



**PRINTING
INDUSTRIES
OF AMERICA** | Advancing Graphic Communications

HR Update

National Human Relations News

An Update for Human Relations Professionals in the Printing Industry – September 2009

Employers Encouraged to Plan Ahead for Possibly Severe Flu Season

Joint agency guidance regarding the federal government's anticipation of additional cases of H1N1 influenza (swine flu) was issued in mid-August. The guidance is meant to allow employers time to prepare contingency plans and procedures to ensure maximum workplace health and hygiene and minimal impact to business operations should there be significant increase in flu cases this fall.

The Centers for Disease Control (CDC) has updated its flu preparation materials for employers in to help prepare them for possible rises in workers who become ill and possibly pose a risk of transmitting the virus within the workplace. The guidance focuses on preventative measures that both employers and individual employees can take to reduce the spread and impact of the virus. These measures include encouraging employees to wash/sanitize their hands frequently, regularly cleaning communal surfaces, and requiring those exhibiting symptoms to leave work and/or stay at home until they have abated, particularly sustained fevers.

In addition to practical measures to address and prevent exposure during flu season, employers are also being encouraged to plan in advance by examining their sick leave and operations policies to determine if they contain enough flexibility to absorb any sort of significant shortage or employees. Flexible work hours, reduced staffing, time off to care for sick relatives or handle school closings, and cross-training of staff wherever possible to reduce lost productivity are all being strongly advised. Telecommuting,

where possible, is another option being encouraged

However, for printers, whose operations are not as flexible as some other industries, some of the preventative measures mentioned above, particularly involving flexible schedules and telecommuting, simply are not viable options. Still, there are some other proactive measures that can be taken to ensure the health and productivity of employees. Chief among these is making flu vaccines, both traditional and specifically for the H1N1 virus, available to staff, particularly those who can not be easily substituted during an outbreak, either in-house through a clinical service or in partnership with a medical facility off-site.

For comprehensive information on how to prepare for and address the upcoming flu season, please go to the following links.

[Printing Industries' Comprehensive Pandemic Flu Resource Page](#)

[The CDC Business and Employer Resource Page](#), including a communication toolkit for businesses listed as a [single document](#) and broken out by [topic](#).

Note: Employees and dependents that have never had the flu shot before should have it administered at a medical facility in case of allergic reaction. Individuals with egg allergies should consult with their physician before taking a flu shot.

Deadline for EEO-1 Report Approaching

The Employer Information Report, (EEO-1) must be filed by all affected employers by September 30, 2009 with the US Equal Employment Opportunity Commission's (EEOC) EEO-1 Joint Reporting Committee.

All private employers who are either

- subject to Title VII; and
- have 100 or more employees

or employers who are

- subject to Title VII and
- have fewer than 100 employees but the company is owned or affiliated with another company, or
- under centralized ownership, control or management (such as central control of personnel policies and labor relations) that legally constitutes a single enterprise employing a total of 100 or more employees must file the report.

EEO-1 reports are also required of all nonexempt federal contractors with 50 or more employees. The VETS-100A report is also due for federal contractors and subcontractors by September 30.

EEOC's preferred method for completing the 2008 EEO-1 report is through its web-based [filing system](#) using their provided employer login ID and password. 2009 EEO-1 filing materials should have been received by all employers by mail no later than mid-August 2009. Employers that are unable to locate their Login ID and/or Password, should contact the EEO-1 Joint Reporting Committee at: e1.techassistance@eoc.gov or 1-866-286-6440.

USCIS Issues New Form I-9, No Substantive Changes

On August 25, 2009, US Citizenship and Immigration Services (USCIS) announced that it issued a new edition of the [Form I-9](#), Employment Eligibility Verification. The new edition, dated August 7, 2009, expiring August 31, 2012, makes no substantive changes to the form from the prior February 2, 2009 edition. The August 7 edition only makes punctuation and formatting changes to the Form I-9's instructions, confirmed USCIS, on

August 27. In fact, USCIS notes that it will continue to accept the February 2 edition of the form from stakeholders. More information on the new revision date to the form and the revised Employer's Handbook can be found at: <http://www.uscis.gov/i-9>.

Editor's Note: We recently suggested to USCIS that the agency address the issue of employee name changes and Form I-9. The agency has never officially had an opinion on if Form I-9 had to be redone or revised in the case of marriage or divorce.

Consumer Driven Health Plans Surpass HMOs in Popularity with Employees

A recent study performed by a benefits advisors trade group, found that the prevalence of consumer driven health plans (CDHP's) has continued to increase and now outpaces HMO plans. The survey of more than twelve thousand employers found that due to the rapid growth of these types of plans, their numbers now outpace more traditional HMO plans among employers. To read a summary of the survey's findings, click [here](#).

New Employee Notice Rule Proposed for Federal Contractors and Subcontractors

The US Department of Labor (DOL) has issued a proposed rule to address President Obama's executive order requiring federal contractors to communicate federal labor law rights to their employees. The rules address how the notices must be displayed, their content and size and any penalties associated with failure to comply with the order.

In addition, the rules specifically define who is required to post these notices. They include all federal contractors, any sub-contractors in the first-tier, and sub-contractors who are "necessary to the performance of the prime contract," regardless of the dollar amount of their sub-contract.

The content of the notice has been defined by DOL to include emphasis on workplace rights from the employee's perspective including more explicit language regarding union organizing,

collective bargaining, communication with fellow employees, and workplace complaints. The language is written to with the intent to be applied to situational workplace examples that are based more on National Labor Relations Board (NLRB) and court decisions than a simple listing of rights as written in the National Labor Relations Act. Contact information for the NLRB and information on filing complaints, including time limits, must also be included in the notice.

Once the rules are finalized, the new revised notice will be available through the [Office of Labor Management Standards](#) at DOL.

What's Happening with Health and Welfare Plans? More than You Might Think

Despite the ongoing national debate about comprehensive health care reform, there have already been significant smaller changes to federal law that will be having an impact on how health and welfare plans are administered by employers over the coming months. Please click the link below for a [comprehensive analysis](#) of upcoming federal changes from Ogletree Deakins, LLC.

IRS Clarifies WOTC Guidance on Two Targeted Groups

Guidance previously issued by the Internal Revenue Service (IRS) regarding work opportunity tax credits (WOTC) for unemployed veterans and disconnected youth has been clarified to remove confusion surrounding qualification rules for eligible recipients.

Under the newly clarified rules, *occasional employment* for a high school diploma or GED certificate holder will not disqualify an individual who graduated at least six months prior to the date of hire and who meets all other requirements for a disconnected youth. In addition, transition relief has been extended for submitting certification requests.

Generally, a worker cannot be treated as a member of a targeted group unless the employer obtains certification from a designated local agency on or before the day the individual begins work that the individual is a member of a targeted

group, or completes a prescreening notice (Form 8850, Pre-Screening Notice and Certification Request for the Work Opportunity Credit) on or before the day the individual is offered employment and submits that notice to the designated local agency to request certification not later than 28 days after the individual begins work. Under the extended transition relief, any employer who hires an unemployed veteran or disconnected youth after December 31, 2008, and before September 17, 2009, will be considered to satisfy the deadline if the employer submits the pre-screening notice to the designated local agency to request certification not later than October 17, 2009. [Notice 2009-69, I.R.B. 2009-35, August 13, 2009.](#)

Customer Satisfaction Surveys: Samples from the Industry Now Available

Dissatisfied customers can have a significant negative impact on an organization. An effective way of gauging your customers' satisfaction level is through the use of surveys. By properly designing customer satisfaction surveys, you can track your customers' needs. At this stage, it is essential to realize that you can turn complaints into opportunities. After identifying the gap between what you offer and your customers' needs, you can leverage this information to improve your products, services, and operations.

Customer Satisfaction Surveys: Samples from the Industry will not only show you how to create various types of surveys, but it will also provide some insight into evaluation and follow-up procedures that are critical steps in the process. Types of surveys included in this guide include: postcard, mail, fax, and online surveys. *Check out the Human Relations Department latest book at [Printing Industries Press](#). Cost: \$30 for members*

HR Department Publications

All of our other current publications can be found on our website. If you are interested in purchasing one of the titles below, simply click on the hyperlinked title or contact our bookstore by phone and identify your preferred title by its item number.

[Printing Sales Contracts: Samples from the Industry](#)

Non-Member: \$160.00; Member: \$80.00

Item No: 1829

[2007 Best Practices of the Best Workplaces in the Americas](#)

Non-Member: \$160.00; Member: \$80.00

Item No: 18277

[2006 Best Practices of the Best Workplaces in the Americas](#)

Non-Member: \$160.00; Member: \$80.00

Item No: 1827

Be All A Twitter...

At <http://twitter.com/printHR>. Check out the Human Relations Department's new Twitter page.

Deadline Approaching Fast for 2009 Best Workplace Entries, Deadline Extended

Printing Industries of America is continuing to accept entries for its 2009 Best Workplace in the Americas program. *This year, we're cutting member entry fees by 20%!!!*

Developed to promote the concept that companies providing a superior workplace maintain a successful, top-notch workforce, Best Workplace in the Americas gives graphic arts companies the unique opportunity to systematically compare their human relations programs and policies to other companies of similar size.

A team of experts in human relations practices from the printing industry will evaluate the nominations. Companies of similar size are judged against each other on eight broad HR categories. The judges assess those companies, considering size, to select the "Best of the Best," a group of graphic arts companies with exemplary HR practices as well as those in the "Best Workplace" category.

Companies honored in the "Best Workplace in the Americas" program receive a handsome plaque for display and national recognition through trade press and local media promotion. Plus, a free copy

For more information on articles in this update, please contact Jim Kyger (JKyger@printing.org) at (202) 730-7968 or James Coates (JCoates@printing.org) at (202) 730-7969.

of the *Best Practices of the Best Workplaces in the Americas 2009* book, published in 2010, which will feature a best practice by each winning firm. All participants receive confidential feedback from the judges as well.

To enter the 2009 competition, download the two-part survey form at www.printing.org/bwa. The competition is open to any graphic arts company or supplier to the industry from the United States and Canada. Completed surveys must be received at Printing Industries of America's Washington, DC office no later than September 30, 2009.

Employee Recognition Program (50% Off!)

There is only one recognition week left for 2009. While we will be taking orders for the remainder of the year, it is always good business practice to tie any employee recognition, particularly one recognizing skills, to a meaningful date or event.

Week of October 5-9: Customer Service Representatives Week (in conjunction with Customer Service Week).

Week of October 5-9: Bindery Week (coincides with the anniversary of the first patented folder by Cyrus Chambers, Jr. on October 7, 1856.).

Member firms can take advantage of our 50% price cut for the rest of 2009 for ERP certificates and plaques. It's perfect for your end of the year company event! For more information please click [here](#).

Our DC Office Has Moved...

The mailing address for the Washington, D.C. office has changed to a different office suite in the same building. Only the suite number has changed.

601 13th St N.W.

Suite 350S,

Washington, D.C. 20005

Note: this change is only for our DC office, not our headquarters in Sewickley, PA.