the ACP.
### 18. ROLES AND RESPONSIBILITIES.

<table>
<thead>
<tr>
<th>Activity</th>
<th>AC Labor Desk</th>
<th>Staffing Supplier</th>
<th>HP Inc. Engagement Manager</th>
<th>Agency Contractor</th>
<th>AC Program Team</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REQUEST PLACEMENT PROCESS</strong></td>
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</tr>
<tr>
<td>Create Open Request and submit to AC Labor Desk</td>
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<td></td>
<td>X</td>
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</tr>
<tr>
<td>Review and clarify request(s) with Engagement Manager</td>
<td>X</td>
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<tr>
<td>Determine Need To Amend Requisition</td>
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<td>X</td>
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<tr>
<td>Amend Requisition</td>
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<td>X</td>
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<tr>
<td>Review And Certify Amendment with Engagement Manager</td>
<td>X</td>
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<tr>
<td>Acknowledge Receipt of Request</td>
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<tr>
<td><strong>REQUEST SOURCING PROCESS</strong></td>
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<tr>
<td>Broadcast Open Requests to Staffing Suppliers</td>
<td>X</td>
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<tr>
<td>Candidate pre screening</td>
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<tr>
<td>Submit Candidates to AC Labor Desk</td>
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<tr>
<td><strong>CANDIDATE SELECTION PROCESS</strong></td>
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<tr>
<td>Candidate qualification verification:</td>
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<td>X</td>
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<tr>
<td>- screening of resumes to ensure that skills/qualifications match requests</td>
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<tr>
<td>- validate Candidate rate against n HP Inc. ’s target rate</td>
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<tr>
<td>Submit Candidates to Engagement Managers</td>
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<td>X</td>
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<tr>
<td>Activity</td>
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<td>AC Program Team</td>
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<tr>
<td>Assist Staffing Supplier, as needed, to schedule skills assessments (phone screen, interview)</td>
<td>X</td>
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<tr>
<td>Conduct skills assessments</td>
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<tr>
<td>Select Candidate(s) and create draft order</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Review draft order, add pricing and details and accept draft order</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Re-confirm Candidate availability, confirm bill and pay rates and start date via SmartLabor</td>
<td>X</td>
<td></td>
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<tr>
<td>Review and approve draft order in SmartLabor (after supplier acceptance)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>Provide feedback to Staffing Suppliers when a Candidate is not selected (done automatically through SL if Manager rejects non-selected AC’s in SL)</td>
<td></td>
<td></td>
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<td></td>
<td>X</td>
</tr>
</tbody>
</table>

**Assignment Begin Process**

<table>
<thead>
<tr>
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<th>AC Labor Desk</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Complete all pre-assignment requirements, including orientation, and upload Assignment Begin Checklist and NDA into SmartLabor (or send to AC Labor Desk in non-SmartLabor countries)</td>
<td></td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>Validate that all pre-assignment requirements are completed and Assignment Begin Checklist and NDA have been loaded into SmartLabor prior to the Agency Contractor’s start date (or sent to the AC Labor Desk in non-SmartLabor countries)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>Create Agency Contractor user account in SmartLabor for time and expense reporting</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
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</tr>
<tr>
<td>Communicate onboarding requirements to the Engagement Manager</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>Load AC information into Workday and use the Contractor ID number provided by Workday to secure space, equipment, systems access badging, access carding</td>
<td></td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td><strong>PERSONAL PROTECTION EQUIPMENT [PPE]</strong></td>
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<tr>
<td>Ensure that Agency Contractor is outfitted with all required personal protective equipment prior to commencement of an assignment</td>
<td></td>
<td>X</td>
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<tr>
<td><strong>TRAINING</strong></td>
<td></td>
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<tr>
<td>Train Agency Contractors on general skills prior to assignment begin</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Train Agency Contractors on worksite-specific requirements, EH&amp;S, and job specific requirements</td>
<td></td>
<td></td>
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<td>X</td>
<td></td>
</tr>
<tr>
<td><strong>TIME AND EXPENSE REPORTING PROCESS</strong></td>
<td></td>
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<tr>
<td>Submit time and expenses into online time and expense reporting tool</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Authorize time and expenses with approvals, signatures</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Ensure Agency Contractor time and expenses are in time and expense system</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Work with Engagement Manager to ensure time and expense approvals are complete</td>
<td></td>
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<td>X</td>
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</tr>
<tr>
<td><strong>INVOICE PROCESS</strong></td>
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<tr>
<td>Pull invoice extract report from SharePoint, Separate invoice</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
### REPLACEMENT PROCESS [AC leaves, HP Inc. requests replacement, no show]

- Notify AC Labor Desk of Agency Contractor’s last day of work [EM or Staffing Supplier]
  - AC Labor Desk: X
  - Staffing Supplier: X

- Notify Engagement Manager or Staffing Supplier of Agency Contractor’s last day of work
  - AC Labor Desk: X

- If “no show” on first day of assignment, AC Labor Desk contacts Engagement Manager to determine need for replacement. If yes, AC Labor Desk utilizes the “no show” process
  - AC Labor Desk: X

### REPLACEMENT PROCESS – SHORT TERM

- Notify Staffing Supplier of short-term absence request
  - AC Labor Desk: X

- Notify AC Labor Desk of short-term absence request
  - AC Labor Desk: X

- Notify HP Inc. Engagement Manager of short-term absence request by Agency Contractor and determine need for backfill
  - AC Labor Desk: X

### ASSIGNMENT END or EXTENSION PROCESS

- Monitor and provide End of Assignment Notification’s to HP Inc. Engagement Managers for upcoming assignment end dates at 60, 30 and 14 days and determine the Engagement Manager’s intent to extend or end assignment
  - AC Labor Desk: X
Engagement Manager notifies AC Labor Desk of intent to extend or terminate assignment. If extension is requested Engagement Manager must ensure tenure limit compliance

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>If <strong>Termination</strong> is selected, notify Staffing Supplier of upcoming assignment end</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If <strong>Termination</strong> is selected, send off-boarding information to the Engagement Manager</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For <strong>Terminations</strong>, Engagement Manager completes the exit procedures [i.e. return of equipment, remove system access etc.] See Workday procedures</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If <strong>Extension</strong> is selected, the AC Labor Desk and Engagement Manager will follow the extension process</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PERFORMANCE MEASUREMENT**

Create and Deliver Staffing Supplier Scorecards

**DAY-TO-DAY SUPPORT AND ADMINISTRATION ACTIVITIES**

Provide 1st level support for program and technology issues / questions (EM's and Staffing Suppliers)

Provide call routing for Level 2 issues / questions

Facilitate issue resolution (with Staffing Supplier) between an Agency Contractor and Engagement Manager

Assure ownership is found for any program issues

Manage requests that are older than 14 calendar days per defined process.
19. **RIGHT TO AUDIT.**

HP Inc. will be auditing your HP Inc. Agency Contractor files to verify compliance. Please note, per the contract’s “Right to Audit” section, the Staffing Supplier shall keep adequate records for each Agency Contractor that is placed on assignment. Staffing Suppliers are expected to maintain the records for a period of 5 years after termination or expiration of the contract. Hewlett-Packard has the right to inspect the records upon reasonable notice of the Request.

20. **APPENDIX**

20.1. **SmartLabor Supplier Portal and Access.**

The SmartLabor Supplier Portal is designed to provide Agency Contractor Staffing Suppliers with documents and information that they will need in order to provide AC Staffing services to HP Inc.

- AC Labor Desk contacts by country
- Invoice extract calendar and ‘Bill to’ addresses
- Staffing Supplier Handbook
- Assignment Begin Checklist (ABC)
- Non-Disclosure Agreement (NDA)
- SmartLabor Quick Reference Cards, training documents, communications, reference materials, etc.
- And more......

To gain access to the SmartLabor Supplier Portal, please go to the following link and create an account:

http://hpbroadband.com/(S(k0gkiyj321jeaqqvr4xyw5u4))/program.aspx?key=SmartLabor
Staffing Suppliers should review all SmartLabor training and Quick Cards in the SmartLabor Supplier Portal.

20.2. **SmartLabor Website.**

To gain access to SmartLabor go to the SmartLabor Supplier Portal (above). You may work with your account lead if you have access issues. If you have questions on who your account lead is, please send an email to smartlabor_support@hp.com.

20.3. **SmartLabor Tool Support.**

For Level 2 SmartLabor tool support, please submit questions or issues via email to: smartlabor_support@hp.com

20.4. **Supplier portholes.**

Agency Contractor Supplier Portal information on Smartlabor/COMPASS:

HP Supplier Portal for Agency Contractor Suppliers

HP Supplier Portal:

https://h20168.www2.hp.com/supplierextranet/index.do