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CASE STUDY
**SUPPLEMENT
PRODUCTION**

OVERVIEW

When a leading supplement company in Henderson Nevada needed a new recruiting team, they opened up a bid process and narrowed the initial search to a handful of qualified recruiting companies. Spectra360 was chosen for the job as a result of responsiveness - a characteristic that Spectra360 has nurtured amongst sales and customer service representatives since our first customer was signed in 2013

Spectra360 has been working with the vitamin manufacturer since 2017.

The laboratory in question has been in business since 1979. All products are made in their 100% solar-powered, temperature-controlled manufacturing facility and warehouse.





APPROACH

The vitamin company is well established within the Vegas area, having been in business since 1979. They have worked with a series of recruiters throughout the years, but in 2017, their recruiting company had become complacent. They were slow to find candidates and many submitted candidates were not qualified for the positions.

Spectra360 took on the challenge of hiring some of the toughest roles in a laboratory, including the maintenance of machinery used in vitamin production. These tasks require extreme attention to detail, an attribute that is not easy to identify during the hiring process. Spectra360 was able to find the right talent by taking the time to understand the clients' needs, going as far to work on interview documentation with onsite managers in order to fully capture the work demands.

Since 2017, Spectra360 has filled hundreds of positions for the vitamin company in production, packaging, mixing, and distribution (shipping/ receiving).

For each new hire, Spectra360 goes through a **rigorous hiring process** that includes an **incredibly detailed onboarding practice**. Our methods ensure that each employee is fully prepared for their first day, knowing all that is expected of them, from the job and their new employer. Our Spectra360 recruiter meets supervisors and is on hand for the start day of each employee.



DISPATCH SHEET

Note: A signed copy of this form is required to gain access to X Laboratories. **Please bring with you on your start date.**

Spectra360 Talent:	John Doe		
Client's Name:	X Laboratories	Address:	123 Main Street Henderson, NV 89011
Start Date:	05/15/2020	Start Time:	4:00 PM (First day only)
Pay Rate:	\$11/hr Due to COVID-19, the pay rate is \$13/hr until further notice	Schedule:	4:15 PM to 2:45 PM (Monday - Thursday) Be open for MANDATORY overtime 5 PM - 5 AM including weekends
Department:	Production - Dispense & Blend		
Report To:	Holger Zeissig / Juan Fonseca		

ASSIGNMENT DETAILS

Thank you for accepting this assignment. We want to make sure you have all information you need.

Dress Code:

- Clean, neat attire. Plain T-shirt tucked in - no logos and no holes. Flat, CLOSE-TOED, rubber-soled shoes. Jeans okay with no holes. No shorts, tank tops, hats, or sweatpants. Sweatshirts with hoods are okay, but hoods only allowed to be worn during meals and breaks.
- NO jewelry (watches, rings, earrings, bracelets, chains, piercings, etc.)
- NO fingernail polish or acrylic nails.
- You'll be issued a hair bonnet (bear cover, if needed), shoe covers, gloves, and lab coat in the production area. Personal protective equipment will be issued, as needed.

Please make sure to bring your health card. Please go to the following website for more information: southernnevadahealthdistrict.org

TIME KEEPING/TIME CLOCK INSTRUCTIONS:

- You'll be using an electric time clock using your Employee ID Number.
- The time clock is located in the main breakroom near Parkson Rd (across from the Gym Cats parking lot), on the wall next to the upright.
- You must also clock out when you leave for lunch, and clock back in when you return from lunch.
- **Payday is every FRIDAY following pay cycle.** Make sure to check your pay set-up through. Direct Deposit or Pay Card.
- **HOW TO ACCESS PAYSTUBS:**
Link: <https://vns-ep-prismhr.com/#/auth/login> and click "Register".
- Should you receive an error message, kindly reach out to our payroll in-charge (Jeralyn Garcines) through text (650) 402-2374 or contact the local office at (702) 389-2108.

Attendance:

- Accepting an assignment show will be accepted
- Please be there at least
- If you are sick or can't make it, please call at least 24 HOURS PRIOR TO THE

What to do in case of an injury:

- In case of an emergency, immediately call the local office at:
 - Business Hours (8:00 AM - 5:00 PM):** Brian (702) 891-1118
 - OFF Business Hours (5:00 PM - 8:00 AM):** Millie (702) 389-2108
- Then, contact **Nurse Triage** (800) 368-3686 on the next course of action.
- If the employee requires immediate medical attention, call the Jobsite and go to Concentra Urgent Care.

CONCENTRA URGENT CARE
5850 Polaris Ave Ste 100
Las Vegas, NV 89118
(702) 739-9957
Open 24 Hours

Remember to display enthusiasm, exceed all expectations. BE SAFE AT ALL TIMES!

John Doe
EMPLOYEE Signature

ORIENTATION

For your information, X Laboratories has a strict policy to be free from contaminants.

- Metal detector, foreign materials
- ATP and allergen swabs for cleanliness
- Maintaining the condition of all equipment
- X-ray machines.

BREAKS/MEAL TIME:

You will be given 2 breaks/meal time of 30 minutes in the breakroom. We ask that you clean up after yourself. The last shift every Thursday will be discarded.

AVANTI MARKET

The vending machines and the Avanti Market are located in the breakroom. Items you wish to purchase and scan them at the Avanti Market. Your debit or credit card - no cash.

SMOKING:

X Laboratories supports a safe and healthful work environment on all premises, including the parking lot. If you smoke, please do not smoke in any area. We suggest the area across the street by the Fire Department. Employees, temp employees, and visitors.

EMERGENCY EVACUATION PROCEDURES:

In the event of an emergency and we must evacuate the work area, you are to meet your supervisor at the designated area, you are to go to your car or to your locker. Please do not use elevators.

INJURY OR ILLNESS:

If you are injured while working, you must report the contact information of your staffing agency's supervisor to (702) 389-2108 and inform your staffing agency of your status.

If you have any questions please ask a Supervisor, or if you are unable to provide you with the information you need, please contact your staffing agency.

Temp Agency Name: Spectra360
Print Name: John Doe
Signature: John Doe
Date: 5/15/2020

ORIENTATION INFORMATION FOR TEMP EMPLOYEES

PARKING:
You may park your vehicle under the solar panels on the south side of the building. Parking spaces painted in yellow are for TWC Construction only. Please do not park in any spaces labeled "Visitors" or "Reserved".
Initials: JD

BUILDING ACCESS:
You must use the employee entrance on the north side of the building located by the employee break room. Please knock on the door and show your temporary work badge and let them know that you are a temp and provide your staffing agency's name. Follow this same procedure each time you enter the building. **You will not be granted entry in to the building without a badge.**
Initials: JD

PERSONAL ITEMS:
Please try and not bring any valuables to the workplace. We do have lockers available specifically for temp employee use only, but they are on a "first come, first serve" basis and must be emptied after the end of each shift. Items left will be kept at the front desk and will be disposed of if not clarified within 2 business days. X Labs will not be responsible for any lost or stolen items. X Labs reserves the right to inspect all lockers to insure compliance with its rules and regulations, without notice to the temp employee and/or in the temp employee's absence.
Initials: JD

cGMP/FDA/FSMA ENVIRONMENT:
You will be working in a food manufacturing environment that is regulated by the Food and Drug Administration (FDA). It is required that we follow current Good Manufacturing Practices (cGMP), which includes Process Control Procedures, Documentation, Quality Assurance, Quality Control. X Labs also complies with the Food Safety Modernization Act (DA CFR 117).
Initials: JD

- The following rules **must** be followed while working in any of the Production areas:
1. You are required to wear close-toed, slip resistant shoes that completely covers your feet. Wearing open-toe or high-heeled shoes will not be allowed in the Production area.
 2. Proper Protective Equipment (PPE) will be provided and must be used when working in the Production area:
 - a. Hair, beard, and mustache nets need to completely cover that part of your body. **The nets must be removed prior to entering restrooms, break rooms, warehouse areas, or exiting the building.**
 - b. Protective garments are found in the designated "gowning" area, such as lab coats, "bunny suits" arm covers, gloves, etc. **The protective garments must be removed prior to entering restrooms, break rooms, or exiting the building.**
 - c. Protective gloves are required when handling raw materials, in-process materials, exposed products, or packaging components that comes in contact with any product, production utensils, and equipment. You must always replace any worn, soiled, or contaminated gloves with a clean pair.
 - d. Safety glasses or goggles will be provided by a Supervisor, as job duties dictate.
 - e. Hearing and respiratory protection will also be provided by a Supervisor, as job duties dictate.
 - f. Eating, chewing gum or tobacco, and drinking beverages are **not** allowed in the Production or warehouse areas.
 - g. Follow and use designated walkways in the warehouse (Reference 5S poster).
 3. Jewelry is not allowed, except for wedding rings and when worn, needs to be inside the protective gloves.
 4. Acrylic or any false nails are prohibited.
 5. No cell phones or other media devices are allowed, unless provided or approved by the company.
 6. Name badge must be work below the waist per PSMA regulations.

ent will be assumed by Spectra360 that you will work your scheduled shift. A no call no show will be considered as an unwritten resignation.
Please call 15 minutes prior to your shift for further instructions and get settled.
Please call 15 minutes prior to your shift for further instructions and get settled.
PLEASE TEXT OR CALL (702) 539-2108 AT LEAST 2 HOURS BEFORE THE START OF YOUR SHIFT.

illness or injury at the jobsite, please inform the supervisor immediately and call the supervisor at (702) 589-2108.
After 5:00 PM - Before 8:00 AM
Call (702) 589-2108
Call (702) 589-2108

mediate medical attention, the employees will have to wait for Concentra Ride at the location.
Call (702) 589-2108
Call (702) 589-2108

positive energy, apply a good work ethic, and always exceed

5/15/20
Date

ORIENTATION INFORMATION FOR TEMP EMPLOYEES

put the following preventative controls in place to ensure our products remain clean and label verification.
Cleaning verification.
After screens and verifying retains on screens.

minutes each. You are welcome to use the refrigerators and microwave in the break room after yourself each and every time. Any food items left in the refrigerator after 15 minutes will be discarded.
Initials: JD

et is available to you, but the items are not complimentary. Choose any items from the kiosk in the corner and follow instructions for payment. You may use the kiosk for payment.
Initials: JD

environment. Therefore, no smoking is allowed anywhere on company property. If you smoke, you can only do so during your assigned breaks/meal periods and in the designated smoking area. Please note that this policy is applied equally amongst all employees.
Initials: JD

uate the building, there are designated assembly areas. Upon exiting the building, you must stay with your group so that a roll-call can be done. Do not leave the building without a note that smoking is still not allowed.
Initials: JD

it immediately to a Supervisor or Manager. They will provide you with first aid and medical attention. If your injury is life or limb threatening, we will call 911.
Initials: JD

Manager, or Human Resources. If X Laboratories management is contacted, please contact your staffing agency.



ALTERNATIVE WORKWEEK AGREEMENT - NEVADA

I, John Doe, understand and agree that from time to time my assignment may be with a client customer who is operating under an approved Alternative Workweek Schedule. This has been explained to me by my Staffing Representative.

The alternative workweek consists of four 10 hour days, followed by the three regular days off. Eligibility for overtime is not attained unless more than 10 hours of work are exceeded in one day. Overtime earned on a daily basis will be paid at a rate of time and a half.

I understand that if I do not complete my full four day, forty hour shift, or if I don't receive 40 hours for reasons outside the employer's control (such as inclement weather, etc.) all hours worked under 40 will be paid at regular (straight) time.

I understand I will be provided with meal breaks and rest periods, and that my wages will be paid in accordance with applicable Labor Codes and guidance from the Nevada Labor Commissioner.

I further understand that if I am denied meal breaks, rest periods, asked to work uncompensated time, or do not understand my pay, I should immediately notify any staff employee of Spectra360 Staffing Inc.

John Doe
EMPLOYEE Signature

5/15/20
Date

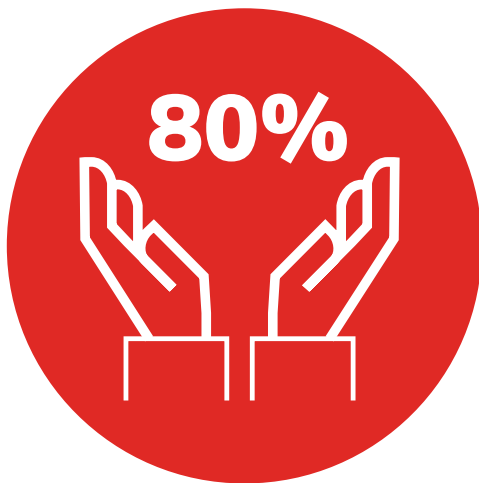
[Signature]
SPECTRA360 STAFFING, INC. Representative

5/15/20
Date

RESULTS

When asked why this client would recommend Spectra360 for staffing, the answer was, “they make everything easy.”

Our client has expanded their service level agreement with Spectra360 from the initial request to source warehouse and distribution staff, to include quality assurance teammates, technical writers with pharmaceutical experience, and various accounts receivable positions.



As a metric of our success, the conversion of our employees from temporary to permanent is approximately 80%.

Retention is also high due to the constant contact and support of our recruiters who meet onsite employees every quarter and check in with hiring managers and supervisors. In this way, we ensure our employees are happy in their workplace and providing satisfactory service and we are able to look ahead to see what positions may be needed next and start to build a pipeline of possible candidates. At Spectra360, we are responsive and take a partner role with our clients so that we can maintain maximum efficiency in staffing.

CONCLUSION

As Spectra360 continues to work with our vitamin client, taking on additional recruitment responsibilities, we are proud to gain considerable favorable feedback from our client.

“Spectra360 has been a tremendous help in supporting our staffing needs. They are prompt, courteous, and the personal service they provide is something you don’t find with any other agency. And that is saying something, as we’ve had business with several other agencies, and the service does not compare. The Las Vegas team listens to our unique needs and tries their very best to deliver with quality employees, and deliver they do. We will continue to use Spectra360 and I will happily provide other insight to any client they have, if needed.

~ Marie W., Head of Human Resource Operations”



WE'RE HERE TO HELP

WWW.SPECTRA360.COM

Looking for a partner in your hiring process? Consider working with Spectra360 to search, screen, and help you through every step of the hiring process.

Spectra360 is one of the nation's fastest-growing talent management agencies.

We introduce talented individuals to logistics companies that are in need of their specific expertise to keep the business growing. We work on a Contract, Temp to Hire, Direct Hire, or Managed Services basis.

We didn't invent the recruiting model, but we make it better by ensuring the right fit every time, for our talent and our clients. Retention is difficult and hiring is expensive, so we invest time with every candidate to match personality, drive, and values with the client that needs them. We are building our reputation for personalized service by saving clients the time and money that should be spent cultivating their business.

Contact us today to talk about your hiring and recruitment needs.

Las Vegas, NV: lasvegas@spectra360.com | 702.389.1552
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Castro Valley, CA: castrovalley@spectra360.com | 510.244.4168
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Sacramento, CA: sacramento@spectra360.com | 916.246.0733
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