

## Section 2

### Human Resources Policies and Procedures



A Member of The Staffing Edge Inc.

***Dedicated Staffing Services will strive to do all in its power to prevent workplace injuries and illnesses. Each and every worker (associate) however, must accept his/her personal share of the responsibility to help create & maintain a safe working environment. The following safety rules and regulations have been developed to help ensure success in our accident prevention endeavours. All workers (associates) are to be familiar with those rules and be aware that they must be strictly followed at all times.***

***The rules and regulations apply to all workers (associates) and visitors where applicable. Failure to comply with the rules and regulations may result in disciplinary action up to and including termination with cause and without notice.***

#### **Worker (associate) Rules & Regulations and Policies**

*The following rules will apply within and outside the premises of Dedicated Staffing Services and all its affiliated companies and client sites.*

#### **Safety Rules and Protocol**

1. Worker (associate) shall work or conduct himself/herself in a safe manner and shall comply with all company rules, policies and procedures.
2. Worker (associate) must report any unsafe hazard or condition to his/her on-site supervisor and Dedicated Staffing Service's consultant.
3. All accidents or injuries, whether being a first aid, near miss, or medical aid required, must be reported immediately to the on-site supervisor and to your Dedicated Staffing Services consultant. In the event of a potential lost-time injury, please refer to the Early and Safe Return to the Workplace policy. Modified work is always available and the worker (associate) is expected to report to the closest office for 9AM the following day for suitable work within the medical restrictions at no wage loss. If the worker (associate) seeks medical attention, a doctor's note or Functional Abilities Form is required. The modified work position is test room monitor (at a minimum).
4. At client sites' safety guards and devices are installed for the protection of the worker (associate) and are to be adjusted or removed only upon authorization from a supervisor (i.e. in the case of ventilation equipment). At no time is a worker (associate) allowed to work on a machine where the guard has been removed. This must be reported to the Dedicated Staffing Services consultant immediately.
5. Machine guards are never to be removed from a running piece of machinery equipment or tool under any circumstances.
6. All workers (associates) with long hair must wear approved hair coverings at all times. The decision as to who wears hair coverings shall be at the discretion of the on-site supervisors.
7. No worker (associate) shall wear any articles of clothing, including gloves, jewelry or hair, in such a way that presents a risk of injury while working in and around machinery. Please follow the dress code as suggested by your Dedicated Staffing Services consultant.
8. Every worker (associate) is responsible for keeping the area clean and free of debris. Workers (associates) must remove any objects or debris that may cause accidents or injuries.
9. Running, throwing things, horseplay, misuse of company equipment, riding on forklift trucks, and other actions or distractions will not be tolerated and are strictly prohibited.
10. CSA approved safety footwear must be worn during working hours in the plant area and field. All safety equipment worn must be approved by company management and the safety committee while in the plant.
11. Personal Protective Equipment: All other safety items supplied by the company for designated jobs or areas must be worn at all times during work hours. (i.e., gloves, earplugs, glasses, face masks, hard hats, coveralls, etc).
12. Tools must be carefully handled and stored so that they cannot cause accidents.
13. Riding as a passenger on lift trucks or other material handling devices is strictly prohibited.
14. Proper lifting techniques must be used at all times.
15. When entering or leaving the company property in a personal vehicle, the speed shall not exceed 20km/hr (or less if so posted).
16. Upon arrival at a client site, all workers (associates) must make themselves aware of the first aid box location and the names of the workers holding authorized first aid certificates.

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17. Workers (associates) must acquaint themselves upon arrival at every new assignment with the emergency procedures. Workers (associates) are to ask their on-site supervisor and identify the emergency exits and fire extinguishers in their work area.
18. Emergency exits must be kept clear at all times.
19. Any worker (associate) found in an unfit condition to safely perform their duties will be removed from the premises.
20. No worker (associate) shall operate any machinery or equipment, including lift devices, without proper authorization from your Dedicated Staffing Services's consultant (e.g. forklifts, grinders, lathes, welding equipment, etc). No worker (associate) is permitted to work on machinery if not booked for the assignment by the Dedicated Staffing Services consultant, and must have been advised of the hazards.
21. The rules of the client site (customer's plant) must be obeyed.
22. Smoking is only permitted in designated areas and only on scheduled breaks - NEVER during work hours or company time. Smoking is also not permitted in company vehicles.
23. No use of any electrical devices, such as personal cell phones, iPods, MP3's, pagers, text messaging or Blackberry is permitted during company work hours.

#### **Rules**

**The following acts are prohibited.** Any violation could result in immediate termination with cause and without notice. Some of the following prohibited acts may result in legal action.

1. Handling or throwing of matches, cigarettes, or littering in work areas.
2. Bringing cameras, firearms, or weapons of any kind, including any size of knife, onto company property, whether at the client site or the Dedicated Staffing Services offices.
3. Any use of electrical devices, such as personal cell phones, iPods, MP3's, pagers, text messaging or a Blackberry, is prohibited during company work hours. Electrical devices that are given for business functions shall be used for business purposes only. Any personal use of these devices on company time can result in immediate termination due to breach of security. Refrain from using company telephone without proper authorization.
4. To be in possession of or under the influence of or dealing or selling of any controlled substance, including alcohol and drugs, is strictly forbidden.
5. Any worker (associate) found in an unfit condition to safely perform their duties will be removed from the premises.
6. Falsifying any report or records, including personnel, absence, sickness, and production records, or falsifying time sheets and punching any time card except one's own.
7. Violating any safety rules or practices, or engaging in any conduct that tends to create or may create a hazard.
8. Misusing or removing from the premises, without proper written authorization, company property, another worker's (associate) personal property, records, or other materials. Theft or defacing of company property or any employee's property.
9. Abuse or destruction of company property, tools, or equipment, including vandalism of any kind.
10. Unauthorized absence or lateness - workers (associates) who accept assignments are expected to report to work on time and adhere to the lateness policy. In case of any clock discrepancy, the time is verified by the supervisor or manager.
11. Immoral conduct or indecency on the company property, including harassment for which the worker (associate) ought to know is not welcome.
12. Harassment, violent behavior, threats, yelling, rude gestures or use of profanity towards any worker, supervisor, or manager either on the client's site or the agency is strictly prohibited and not tolerated (this includes fighting or the use of profanity on company property). All workers (associates) are expected to conduct themselves in a courteous and professional manner.
13. Insubordinate conduct or refusal to follow supervisor's orders (except in the case that qualifies for right to refuse unsafe work).
14. Wearing of gang colours or gang symbols while on any client site is strictly prohibited and will result in immediate termination, as it is seen as an extremely aggressive act.
15. Gambling in any form, excluding licensed lottery activity.
16. Disclosing your hourly pay rate with anyone other than your consultant is strictly forbidden.

### **Regulations and Miscellaneous Information**

1. Inquire with the consultant or the client site supervisor for the designated parking spaces if not clearly marked and identifiable.
2. Workers (associates) shall not gather on the plant premises or conduct personal business during work hours.
3. Worker (associate) shall not enter any company facility, including the client site, or remain on the premises unless he/she is on duty or scheduled for work.
4. Workers (associates) are to remain in their respective work areas through the work day unless directed to do otherwise by a supervisor or manager. Worker (associate) must not leave the work area until the end of the shift (i.e. no hanging around a time clock waiting for the shift end).
5. If a worker (associate) is unable to work their shift, they need to notify Dedicated Staffing Services's consultant prior to their starting time.
6. Worker (associate) must notify the consultant and provide in writing any changes of personal information (i.e.: telephone number, address, bank account and/or direct deposit information).
7. Workers (associates) are not permitted to post any notices anywhere at a client site without prior written approval.
8. Record of employment form is available upon request only.
9. Workers (associates) are responsible for obtaining authorized timesheets and must follow the direction of the consultant.
10. If a worker (associate) commences working in an office setting (identified as a restricted area) on modified work, they will be required to comply with the following regulations:
  - Confidentiality/ secrecy agreement.
  - To only discuss the claim details with the claims manager and not the office staff.
  - To conduct oneself in a courteous and non-disruptive manner to visitors, staff, and management.
  - To comply with the Modified Work Program.
11. The worker (associate) is an elect-to-work employee. Under the Employment Standards Act it is understood that they are not entitled to public holidays or notice periods. Civic Holidays are not paid. All assignments are deemed temporary and can end without notice. There are no guarantees. Some positions may go long term, some may be short term, and in some cases the worker (associate) may be hired on, however that arrangement is made between the staffing firm and the client site. The worker (associate) has the option to accept or not to accept. It is, however, not permitted to negotiate his or her hiring. The worker (associate) understands that they are employed by the staffing firm and not the client site for which he/she is working.

### **Harassment, Dignity and Respect Policy**

Dedicated Staffing Services enforces a zero tolerance policy regarding harassment. In accordance with the Ontario Human Rights Code, every person has a right to be free from harassment in the workplace by reason of race, ancestry, place of birth, colour, ethnic origin, citizenship, creed, age, record of offenses, marital status, family status, handicap, sex, or sexual orientation. Harassment is any behaviour found to be offensive by one or more co-workers, and includes behaviour where the harasser ought reasonably to know that it is unwelcome. Furthermore, every worker (associate) has a right to be free from sexual harassment, unwelcome sexual advances, or solicitation.

Incidents related to the above should be reported immediately to your supervisor and your consultant and/or management. All reported breaches will be investigated confidentially and appropriate action taken.

Obscene gestures or use of profanity directed at a consultant, staff members, or worker (associate) can be a violation of the dignity and respect policy, and be grounds for termination with cause & without notice.

***The above rules and policies are designated for the safety and health of all worker (associate)s. It is your responsibility to cooperate in enforcing and adhering to these rules.***

**FAILURE TO OBSERVE THE ABOVE RULES WILL RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION WITHOUT NOTICE.**

**Employee Discipline Policy** (refer to the expanded policy in the manual)

In general terms, the discipline steps are (i.e. for lateness):

- Verbal warning (may be sent home with 3 hours paid at minimum wage)
- Written warning (may be sent home with 3 hours paid at minimum wage)
- Suspension (between 1 and 5 days, no pay)
- Dismissal with cause

Grounds for immediate termination with cause are a result of any of the following behaviour or activity: violation of dignity and respect policy, gross misconduct, gross safety violation, reporting for work under the influence of a controlled substance, theft, or 3 lates (4th is termination). The list is not exclusive to the grounds for cause; (see Dedicated Staffing Services Rules, Regulations and Policies).

Please note that it is acknowledged that the worker (associate) is an elect-to-work individual, and although may be removed from an assignment with 3 days of absence, they may be considered for other positions upon their return to the staffing firm.

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#### Worker (associate) Acknowledgement

I have read and understood the Dedicated Staffing Services policies as noted on pages 1 through 5 (this being page 6). I have asked all the questions I had and I am satisfied with the explanations given to me. I understand that I have the opportunity to refer to the Occupational Health and Safety Act and Regulations at any given time.

I have access to the Health and Safety Operations Manual to review any policy in full. I will evaluate the hazards of each assignment with the consultant and employer site supervisor prior to commencing an assignment. I understand that I am an elect-to-work employee and agree to be governed under the Employment Standards Act as such, including the policy exemption for elect-to-work employees for public holidays.

I understand that my length of service or assignments are considered temporary. As an elective employee, my assignment may be terminated at any time without advance notice or pay in lieu of notice. In the event that my employment is terminated, I will be paid in accordance with the Employment Standards Act.

I acknowledge that all the information given on my application form or resume is true and accurate. I give the employer permission to verify all statements and call any employer for reference information. Failure to provide accurate information may result in termination with cause.

I acknowledge that I reviewed and fully comprehend the following: *(Please Initial)*

- \_\_\_\_\_ Rules and Regulations and Policies/Health and Safety
- \_\_\_\_\_ Harassment Policy, Code of Ethics/Dignity and Respect Policy
- \_\_\_\_\_ Lateness Policy
- \_\_\_\_\_ Right to Refuse Unsafe Work
- \_\_\_\_\_ Accident Reporting / Modified Work Program/First Aid Procedures
- \_\_\_\_\_ Section 23 Falls Working From Heights
- \_\_\_\_\_ Computer Security - no use of computer unless specifically assigned & no personal use of computers for emails, internet, MSN. Use of any other electrical devices (i.e.: cell phone) is not permitted during company work hours.
- \_\_\_\_\_ WHMIS Awareness
- \_\_\_\_\_ Emergency Procedures
- \_\_\_\_\_ Joint Health and Safety Representatives
- \_\_\_\_\_ Forklift Procedure /Machine Operation // not allowed to operate any lift equipment unless specifically assigned by the staffing firm following a theory test at the agency site and being deemed competent by the employer site// Always check and ask if the machine has proper guarding as per Occupational Health and Safety Act.
- \_\_\_\_\_ Will ask for training at employer/client site for any work I am not trained and will advise agency if asked to perform a job to which I was not assigned
- \_\_\_\_\_ Upon arrival will ask for the location of the MSDS, First Aid, and inquire about employer site emergency procedures
- \_\_\_\_\_ Overtime Contract for workers (associates)
- \_\_\_\_\_ Transportation (where applicable)

\_\_\_\_\_  
Name of Worker (associate) (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness

#### VULNERABLE WORKER (please refer to Section 25 of the OHSP Manual)

I, the worker, fall under the vulnerable category (i.e.: I am under 24 years of age). YES\_\_\_\_\_ NO\_\_\_\_\_  
I, the consultant, identified this worker to be a vulnerable worker based on the criteria's in Section 25. YES\_\_\_\_\_ NO\_\_\_\_\_  
What additional guidance was provided? \_\_\_\_\_

#### Parent/Guardian Consent for Employment of a Minor

I \_\_\_\_\_ have full knowledge of, consent and give permission to my  
(Name of parent/guardian)

minor \_\_\_\_\_, to commit to the information indicated above.  
(Name of employee)

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_