

**Kelly**<sup>®</sup>

**Talent**  
**Handbook**  
**Canada**

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# Welcome



Welcome!

Thank you for choosing Kelly as your partner in moving your career onward and upward—I'm so glad to have you here.

We believe that work changes everything, and that your potential is limitless. To us, it's about more than simply accepting your next job. Work is the fuel that powers the next steps of your life. It creates a ripple effect that changes and improves everything for your family, your community, and the world. We look forward to helping you build your career through work that enriches your life, one great opportunity at a time.

The information in this handbook will serve as a trusted resource as you begin your journey with Kelly. Please take time to familiarize yourself with this important content as you get started.

We understand who you are and what you bring to the workplace every day—and we thank you for sharing your unique and extraordinary skills with us, our clients, and the world. We can't wait to see what we achieve together.

Peter Quigley  
President and Chief Executive Officer  
Kelly Services, Inc.

# Guidelines

## Valuing Inclusion and Diversity

As a global talent company, inclusion and diversity are critical to our success. We strive to foster an inclusive environment in which everyone feels welcome, valued, and respected. A passion for people drives our focus on long-term growth, learning, and development. We believe investment in diversity and inclusion makes us stronger and more innovative, helping us thrive together.

## Employment Opportunities

Now that you are part of our global network of professionals, we will contact you when your skills and interests match our customers' job requirements. Our goal is to find the right opportunity to best suit your employment needs. You can choose from the following:

**Temporary assignments**—These opportunities vary in duration and allow you the flexibility of working according to your schedule, interests, and desired location. You will have the opportunity to build your skills, gain work experience at leading companies in the area, and increase your marketability.

**Temporary-to-hire opportunities**—This arrangement gives you and our customer the opportunity to evaluate your fit before a full-time hiring decision is made.

**Direct-hire opportunities**—For these positions, customers use Kelly's expertise to identify qualified individuals whom they hire directly.

This handbook provides information and policies to our candidates and employees about their relationship with Kelly and we encourage you to become familiar with it. Certain sections provide policies, perks and other information that will be applicable to you if you are hired by Kelly.

## What is Expected of You

When you accept an assignment, you represent Kelly to our customers. It is important to note that once hired, **Kelly is your employer**, not the customer to whom you're assigned.

Kelly will provide you with the details of any assignment you accept. If the customer changes those responsibilities, notify your Kelly Representative. Your Kelly Representative will also tell you of the appropriate attire for your assignment.

We expect you to be the best. This means exhibiting the following attributes:

- **Responsibility**—Once you accept an assignment, we expect you to fulfil your obligation. Please give us advance notice if you are unable to do so. You are responsible for personal items taken to the workplace.
- **Dependability**—Honour your commitment to be at work on time every day, and to finish the tasks assigned to you.
- **Efficiency**—Verify the accuracy of your work. Regularly inform the customer of the status of your work.

- **Professionalism**—Keep your work area neat and organized. Do not use the customer's supplies for personal use, and do not take any items that belong to the customer (e.g., notes, calculators, office supplies).
- **Personal Communication**—Keep personal phone calls (including cell phone calls) to a minimum. Minimize exchanges of personal email/text messages at work.
- **Time Recording**—Report all actual hours worked—no more and no less—for each day or portion of the day worked.
- **Discretion**—Do not disclose any confidential information of any Kelly customer. Protect the customer's confidential information by maintaining and storing them properly.

## When to Contact Your Kelly Representative

You are expected to maintain communication with your Kelly Representative when the following situations occur:

- You are going to be late or have an emergency that prevents you from reporting to work. Do not call the customer. We will inform them of your situation and make the appropriate arrangements.
- You are unable to complete an assignment. In this situation, contact your Kelly Representative, not the customer. We will inform them and make the appropriate arrangements.
- You are not satisfied with your work assignment. Do not speak with the customer. Instead, contact your Kelly Representative to discuss possible solutions.
- Your work duties are different or have changed from those originally described by your Kelly Representative.
- The customer asks you to work overtime.
- Your availability changes or you have commitments that will keep you from being available.
- You plan to take time off.
- You are unable to report to work or unable to accept an assignment due to a qualified leave (e.g., jury duty) and when you are available again after returning from a leave.
- You have moved or your contact information has changed (e.g., payroll address, email address, phone number).
- You feel you are being harassed at work by a supervisor or co-worker.
- You are injured at work, or the work environment seems unsafe.
- Within 5 days of being found guilty of any criminal offense (where applicable by provincial and/or federal law).
- Your assignment has ended, and the customer wants you to return at a later date.
- The customer offers to hire you directly.
- If you become aware of any circumstances where Kelly is likely to be sued, has been sued, or otherwise may become involved in litigation, immediately contact Kelly's Legal department in writing at EMPLOYLAW@kellyservices.com.
- You are instructed or prevented from recording and reporting all actual hours worked at any point in your assignment. If this occurs, immediately notify the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)**.

**Note:** For information about the status of your pay, contact the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)**.

If you have questions about submitting your time, call the Employee Service Centre at **1-866-KELLY-4U (866-535-5948)**.

### How Kelly May Contact You

Your Kelly Representative may contact you directly or through the use of enabling voice, text, or email messages. Kelly may use an automated communication system to relay work-related information such as job opportunities, reminders, and other informational messages.

### Getting Paid

One of our highest priorities is paying you quickly. You are responsible for promptly and accurately submitting your time at the end of your work week. As long as you submit your time promptly and accurately at the end of your work week in accordance with Kelly policy, you will be paid within seven days from the end of the pay period, unless otherwise appropriately notified of a lawful alternative payday schedule.

Record and report all actual hours worked—no more and no less—for each day worked. Never report time for another employee. Review the Time Recording section for further detail around timekeeping policies and who to contact with questions.

Kelly deducts required federal and provincial taxes, Canada/Quebec Pension Plan, Employment Insurance (EI) and other legally required deductions (e.g., garnishments and tax levies) that have been served to Kelly. Your employer will be identified by the entity name that appears on your wage statement.

For information about the status of your pay, contact the Employee Service Centre at **866-KELLY-4U (866-535-5948)** or refer to **mykelly.com** for additional payroll contact information.

### Submitting Your Time

Kelly customers may use a variety of timekeeping systems (e.g., card swipe systems, web-based systems). Please follow the instructions for submitting your time as explained by your Kelly Representative. Ensuring that your time is approved by the customer is your responsibility.

### Using Kelly Web Time

Kelly Web Time is our standard online timekeeping system that allows you to enter your timesheets through the Internet. The system is fast and easy to use. To make the timekeeping system successful, please note the following:

- You must have access to the Internet. If you do not, contact the Kelly Hotline IT Service Desk (see the Getting Help section). Please note that the Hotline cannot enter timesheets for you.
- All time must be entered before 11:59 p.m. Eastern Time on Sunday, following your work week.
- Enter only actual hours worked—no more and no less. Contact your Kelly Representative for directions on how you will be paid for holidays, paid time off and expenses as they should not be included with your submitted time.

**Note:** The system allows you to enter time as often as you like throughout the week.

### Accessing Kelly Web Time

To access Kelly Web Time, visit **mykelly.com** or the Bullhorn Time & Expense Mobile App.

### Getting Help

If you have questions or problems using Kelly Web Time, contact the Kelly Hotline IT Desk at **1-800-KELLY-28 (1-800-535-5928)**.

### Pay Options

#### Direct Deposit

With direct deposit, your pay is electronically deposited directly into your chequing or savings account.

To enroll or make changes to your enrollment (e.g., update your account information), visit **mykelly.com** or contact your Kelly Representative.

#### ePaystub and eT4/RL1

With Kelly ePaystub, your wage statement is posted to a secure Internet site rather than mailed to your home. Enrolment in Kelly ePaystub is voluntary. Once you have received your first paper paystub/paycheque, you will receive an email from Kelly inviting you to enrol in Kelly ePaystub.

You will also have access to receive your T4/RL1 electronically through the same enrolment portal!

Visit **mykelly.com** for more information.

### Record of Employment

You can request your Record of Employment (ROE) from Kelly in two ways:

1. Call the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)**; or
2. Send a request using the online form available on **mykelly.com**.

If you have not worked for a period of 30 days and have not yet requested a Record of Employment, Kelly will issue a ROE automatically to Service Canada. Your ROE will be available from Service Canada by visiting **servicecanada.gc.ca** or by calling **1-800-206-7218**.

If you need your serial number after your Record of Employment has been processed, contact the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)**, five days following your request.

# Kelly Perks

## Group Benefits Program

This program is available to all temporary employees on assignment at specific customers for a minimum of one year. Eligibility depends on the customer, and benefits could include extended healthcare (drug plan, professional and medical services), dental, life, and emergency travel assistance. Please contact your Kelly Representative for further information.

## Holiday Pay

Kelly recognizes statutory holidays in accordance with provincial or territorial employment laws. If you meet the standard, you will be automatically paid for statutory holidays recognized by your province or territory, as applicable.

Visit [myKelly.com](http://myKelly.com) for an all-inclusive list of statutory holidays.

Payment of statutory holidays will be automatically issued following the holiday. Do not record holiday hours when you submit your time.

For details about your eligibility based on your provincial employment laws, call the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)** or complete the Payroll Support Hotline online form available on [mykelly.com](http://mykelly.com).

## Vacation Pay

Your vacation pay is automatically added to each paycheque you receive from Kelly. Vacation pay benefits may vary by province according to the provincial labour laws.

### Vacation Pay Policy for Quebec Employees

Kelly follows Quebec provincial legislation and accrues vacation pay. Kelly will pay accrued vacation upon request. Contact your Kelly Representative to submit your request.

For additional information, call the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)** or complete the Payroll Support Hotline online form available on [mykelly.com](http://mykelly.com).

## Employee Discounts

As a Kelly employee, you have access to various discounts with large, well-known companies across the country. Visit the Perks section of [mykelly.com](http://mykelly.com) for complete details on the discounts available.

## Referral Bonus

If you know someone you think would be a great Kelly employee, let us know. Based on staffing needs, a referral bonus may be offered. Contact your Kelly Representative for details.

## Employee Recognition

Recognizing our employees is a top priority. If you go “above and beyond” or meet certain performance goals, you may be rewarded through a recognition program. Participation may vary by location, so contact your Kelly Representative for additional details.

## Training & Learning Content

Kelly is committed to your personal and professional growth. We are pleased to offer enhanced learning opportunities through the Kelly Talent Learning Center (KTLC) to ensure your skills keep pace with market demands. Thousands of online professional development courses are available, ranging from customer service and effective communication to leadership, project management, and more. The KTLC offers hundreds of desktop software courses covering the entire suite of Microsoft® Office products as well as other software applications. Interested in obtaining a certification? Several preparation courses are available including test prep and practice labs for a variety of certification paths. Plus, you can also access thousands of books and publications.

The KTLC is available 24 hours a day from any computer with Internet access. More information is available on [myKelly.com](http://myKelly.com) under Perks.

We encourage you to take advantage of the free learning content to improve your skills and increase your career opportunities. Please note that completing any learning content does not constitute an offer, promise, or guarantee of future positions. Time spent completing voluntary learning content is unpaid. For more information, visit [myKelly.com](http://myKelly.com) or contact your Kelly Representative.

## Software Support

Kelly offers software support while you are on an assignment. This includes support on a variety of software products and services (e.g., Microsoft products, Kelly Web Time, the Kelly Talent Learning Center), but it does not include support for proprietary customer software or IT devices supplied by the customer.

You can call our qualified IT Service Desk Analysts toll-free at: **1-800-KELLY-28 (1-800-535-5928)** Monday – Friday from 5:30 a.m. to 9:00 p.m. Eastern Time if you have a question or need support with:

- **Telephone number**—Where you can be reached throughout the day.
- **Email address**—The Service Desk can email you updates and instructions, ask follow-up questions or invite you to participate in a survey regarding the support you received.
- **The name and version of the software application you are having trouble with**—If you are unable to determine the version, the Service Desk Analyst will be able to help you.
- **Previous case number, if applicable**—This tracking number is very important, so please have your case number available if you are calling the Service Desk regarding an existing or repeat issue.

## mykelly.com Website

[mykelly.com](http://mykelly.com) is the place to go for all your employee resource needs. From pay and timekeeping information to policies and perks, you'll find it all at [mykelly.com](http://mykelly.com).

# Employee Health and Safety

## Our Commitment to Absolute Zero

It is the policy of Kelly to promote workplace health and safety. Our vision to provide the world's best workforce solutions requires us to pursue continuous improvement toward Absolute Zero—zero incidents, zero injuries, and zero harm. Each of us must take personal responsibility for our own safety and the safety of our co-workers and those for whom we are responsible.

Safe behaviour requires an alignment of interests with our customers, employees, contractors, and suppliers. We expect all Kelly customers, employees, contractors, and suppliers to:

- Comply with, if not exceed, all applicable safety, health, and security regulations;
- Promote a culture that fosters open dialog on working conditions;
- Hold all employees personally responsible for safety and health compliance;
- Engage in collaborative and effective safety partnerships, and
- Assess worksites to safeguard our employees.

Exceptional workplace safety and health must be a constant in our business. We shall pursue nothing less than Absolute Zero.

### You and Absolute Zero

To ensure your success during your assignment, your safety is our number one priority and must be yours. That is why at Kelly, we believe the most important number when it comes to employee safety is zero. Zero incidents, zero injuries and zero harm. ABSOLUTE ZERO!

While working with our customers, it is your responsibility, and it is our expectation, that you will perform your job the right way and the safe way every time. Meeting these expectations will help in achieving an injury-free workplace.

### We expect you to:

- Immediately report all incidents, near misses and unsafe conditions to your customer supervisor and Kelly Representative.
- Immediately report to your customer supervisor and Kelly Representative upon becoming aware of an injury or illness that may be work-related.
- Immediately report to your Kelly Representative any changes to your assignment including, but not limited to, department, location, responsibilities, equipment, and job-related tools.
- Be responsible for your own behaviour and actions.
- Know and work within your own personal limitations.
- Know and comply with all safety policies, standards and procedures that apply to your job.
- Actively participate in all required training.
- Actively participate in safety meetings.
- Not knowingly commit unsafe acts.
- Assess hazards of the job area before starting any assignment and plan the job so that the work can be done safely.
- Manage any situations that affect your ability to do the job safely.
- Continuously evaluate conditions that affect your ability to do the job safely.
- Use the correct tools and use them safely.

- Maintain good housekeeping in your work area.
- Not let job pressures affect your ability to safely perform your job.
- Perform only the work you were assigned to do, unless authorized by your Kelly Representative.
- Work with your customer supervisor or Kelly Representative to identify additional training needs.

Additionally, to help ensure your safety and the safety of those around you, you are encouraged and expected to intervene to address unsafe conditions or behaviours.

## Health & Safety Awareness Training

### Worker Roles, Responsibilities and Rights

The purpose of Health & Safety Awareness, Roles and Responsibilities is to ensure compliance with Provincial legislation as well as to outline a clear path of communication to all employees. It is critical that, in conjunction with the Kelly Health and Safety policy, all Kelly employees know their rights and responsibilities and are aware of the hazards in the workplace.

### Duties of Employers

The employer, typically represented by senior management, has the greatest responsibilities with respect to health and safety in the workplace and is responsible for taking every precaution reasonable in the circumstances for the protection of a worker. The employer is responsible for ensuring that the internal responsibility system (IRS) is established, promoted and that it functions successfully. A strong IRS is an important element of a strong health and safety culture in a workplace. A strong health and safety culture shows respect for the people in the workplace.

An Employer shall:

- Make sure workers know about the hazards and dangers in the workplace and how to work safely.
- Make sure every supervisor knows how to take care of health and safety on the job.
- Create health and safety policies and procedures for the workplace.
- Make sure everyone knows and follows the health and safety procedures.
- Make sure workers wear and use the right protective equipment.
- Do everything reasonable to keep workers from getting hurt or sick on the job.

### Duties of Supervisors

A Supervisor shall:

- Make workers fully aware of the hazards that may be encountered on the job or in the workplace.
- Tell workers about hazards and dangers in the workplace and show them how to work safely.
- Respond to any of the hazards brought to their attention, including taking every precaution reasonable in the circumstances for the protection of a worker.
- Make sure workers wear and use the right protective equipment.
- Do everything reasonable to keep workers from getting hurt or sick on the job.

## Duties of Workers

Workers must:

- Follow the law and the workplace health and safety policies and procedures.
- Always wear or use the protective equipment that the employer requires.
- Work and act in a way that won't hurt them or any other worker, working safely and following safe work practices.
- Report any hazard they find in the workplace to their supervisor.
- Participate in health and safety programs established for the workplace.

No worker shall:

- Remove or make ineffective any protective device required by the regulations or by his or her employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately.
- Use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself, or any other worker.
- Engage in any prank, contest, feat of strength, unnecessary running, or rough and boisterous conduct.

## Four Basic Rights of Workers

### The Right to Know

Workers have the right to know about hazards in their work, get information, supervision, and instruction to protect their health and safety on the job. This means the right to be trained and to have information on machinery, equipment, working conditions, processes, and hazardous substances. The parts of the Act that implement the Workplace Hazardous Materials Information System (WHMIS) play an important role in giving workers the right to know. The employer can enable the workers' right to know in various ways, such as making sure they get:

- Information about the hazards in the work they are doing.
- Training to do the work in a healthy and safe way.
- Competent supervision to stay healthy and safe.

### The Right to Participate

Workers have the right to be part of the process of identifying and resolving workplace health and safety concerns. This right is expressed through worker membership on joint health and safety committees, or through worker health and safety representatives.

### The Right to Refuse Work

Workers have the right to refuse work that they believe is dangerous to either their own health and safety or that of another worker. The Act describes the exact process for refusing dangerous work and the responsibilities of the employer in responding to such a refusal. For example, workers may refuse work if they believe their health and safety is endangered by any equipment they are to use or by the physical conditions of the workplace. Section 43 of the Act describes the exact process for refusing work and the responsibilities of the employer and supervisor in responding to such a refusal.

### The Right to Stop Work

In certain circumstances, members of a joint health and safety committee who are "certified" have the right to stop work that is

dangerous to any worker. The Act sets out these circumstances and how the right to stop work can be exercised.

Visit [myKelly.com](http://myKelly.com) to view the Rights of all Employees / Work Refusals / Reports of unsafe Work Environment.

## Medical Surveillance

A worker is not required to participate in a prescribed medical surveillance program unless the worker consents to do so.

## Health & Safety Representatives and Joint Health & Safety Committees

Health and Safety Representative and/or Joint Health and Safety Committees shall where applicable:

- Contribute to workplace health and safety because of their involvement with health and safety issues, and by assessing the effectiveness of the IRS.
- The Occupational Health and Safety Act says that workplaces with 6 to 9 workers need to have a health and safety representative or a joint health and safety committee (JHSC). In most larger workplaces with 20 or more workers, the Act says that a joint health and safety committee has to be set up.
- JHSC and health and safety representatives play an important role in keeping workplaces safe. A JHSC and health and safety representative inspect workplaces and if they find a problem, make recommendations to the employer about how to fix it.
- Each Kelly office has a health and safety representative and a copy of the occupational health and safety act posted. If you have any questions about your roles, responsibilities, and rights as a worker, talk to your Kelly Representative.

For more information on the roles of the joint health and safety committee and the health and safety representative visit [www.ontario.ca/document/guide-occupational-health-and-safety-act/internal-responsibility-system](http://www.ontario.ca/document/guide-occupational-health-and-safety-act/internal-responsibility-system) and [www.ontario.ca/page/guide-health-and-safety-committees-and-representatives](http://www.ontario.ca/page/guide-health-and-safety-committees-and-representatives).

## External Parties

Parties and organizations external to the workplace also contribute to workplace health and safety. These include the Ministry of Labour (MOL), the Workplace Safety and Insurance Board (WSIB) and the health and safety system partners.

The MOL's primary role is to set, communicate and enforce workplace occupational health and safety standards while encouraging greater workplace self-reliance.

In addition to the enforcement responsibilities noted above, the ministry is also responsible for developing, coordinating, and implementing strategies to prevent workplace injuries and illnesses and set standards for health and safety training.

Some of the ways that it carries out its prevention mandate include establishing a provincial occupational health and safety strategy, promoting the alignment of prevention activities across all workplace health and safety system partners, and working with Ontario's health and safety associations (HSAs) to ensure effective delivery of prevention programs and services.

Below is contact information for agencies across Canada that are responsible for occupational health and safety in the federal, provincial, and territorial jurisdictions. Check government internet



or telephone directory listings in your locality to find the telephone number of the office closest to you.

**Alberta: Occupational Health and Safety**

General Inquiries: (780) 415-8690  
Workplace Health and Safety Call Centre: 1-866-415-8690  
Website: [alberta.ca/occupational-health-safety.aspx](http://alberta.ca/occupational-health-safety.aspx)

**British Columbia: WorkSafeBC**

General Inquiries: (604) 273-2266  
Health & Safety Questions: (604) 276-3100; 1-888-621-7233  
Website: [www.worksafebc.com](http://www.worksafebc.com)

**Manitoba: Safe Work Manitoba**

Inquiries: 1-866-929-7233  
Website: [www.safemanitoba.com](http://www.safemanitoba.com)

**New Brunswick: WorkSafeNB**

Inquiries: (506) 632-2200 or 1-800-999-9775  
Website: [www.worksafenb.ca](http://www.worksafenb.ca)

**Newfoundland and Labrador: WorkplaceNL**

Inquiries: 1-800-563-9000  
Website: [www.workplacnl.ca](http://www.workplacnl.ca)

**Northwest Territories and Nunavut:**

**Workers' Safety and Compensation Commission**  
Inquiries: (867) 920-3888 or 1-800-661-0792  
Iqaluit Inquiries: (867) 979-8500 or 1-877-404-4407  
Inuvik Inquiries – Industrial Safety: (867) 678-2301  
Website: [www.wscn.nt.ca](http://www.wscn.nt.ca)

**Nova Scotia: Labour and Advanced Education**

Inquiries: (902) 424-5400 or 1-800-952-2687  
Website: [gov.ns.ca/lae/ohs](http://gov.ns.ca/lae/ohs)  
Website: [www.novascotia.ca/lae/healthandsafety](http://www.novascotia.ca/lae/healthandsafety)

**Ontario: Ministry of Labour,  
Training and Skills Development | Health and Safety**

Inquiries: 1-877-202-0008 (in Ontario only)  
Website: [www.labour.gov.on.ca/english/hs/](http://www.labour.gov.on.ca/english/hs/)  
Regional Offices Website:  
[www.labour.gov.on.ca/english/about/reg\\_offices.php](http://www.labour.gov.on.ca/english/about/reg_offices.php)

**Prince Edward Island: Workers' Compensation Board**

General Inquiries: (902) 368-5680  
1-800-237-5049 (in Atlantic Canada only)  
Website: [www.wcb.pe.ca](http://www.wcb.pe.ca)

**Quebec: Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST)**

Inquiries: 1-844-838-0808  
Website: [www.csst.qc.ca/Pages/index.aspx](http://www.csst.qc.ca/Pages/index.aspx)

**Saskatchewan: WorkSafe Saskatchewan**

Inquiries: (306) 787-4370 or 1-800-667-7590  
Website: [www.worksafesask.ca](http://www.worksafesask.ca)

**Yukon: Workers' Compensation, Health, and Safety Board**

Inquiries: (867) 667-5645 or 1-800-661-0443  
Website: [www.wcb.yk.ca](http://www.wcb.yk.ca)

## Workplace Violence, Harassment, Bullying & Weapons Program

Kelly is committed to eliminating or if that is not reasonably practicable, controlling, the Hazard of harassment, bullying or violence in the workplace; and ensuring employee safety and doing everything we can as an Employer to prevent the placement of our employees in unsafe work environments.

- **Workplace Violence:** Workplace violence is an act of aggression, physical assault or threatening behaviour that occurs in a work setting and causes physical or emotional harm to customers, co-workers, or managers.
- **Bullying:** The use of force, threat, or coercion to abuse, intimidate or aggressively to impose domination over others.
- **Weapon:** Device designed to injure or kill; a device designed to inflict injury or death on an opponent (i.e., knife, gun, etc.).

If you believe that you are the subject of workplace violence, harassment, bullying or are aware of weapons being brought into the workplace, follow these steps:

**Step One.** When an immediate threat to your safety or the safety of others exists, contact law enforcement immediately by calling 911, take cover, lock doors/windows, ensure you have access to a phone or evacuate.

- In a medical emergency, immediately seek first aid and emergency medical assistance.

**Step Two.** Immediately contact:

- Your Kelly Representative, or
- Renee Kerr, HR Business Partner, at 416-254-0877, or
- Holly Hardison, SH&E Manager, at 226-759-5839, or
- Cheri Duggan, Sr. Global SH&E Manager, at 661-204-2959, or
- Kelly's Business Conduct & Ethics Reporting Hotline at **1-877-978-0049** or online (<https://secure.ethicspoint.com/domain/media/en/gui/82243/index.html>)

**Step Three.** Kelly will investigate any incidents of harassment, violence or bullying and take corrective action to address these incidents after reviewing this program with the employee.

To view the Workplace Violence, Harassment, Bullying & Weapons Program in full, visit [myKelly.com](http://myKelly.com).

## Reporting Workplace Injuries & Illnesses

While Kelly and our customers are committed to providing you with a safe and healthful work experience, injuries and illness sometimes occur.

If you are ill or are injured on the job, keep these points in mind to ensure you receive the best possible care.

- All employees are required to immediately report any injury or illness, no matter how minor, to the customer supervisor and your Kelly Representative. All employees have the right to report work-related injuries or illnesses without fear of retaliation.
- If you require medical attention, arrangements will be made for you to receive appropriate medical care.
- You have the right to copies of your injury and illness records. If you need copies, please notify your Kelly Representative.

Kelly knows how important it is for you to return to productive work after an injury or illness, and we are committed to working closely with you, the customer, and your healthcare provider to get you back to work as soon as appropriate.

Safety is everyone’s responsibility. By working together, we can reach our goal of Absolute Zero.

## Common Workplace Hazards

Common workplace hazards are present in all workplaces. While Kelly assesses the safety of all our customer sites prior to you working, there are always situations where hazards are present. Below is a list of some common workplace hazards that you may be exposed to. Any specific hazards that you may be exposed to, such as chemical exposure, machine operation or work product hazards, specific on-site training will be provided to you by our customer.

### Common Hazards

- Slipping, tripping, and falling
- Lifting related injuries
- Cuts and scrapes
- Sprains and strains
- Working around machinery
- Workplace Violence
- Repeating the same movements over and over, especially if you are in an awkward position or use a lot of force.

### Recognizing Latency

Latency refers to the concept that some occupational illness may not be immediately apparent or known. Rather, there may be a period of time between the initial exposure to a physical, chemical, or biological agent and the appearance of the illness or disease. The latency period can be brief or lengthy. In some cases, an occupational illness may appear years or decades after exposure.

## WHMIS

WHMIS stands for the Workplace Hazardous Materials Information System. It is a comprehensive system for providing health and safety information on hazardous products intended for use, handling, or storage in Canadian workplaces.

Kelly provided you with a WHMIS booklet as part of the hiring process. Kelly provides basic training on WHMIS prior to being assigned to a client worksite. Kelly clients will provide site specific training related to all hazardous products used within the worksite. This section is designed to provide a brief overview of the WHMIS program. If you have questions about WHMIS or hazards in the workplace, contact a Kelly Supervisor.

WHMIS has aligned with the worldwide hazard communication system known as GHS – the Globally Harmonized System of Classification and Labelling of Chemicals. Aligning with GHS provides many benefits, including:











- Hazard classification criteria are more comprehensive which improves ability to indicate severity of hazards.
- New hazard classes are included.
- Physical hazard criteria are consistent with the Transport of Dangerous Goods (TDG regulations).
- Standardized language (hazard and precautionary statements).
- Standardized SDS format and more comprehensive requirements.

### General

The main components of WHMIS are hazard identification and product classification, labelling, safety data sheets, and worker education and training. Workers will participate in WHMIS education and training programs, take necessary steps to protect themselves and their co-workers, and participate in identifying and controlling hazards. When a hazardous product is used in the workplace, employers are required to:

- Educate and train workers on the hazards and safe use of products.
- Ensure that hazardous products are properly labelled.
- Prepare workplace labels, as needed.
- Prepare SDSs, as necessary (e.g., if an employer manufactures a hazardous product that is used on-site).
- Provide access to up-to-date SDSs to workers.
- Ensure appropriate control measures are in place to protect the health and safety of workers.

The graphic below shows hazard pictograms. The bold type is the name given to the pictogram; the words in the brackets describe the hazard.

	<b>Exploding bomb</b> (for explosion or reactivity hazards)		<b>Flame</b> (for fire hazards)		<b>Flame over circle</b> (for oxidizing hazards)
	<b>Gas cylinder</b> (for gases under pressure)		<b>Corrosion</b> (for corrosive damage to metals, as well as skin, eyes)		<b>Skull and Crossbones</b> (can cause death or toxicity with short exposure to small amounts)
	<b>Health hazard</b> (may cause or suspected of causing serious health effects)		<b>Exclamation mark</b> (may cause less serious health effects or damage the ozone layer*)		<b>Environment*</b> (may cause damage to the aquatic environment)
	<b>Biohazardous Infectious Materials</b> (for organisms or toxins that can cause diseases in people or animals)				

If a product covered by the Hazardous Products Act meets the criteria to be included in a hazard class or category, it is considered to be a "hazardous product". The official definition of a "hazardous product" is any product, mixture, material, or substance that is classified in accordance with the regulations made under subsection 15(1) in a category or subcategory of a hazard class listed in Schedule 2; (Hazards Identification).

### Safety Data Sheet (SDS)

Each SDS is required to contain 16 sections of specific chemical hazard information:

- Identification
- Hazard(s) identification
- Composition/ingredients
- First-aid measures
- Firefighting measures
- Accidental release measures
- Handling and storage
- Exposure control/personal protection
- Physical and chemical properties
- Stability and reactivity
- Toxicological information
- Ecological information
- Disposal considerations
- Transport information
- Regulatory information

### Other Information

All of the information on the SDS must be in English and French, and readily accessible to employees working with or near the hazardous chemical.

### Labelling

WHMIS legislation requires that products used in the workplace that meet the criteria to be classified as hazardous products must be labelled. Labels are the first alert to the user about the major hazards associated with that product and outline the basic precautions or safety steps that should be taken.

Supplier labels must be in both official languages of Canada (English and French). They may be bilingual (as one label), or available as two labels (one each in English and French).

Providing a supplier label in just English or French would not be considered to be in compliance.

The supplier label must include the following information:

1. **Product identifier** – the brand name, chemical name, common name, generic name, or trade name of the hazardous product.
2. **Initial supplier identifier** – the name, address, and telephone number of either the Canadian manufacturer or the Canadian importer\*.
3. **Pictogram(s)** – hazard symbol within a red "square set on one of its points".
4. **Signal word** – a word used to alert the reader to a potential hazard and to indicate the severity of the hazard.
5. **Hazard statement(s)** – standardized phrases which describe the nature of the hazard posed by a hazardous product.
6. **Precautionary statement(s)** – standardized phrases that describe measures to be taken to minimize or prevent

adverse effects resulting from exposure to a hazardous product or resulting from improper handling or storage of a hazardous product.

7. **Supplemental label information** – some supplemental label information is required based on the classification of the product. For example, the label for a mixture containing ingredients with unknown toxicity in amounts higher than or equal to 1% must include a statement indicating the percent of the ingredient or ingredients with unknown toxicity. Labels may also include supplementary information about precautionary actions, hazards not yet included in the GHS, physical state, or route of exposure. This information must not contradict or detract from the standardized information.

\*Initial supplier identifier: There are two exceptions to this requirement:

1. In a situation where a hazardous product is being sold by a distributor, the distributor may replace the name, address, and telephone number of the initial supplier with their own contact information.
2. In a situation where an importer imports a hazardous product for use in their own workplace in Canada (i.e., the importer is not selling the hazardous product), the importer may retain the name, address, and telephone number of the foreign supplier on the SDS instead of replacing it with their own contact information.

An example of a bilingual label is shown below:



Upon placement, the customer will provide the site-specific HCS training. The training must include:

- Where hazardous chemicals are present;
- The location and availability of the written program, the chemical inventory list(s), and safety data sheets;
- Methods and observations that may be used to detect the presence or release of a hazardous chemical in the work area;
- The measures employees can take to protect themselves from these hazards;
- The details of the hazard communication program developed by the customer.

## Machine Guarding

Equipment with moving parts can be hazardous if proper guarding is not in place or related work procedures are not followed. Examples of guarding methods are barrier guards (Figure 1), two-hand controls (Figure 2), and electronic safety devices (e.g., light curtains shown in Figure 3).



Figure 1

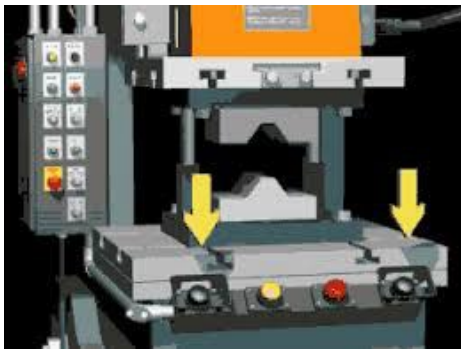


Figure 2



Figure 3

One or more methods of machine guarding will be provided, as appropriate and necessary, to protect you and your co-workers from hazards such as those created by point of operation (e.g., saw blades), nip or pinch points, and hot material. These guards must always be in place to prevent you reaching over, under, around or through to the point of operation. If you notice guards missing, feel the guarding is inadequate, or notice machinery-related hazards that have the potential for a person to be caught in or caught between machinery, or excessive repetitive motion and awkward postures when loading or unloading machinery, immediately notify your customer supervisor and your Kelly Representative.

## Control of Hazardous Energy (Lockout/Tagout)

The customer may sometimes shut down machinery or equipment for maintenance or repair to ensure efficient operation. Often, the maintenance or repair technician may not be visible to you.

To protect you and personnel working on equipment, locks or tags are used to prevent the device from being accidentally turned on. This procedure is called “lockout/tagout”. This ensures that you or personnel working on the equipment are not injured by hazards created by electrical, mechanical, pneumatic, hydraulic, and thermal energy sources. Never enter or attempt to start or operate a piece of equipment or machinery with a lock or tag on it as shown below.



Kelly employees are prohibited from locking or tagging out machinery or equipment unless they have received approval to do so by their Kelly Representative and become trained and authorized to do so by the customer's qualified trainer.

## Personal Protective Equipment

Some job functions may require the use of personal protective equipment (PPE). PPE is designed to protect you from serious workplace injuries or illnesses resulting from contact with chemical, biological, physical, electrical, mechanical, or other workplace hazards.

Examples of PPE include:

- Hard hats
- Aprons and smocks
- Safety glasses, safety goggles
- Gloves
- Ear plugs or muffs
- Safety shoes or boots
- Respirators, face masks, and face shields

If your job function requires the use of PPE, the customer will have identified hazards and selected appropriate PPE. The customer will provide additional information, including training on how to properly use and maintain PPE.

If you are asked to use PPE that you are unsure about, notify your customer supervisor and/or your Kelly Representative.

## Fall Protection

Falls are among the most common causes of serious work-related injuries and deaths. We expect our customers to provide a work environment free of fall hazards such as slippery or uneven surfaces, unguarded stairs, floor and wall openings and open edges on any working walking surface.

OSHA requires that fall protection be provided when working four feet or more above a lower level, or at any height over dangerous processes such as open machinery or chemical vats. To prevent employees from being injured from falls or falling material, the customer must provide:

- Site, hazard, and process specific training before your first exposure to a hazard.
- Protection by some combination of rails and toe-boards or engineered barrier guards or other fall protection systems (e.g., net fall restraint) from any floor hole, opening or edge from which a worker can accidentally walk.
- Protection from falls, regardless of height, into or onto dangerous machines or equipment (such as a vat of acid or a conveyor belt).
- Other means of fall protection and associated training and inspection, that may be required on certain jobs, including safety harness and line, safety nets, stair railings and handrails.



If asked to work at heights without fall protection, immediately notify your customer supervisor and your Kelly Representative.

## Powered Industrial Vehicles

In addition to machinery, powered industrial vehicles (PIVs) may be used to transfer materials throughout a facility. A PIV is any powered vehicle used to carry, push, pull, lift, or stack materials. Examples of PIVs include forklifts, hi-los, fork trucks, tractors, platform lift trucks, and motorized hand trucks.

When walking through a facility, it is important to be aware of PIVs at all times to prevent struck-by related incidents. Use pedestrian walkways when provided. Check both ways and use convex mirrors if available to make sure the path is clear before stepping out from aisle ways.

Never operate a PIV unless it has been approved by your Kelly Representative, and you have been properly trained and certified by the customer. Prior to operating any PIV, the customer must provide formal classroom and practical hands-on training. In addition, the customer must evaluate the operator's performance and conclude that the operator can competently and safely operate a powered industrial vehicle.

If you are trained and certified by the client as a PIV operator, travel at safe speeds suitable to the surroundings and the type of load you are carrying. Always evaluate equipment prior to use and wear your seatbelt. Watch for pedestrians and slow down and sound your horn at cross aisles and other locations where your vision is obstructed.

## Confined Spaces

Many workplaces contain spaces that are considered "confined" because they hinder or limit the activities of employees who must enter, work in, and exit them.

Tanks, vessels, silos, storage bins, hoppers, vaults, and pits are examples of confined spaces.

Because of the potential hazards, unless specific permission is received from appropriate Kelly management, Kelly employees are prohibited from entering confined spaces.



If asked to enter a confined space, inform the person that you are not allowed to enter confined spaces and contact your Kelly Representative immediately.

## Bloodborne Pathogens

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease. There are many different bloodborne pathogens, but Hepatitis B and HIV (the virus that causes AIDS) are the two diseases of which you should be especially aware.

Any worker who may come in contact with blood, other bodily fluids, or needles is at risk, including nursing staff, lab workers, doctors, janitors or other housekeeping staff. If there is a reasonable likelihood you may be exposed to bloodborne pathogens while performing your normal job tasks, you will be offered the Hepatitis B vaccination (free of charge) and receive additional training and information from the customer.

Sometimes, however, it cannot be anticipated that an assignment may involve potential exposure. If this happens, inform your customer supervisor and Kelly Representative to ensure you receive the necessary training, vaccinations, and personal protective equipment.

## Musculoskeletal Disorders

Musculoskeletal Disorders (MSD) are injuries affecting muscles, tendons, ligaments, and nerves. MSDs develop due to the effects of repetitive, forceful, or awkward movements on joints,

ligaments, and other soft tissues. MSD hazards and workplace factors that should be considered include:

- Force
- Fixed or awkward posture
- Repetition
- Contact stress
- Local or hand/arm vibration
- Whole body vibration
- Cold temperatures
- Hot work environments
- Repeated impacts
- Work organization and work methods

Make sure you've been trained to do your job safely and to know the hazards or factors in your job that could cause MSD. Take steps to control or eliminate MSD hazards and participate in making your workplace safer.

- Report MSD hazards and concerns to your supervisor and your Kelly Representative.
- Use the equipment and tools provided to reduce exposure to MSD hazards.
- Know how to make adjustments to the workstation and make them suit you and the work you do.
- Take rest breaks from repetitive or forceful tasks.
- Move around and occasionally change positions.
- Go to your supervisor with questions, concerns or for additional training.
- Offer suggestions to improve working conditions to your supervisor and your Kelly Representative.
- Be aware of the symptoms of MSD and if you have any, report them to your supervisor and your Kelly Representative.

For more information, refer to the Guide to Recognizing and Preventing Musculoskeletal Disorders on [mykelly.com](http://mykelly.com).

## Emergency Action Plan

One of the first things you should do at the beginning of every new assignment is familiarize yourself with the location of emergency exits, evacuation procedures, and available shelter areas. The customer will provide site-specific training regarding their Emergency Action Plan and the procedures to be followed on or before the first day of work each year, in the event of a fire, severe weather (e.g., tornado, hurricane), chemical spill, or any other event deemed an emergency.

Fire extinguishers, first aid kits, and other emergency equipment may be provided, but keep in mind that use of this equipment requires appropriate, site-specific training. If you have questions or do not understand any of the emergency procedures or equipment or were not provided training by the customer on their Emergency Action Plan, ask your customer supervisor for further assistance or information and contact your Kelly Representative.

## Pandemic Preparedness

In times of widespread illness, we work together, and most importantly, take care of each other. Kelly will continue to put the safety and wellbeing of our employees first, doing our part to prevent the spread of disease and caring for our communities.

As part of this, we expect our customers to treat, train and prepare you as they would their own employees. Our customers are expected to follow all Public Health/CCOHS guidelines in addition to any Federal, Provincial and Local requirements related to Pandemic Preparedness. At a minimum the customer should provide you with the following:

- Training on reasonably anticipated occupational exposure to disease, including the sources of exposure, the hazards associated with that exposure, and appropriate workplace protocols in place to prevent or reduce the likelihood of exposure.
- Any required personal protective equipment and related training to perform your job safely.
- Any other safety related protections such as social distancing and barriers.

If you have questions or do not fully understand, ask your customer supervisor for further assistance or information.

# Policies

## Code of Conduct

Every individual is expected to follow all Kelly policies and procedures, as well as those of any Kelly customer to whom they are assigned. Additionally, every individual is expected to abide by the law and to act with the highest level of ethics, honesty, and integrity.

Kelly has adopted a Code of Business Conduct and Ethics that is intended to help identify and resolve ethical issues, deter wrongdoing, provide mechanisms to report and prevent dishonest or unethical conduct, and help foster a culture of honesty and accountability.

For a complete copy of our Business Conduct and Ethics, visit **myKelly.com** or contact your Kelly Representative.

### Reporting Dishonest or Unethical Behaviour

Kelly has established a reporting system that enables our candidates and employees to report any suspected violations of the Code. The Code is intended to help us identify and resolve ethical issues, deter wrongdoing, provide mechanisms to report dishonest or unethical conduct, and help foster a culture of honesty and accountability. Each of us has a personal responsibility to comply with both the letter and the spirit of the Code. The Code specifies that employees must comply with Company policies, including those set forth in this Handbook.

If you suspect a Code violation, please contact your manager, the Human Resources Knowledge Centre at **1-877-301-8460** or **HRKnowledgeCenter@kellyservices.com**, or the Kelly Business Conduct & Ethics Reporting Program at **1-877-978-0049** or **<https://secure.ethicspoint.com/domain/media/en/gui/82243/index.html>**. This system, which is administered by a third party, allows users to remain anonymous and all reports are kept confidential.

## Human Trafficking and Slavery

Kelly has a zero-tolerance policy against all forms of human trafficking and related activities. Kelly is committed to globally protecting against trafficking in any person, including employees, candidates, vendors, supplier employees, and employees of any other entities doing business with Kelly.

Please refer to Kelly's Policy Statement regarding Human Trafficking and Slavery on **myKelly.com**.

## Human Rights

Respect for human rights is our global obligation and a critical part of Kelly's vision, character, and values. It is fundamental to the relationships with our employees, customers, suppliers and interested parties. We are committed to providing all our employees with fair and safe working conditions, and opportunities they need for growth. We also expect our partners to adhere to human rights principles consistent with our own, especially those that may impact our employees, candidates, and job seekers. Kelly is a signatory of the United Nations Global Compact and adheres to its principles, including those specifically relating to human rights and labour, some of which include but are not limited to inclusion and diversity, anti-harassment, equality,

prohibitions on forced or compulsory labour, and health and safety.

To view the Human Rights Policy in full detail, please refer to **myKelly.com**.

## Equal Employment Opportunity

It is the policy of Kelly to provide equal employment opportunity in recruitment, selection, training, compensation, promotion, job transfer, and assignments. These opportunities and other conditions of employment are extended to applicants and employees regardless of an individual's race, colour, sex, pregnancy, age, religion, national origin, genetics, sexual orientation, gender identity/expression, disability, veteran, and military status, and/or other protected categories under applicable laws. These provisions include prohibiting unlawful discrimination on the basis of personal grooming and/or hair style and texture. Further, Kelly takes affirmative action to employ and advance in employment qualified individuals with respect to race, gender, and status as an individual with a disability, and to extend employment opportunities to such persons.

## Employment Equity

It is the policy of Kelly to provide equal employment opportunity in recruitment, selection, training, compensation, promotion, job transfer and assignments. It is also the policy of Kelly to make reasonable accommodations to the limitation of qualified persons with disabilities.

For a complete copy of the Employment Equity Policy, visit **myKelly.com** or contact your Kelly Representative.

## Corporate Sustainability

Since our founding in 1946, Kelly has embodied the true spirit of corporate sustainability, and we are committed to the highest standards of corporate citizenship. Our culture and values are rooted in service, integrity, and taking personal responsibility for our actions, outcomes, and reputation. As a leading global workforce solutions provider, we connect people with employment opportunities and make a difference in the communities in which we live and work. Given the worldwide span of our workers, clients, suppliers, and partners, we recognize the global reach of our business practices and our public accountability.

We are individually and collectively accountable for upholding our corporate sustainability commitments. We encourage participation across our organization, and we will work with external stakeholders to continually advocate on behalf of the global workforce, improve our workplaces, contribute to the communities we serve, and ensure our actions are socially, ethically, and environmentally responsible.

For a complete copy of the Kelly Corporate Sustainability Policy Statement, visit **myKelly.com**.

## Privacy

Kelly is committed to maintaining the privacy and security of the personal information of our customers, applicants, and employees.

Kelly will collect, use, store, transfer, and purge personal information for employment-related purposes only.

Kelly does not sell or trade personal information, and we will disclose it only in order to facilitate your employment, or when required by law. Kelly, or its representative(s), protects personal information from misuse, alteration, unauthorized access, destruction, or disclosure.

An individual may be granted reasonable access to their personal information to correct or update it as appropriate, subject to Kelly's obligations to maintain your information under applicable laws.

Kelly is prepared to respond to any questions regarding the use of personal information. We will fully cooperate with the Federal Trade Commission and local data protection authorities when requested to do so. Additionally, Kelly will conform to the appropriate privacy requirements of our customers.

For a complete copy of the Kelly Privacy Statement, visit [myKelly.com](https://www.mykelly.com) or contact your Kelly Representative.

## Accommodation

Kelly is committed to providing a workplace environment that is inclusive and respects the dignity of those in our workforce. Consistent with that commitment, Kelly will ensure that persons who are otherwise able to work are not unfairly excluded from doing so based upon disability and will make all reasonable efforts to accommodate the needs of applicants and employees in all employment processes including but not limited to, hiring, advancement, discharge, compensation, or training. In general terms, accommodation entails making changes to the workplace or the employee's working conditions in a way that ensures the employee is not unfairly excluded based upon their disability.

To comply with applicable laws ensuring equal treatment with respect to employment for individuals with disabilities, Kelly will make all reasonable accommodations for the known physical or mental limitations of an individual with a disability who is otherwise able to work, up to the point of undue hardship. A reasonable accommodation may include an action which enables an individual with a known disability to perform the essential functions of their position.

If you require an accommodation under this Policy, you should contact Kelly Canada's Human Resources at Mailbox HR Knowledge Centre [HRKnowledgeCenter@kellyservices.com](mailto:HRKnowledgeCenter@kellyservices.com) to begin an interactive dialog.

If an individual believes there has been a violation of this Policy or believes they have experienced harassment or reprisal based on their disability or for requesting a disability related accommodation, the individual should contact their Kelly Manager, Supervisor or Kelly Canada's Human Resources Department at Mailbox HR Knowledge Centre [HRKnowledgeCenter@kellyservices.com](mailto:HRKnowledgeCenter@kellyservices.com) to discuss this policy or any additional questions regarding this policy.

## Accessibility for Ontarians with Disabilities Act

Kelly Services (Canada), Ltd. is committed to providing exceptional and accessible service for its customers. Goods and services will be provided in a manner that respects the dignity and independence to all customers.

The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Kelly Services (Canada), Ltd.

For a complete copy of the Accessibility for Ontarians with Disabilities Act Policy, visit [myKelly.com](https://www.mykelly.com).

## Disconnecting from Work

To support our employees in balancing their working and personal lives, whether working traditional hours in the workplace, remotely or flexibly, Kelly has implemented this Disconnecting from Work Policy to encourage employees to disconnect from work outside of their normal working hours in accordance with and subject to this Policy.

Disconnecting from work is important for an individual's wellbeing, and helps employees achieve a healthy and sustainable work-life balance. Disconnecting from work means to not engage in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

This Policy applies exclusively to employees in Ontario, whether working remotely, in the workplace, flexibly or mobile.

For a complete copy of the Disconnecting from Work Policy, visit [myKelly.com](https://www.mykelly.com).

## Electronic Monitoring

Kelly engages in electronic monitoring of employees and is committed to transparency with regard to this topic. Electronic monitoring refers to employee monitoring that is done electronically. This Electronic Monitoring Policy governs Kelly's use of electronic monitoring for its talent on assignment with customers working outside of the KellyConnect division.

At this time, Kelly does not electronically monitor talent on assignment with customers working outside of KellyConnect. Talent on assignment with customers may be subject to electronic monitoring by Kelly's customers to whom they are assigned. Kelly reserves the right to engage in electronic monitoring of talent on assignment with customers working outside of KellyConnect in the future in accordance with its business needs and notice of such change will be provided as applicable.

For a complete copy of the Electronic Monitoring Policy, visit [myKelly.com](https://www.mykelly.com).

## Respectful Workplace

Respect is part of the foundation for what we value, how we are expected to treat each other, and how we lead. Respectful behaviour is mindful of the receiver's needs and expectations and upholds each person's dignity. A respectful workplace is an environment where everyone feels welcomed, respected, and valued. It allows each employee to embrace the behaviours and values that will underlie a winning culture at Kelly.



A respectful workplace requires the cooperation and support of every employee. Employees must set a positive example and avoid behaving disrespectfully, including behaviour that would reasonably offend, intimidate, embarrass, or humiliate others, whether deliberately or unintentionally. Disrespectful behaviour, sexual harassment, harassment, and/or bullying will not be tolerated.

## Harassment

Kelly will not tolerate harassment of or by its employees. All employees are expected to help ensure the work environment remains free of harassment.

Any employee, who believes he or she is being subjected to harassment, or who has witnessed harassment of or by another employee, has a responsibility to promptly report it to their Kelly Representative.

Examples of harassment may include, but are not limited to:

- **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature when submission to such conduct is made a condition of employment, is made the basis for employment decisions, or unreasonably interferes with an individual's ability to perform his/her job duties or otherwise creates an offensive or hostile working environment.
- **Forms of Discriminatory Harassment:** Workplace personal harassment means engaging in a course of vexatious comment or conduct against a worker, in a workplace, that is known or ought reasonably to be known to be unwelcome. Other forms of harassment include offensive comments or conduct pertaining to a person's race, colour, national or ethnical origin, religion, age, physical or mental disability, sexual orientation, sex, gender identity/expression, family/marital status, and a conviction for which a pardon has been granted.
- **Psychological Harassment and Bullying:** Workplace bullying is a form of abuse that is characterized by the use of power and aggression to control or distress another individual within the context of a work relationship. It is behaviour involving hostile conduct, comments, actions, or gestures that affect an employee's dignity. Bullying can range from blatant and obvious conduct to behaviour that is quite subtle and covert.

For a complete copy of the Harassment Policy, visit [myKelly.com](http://myKelly.com) or contact your Kelly Representative.

## Relationships Policy

To avoid perceptions of favouritism, conflicts of interest, lack of confidentiality, unfair treatment, or potential liability, employees may be required to comply with customer conflict of interest and relationship policies. Consult your Kelly Representative for more information on a customer's policies.

## Workplace Relationship

Hiring the most suitable applicants for all openings is Kelly's primary objective. Kelly welcomes your friends and relatives to be considered for employment under normal hiring practices. Kelly seeks to avoid situations that create actual or perceived favouritism, conflicts of interest, lack of confidentiality, unfair treatment, or potential liability. Employment-related decisions will not be influenced by a candidate's or employee's relationship to

any other employee, including family, personal, social, romantic, or sexual relationships. Kelly places restrictions on business relationships between employees and people to whom you are "related" – including relationships that develop following hire or when working on different assignments and/or at different customers.

For purposes of this policy, the Company considers the following people to be related to an employee:

- Family members or relatives
- Significant others, close friends and/or other household members
- Anyone else whose relationship to the employee could be perceived as causing a conflict of interest.

While a related person may be employed by Kelly, the policy does not allow:

- One of these related people to supervise another, either directly or indirectly
- One related person to process, review or audit the work of another.

You are expected to exercise good judgment in your relationships with all fellow employees. If a personal relationship in the business creates or has the potential to create a conflict or the appearance of a conflict of interest or favouritism, or is affecting the work or area, you must immediately advise Human Resources. Such cases may be reviewed to ensure no conflict of interest exists or to resolve any identified conflict or favouritism. Any relationship covered by this policy will be documented by HR. Kelly reserves the right to make a determination regarding the existence of a conflict, as well as its resolution.

## Internal Dispute Resolution

Kelly is committed to cultivating a workplace with open, two-way channels of communication between employees and their managers. We believe that 'how we win' means that every employee assumes positive intent of one another, takes responsibility, and is committed to doing what is right and holding each other accountable to perform at our best. We ask that you do your part to resolve concerns or issues through proactive open communication, common sense, and sound judgement.

Furthermore, our ability to be successful means that we each take initiative to resolve issues in a practical, person-centred manner.

The open-door policy promotes open communication between employee and management. It ensures that your concerns are resolved effectively and efficiently with appropriate escalations for more sensitive issues, and without fear of retaliation. If the matter is not resolved in a timely or satisfactory fashion, individuals should contact the Kelly Human Resources Knowledge Centre or the Kelly Business Conduct and Ethics Reporting Program at <https://secure.ethicspoint.com/domain/media/en/gui/82243/index.html>. In the unlikely event the matter is still unresolved, individuals may proceed to file a demand for arbitration.

## Anti-Retaliation

Kelly will not discharge, discipline, or otherwise retaliate against individuals who engage in legally protected activities under federal, provincial, or local law. Such activities include discussing wages, benefits, or terms and conditions of employment, or

raising complaints about working conditions for their and their fellow employees' mutual aid or protection.

Kelly is dedicated to strict compliance with all laws that prohibit retaliation against an employee who has reported suspected violations of law or policy in good faith. Accordingly, Kelly prohibits retaliation against any employee who reports a concern in good faith to Kelly regarding any conduct which the employee reasonably believes constitutes a violation of law or policy. Any employee of Kelly who retaliates against an individual who has reported a concern in good faith will be subject to disciplinary action up to and including termination of employment.

## Health & Safety

It is the policy of Kelly to promote workplace health and safety. Our vision to provide the world's best workforce solutions requires us to pursue continuous improvement toward Absolute Zero – zero incidents, zero injuries, and zero harm. Each of us must take personal responsibility for our own safety and the safety of our co-workers and those for whom we are responsible.

Our journey to zero requires an alignment of interests with our employees, customers, and suppliers. We expect all Kelly employees, customers, and suppliers to:

- Comply with, if not exceed, applicable workplace safety and health regulations;
- Promote a culture that fosters open dialogue on working conditions;
- Hold all employees personally responsible for safety and health compliance;
- Engage in collaborative and effective safety partnerships, and
- Continually assess worksites to ensure a safe, healthful work environment.

Pursuing excellence in workplace safety and health must be a constant in our business. We will be satisfied with nothing less than Absolute Zero.

### Health & Safety Policy Statement

At Kelly safety is a value that is at the core of our culture. We care deeply about the safety and health of our employees, and we will never knowingly assign an employee to perform unsafe work duties, work in unsafe areas, or work under unsafe conditions. Kelly is committed to achieving compliance with legal requirements and to continual improvement of our safety programs. We review customer work sites to assess their overall safety program, safety performance, facility operations and safety philosophies. Kelly works closely with our customers to foster safety awareness and proactive safety culture and to ensure you receive the training and personal protective equipment necessary to perform your duties safely.

Kelly is committed to providing a physically, psychologically health and safe workplace that is focused on the social well-being, as well as the protection of our employees. The management, including Senior Leadership, of Kelly recognizes that workers and the company have a shared responsibility to promote the principles of mutual respect, confidentiality, and cooperation, as outlined in this policy. Any act that can cause harm to worker psychological health is unacceptable and will not be tolerated.

While we strive to ensure the safety of all employees, the efforts of Kelly and our customers cannot completely protect employees

from work-related injuries and illnesses – we need your cooperation. It is our intent to provide our customers with employees who are committed to protecting themselves and their co-workers from injury and illness. Employees are expected to contact their Kelly representative and customer supervisor to report any hazardous conditions or work practices, to request safety information or training, or to make safety suggestions. Kelly wants to ensure that individuals are aware that any harm to psychological health and safety is, also, considered a serious offence and will be addressed accordingly.

For a complete copy of the Health & Safety Policy or the Health & Safety Policy Statement, visit [myKelly.com](http://myKelly.com).

## Smoking & Vaping

Kelly is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. Unless specifically designated otherwise, smoking, including the use of e-cigarette or similar devices, is prohibited in any building or vehicle owned or leased by Kelly. If you wish to smoke, you may do so in the designated smoking areas only. Smoking should be accomplished within an existing break schedule. You cannot take additional or extended breaks to smoke. Employees must comply with smoking and vaping policies and any provincial or local regulations at all customer locations. Direct questions about customer-specific smoking and vaping policies or regulations to the customer to whom you are assigned.

### Definitions

- Smoking is defined as the act of lighting, smoking, or carrying a lighted or smouldering cigar, cigarette, or pipe of any kind.
- Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices such as e-cigarettes, e-pipes, e-hookahs, and e-cigars.

## Drug & Alcohol

Kelly is committed to ensuring the health and safety of its employees and maintaining the Company's reputation for providing quality services. As part of this commitment, Kelly is dedicated to maintaining a drug and alcohol-free workplace and to protect employees from the dangers caused by alcohol and drug abuse.

Kelly recognizes that, in Canada, drug or alcohol dependency is considered a disability under human rights legislation, and disability discrimination is prohibited with respect to employment. Therefore, drug and alcohol testing should be administered only in specific, limited circumstances and in a manner that is consistent with Kelly accommodation obligations.

Under the scope of this policy, Kelly does not tolerate under any circumstances the use of a Substance that may impair one's ability to function in a safe and appropriate manner in the workplace. Employees who are found to be violation of this Policy may be subject to disciplinary action, up to and including termination from employment, subject only to Kelly's legal obligations under applicable human rights legislation.

The following activities and behaviours are strictly prohibited while working on behalf of Kelly:

- Using, possessing or being under the influence of alcohol;
- Using, possessing or being under the influence of illegal drugs;

- Using, possessing or being under the influence of any drug, including a prescription drug or chemical, for any purpose other than for its intended use or by anyone other than the person to whom it has been prescribed; or
- Engaging in the manufacture, purchase, distribution, dispensation, sale, transfer or possession of any drugs, alcohol, or chemicals.

Employees are prohibited from engaging in these activities on the premises of Kelly or its customers, in a vehicle supplied by Kelly or a customer, or in any way connected with the employee's employment with Kelly or placement with a Kelly customer.

Where an employee reports to work or a business-related function in violation of these prohibitions, he or she will be sent home pending an investigation. Kelly will assess the nature and severity of the violation, and may impose appropriate sanctions in its sole discretion, which may include discipline up to, and including, termination of employment.

Kelly will report to law enforcement authorities illegal drug-related employee activities, such as the sale of illegal drugs, that occur on the premises of Kelly or its customers, in a vehicle supplied by Kelly or a customer, or in any way connected with the employee's employment with Kelly or placement with a Kelly customer. Kelly will cooperate in any criminal investigation of such activities.

For a complete copy of the Drug and Alcohol Policy, visit **myKelly.com** or contact your Kelly Representative.

## Information Security

Kelly is committed to safeguarding the integrity and confidentiality of our Information and Information Systems, as well as those entrusted to us by our customers, employees, candidates, applicants, vendors, and suppliers.

As a condition of employment, employees are expected to safeguard these systems from unauthorized use, disclosure, modification, destruction, or loss, subject to applicable law.

Nothing contained in this policy is intended to, and should not be interpreted to discourage, interfere, or otherwise preclude employees from engaging in activities protected by provincial or federal law.

All information created, stored, or transmitted on Kelly or its customers' systems is the property of Kelly or its customers.

### Definitions

- Information is any form of data created, stored, or transmitted electronically or in paper format.
- Information systems are the computer systems and information resources used by Kelly and its customers to support its business operations.

### Employee Responsibilities

- Employees must keep their passwords confidential and must not share their passwords with others. Employees will be held accountable for all actions performed with their User ID and password.
- Employees will not use Kelly or its customers' information systems to communicate, input, or access language or images that may be considered threatening, discriminatory, or demeaning. This includes any communication based on an

individual's legally protected class, such as race, religion, national origin, sex, age, or any other protected status by law.

- During working time, employees will use Kelly or its customers' information systems for business purposes only and will not use them for inappropriate purposes such as but not limited to illegal activity, gambling, soliciting, or selling personal products, or engaging in commercial activities. Employees who have access to Kelly's or its customers' email systems are allowed to use the systems to send personal information to Kelly or customers as needed to support services provided to the customer, and for personal limited use during non-working time and in a manner that does not in any way impair the employees' or his/her coworkers' performance or productivity. Kelly-owned email addresses (e.g. @kellyservices.com or other Kelly affiliated domains) must not be used for personal accounts on cloud storage sites like iCloud, Dropbox, etc.
- Employees will not duplicate, delete, or disclose Kelly, or its customers' proprietary or Confidential Information, or remove proprietary or Confidential Information or Information Systems without the proper authorization. Confidential information may not be stored on personal devices or sent to personal email addresses.
- Employees will not circumvent any IT or information security control put into place by Kelly or its customer.
- Hardware and software may only be installed on Kelly or customers' information systems according to Kelly or customer policies and procedures.
- Employees must complete privacy and security training required by Kelly and its customers.

Employees will not be afforded privacy when using Kelly or its customers' information systems. All electronic files and email sent, received, or stored in Kelly or its customers' information systems are the property of Kelly or its customer. Kelly reserves the right to monitor, audit, and terminate employees' access to information and information systems at any time without notice.

Employees violating any terms of this policy may be subject to disciplinary action up to, and including, termination of employment and/or pursuit of criminal prosecution or civil remedies.

Report suspected violations of the Information Security Policy to your Kelly Representative or the Kelly Business Conduct and Ethics Reporting Program at **1-877-978-0049**. Immediately report security incidents involving unauthorized disclosure of Kelly confidential data to **1-248-244-4250**.

## Collection of Biometric Data

At some assignments, customers, or work locations, it may be required for individuals to provide biometric information or biometric identifiers (collectively, "biometric data") to Kelly or a third party of Kelly, such as a customer or vendor. Biometric data may include the capture, extraction, scan, or analysis of fingerprints, voice or voiceprint, iris, retina, face, hand, ear, gestures, voice, gait, typing rhythm, or other physical, physiological, or behavioural characteristics, features, or geometry.

Kelly or the third party will require biometric data only for legitimate purposes, such as corporate security and fraud prevention, and authentication or verification of identity to ensure

secure access to facilities, locations, equipment, programs, applications, or timekeeping systems.

Where biometric data is used, the collection, storage, and processing of an individual's biometric data will be limited to these stated purposes and will only be retained in accordance with Kelly's record retention policy, including retention for up to three years after a period of employment unless otherwise required by law or for defence of potential legal claims. Biometric data will be stored in accordance with applicable law and subject to applicable reasonable standards of care and security. All processing of biometric data will be done in accordance with Kelly's Privacy Statement.

For a copy of Kelly's Privacy Statement visit [myKelly.com](http://myKelly.com) or contact your Kelly Representative.

## Social Media

To protect Kelly, our customers, and other parties with whom we do business, Kelly has adopted rules of permissible and prohibited conduct regarding employee use of social media networks. You are expected to follow this policy when using social media networks.

- You are not permitted to create company-branded accounts on behalf of Kelly, local branches, or business units without approval from the Kelly Brand team. This includes accounts on Facebook, LinkedIn, Instagram, TikTok and Twitter, and other social media sites.
- Do not use a company email address to register on social media networks, blogs, or other online tools utilized for personal use.
- Although you may have your social media accounts set to "private," comments made on these networks may unknowingly be available and viewed by the general public and seen by your colleagues, managers, customers and/or candidates. As an employee of Kelly, you are personally responsible for any comments about and on behalf of the company that you post to a social media network.
- All company policies and standards apply to your social media posts, including, but not limited to, policies related to harassment, Code of Conduct, non-competition, conflicts of interest, and protecting trade secrets and other confidential and/or proprietary information.
- Avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, vendors, suppliers, or members of the public, or that might constitute harassment or bullying.
- You should refrain from using social media while on working time unless it is work-related as authorized by your manager.

When posting, you must follow these policies. Breach of this policy may lead to disciplinary action.

To view the Social Media Policy in detail, please refer to [myKelly.com](http://myKelly.com). Any questions related to this policy should be directed to the Human Resources Knowledge Centre at **1-877-301-8460** or [HRKnowledgeCenter@kellyservices.com](mailto:HRKnowledgeCenter@kellyservices.com).

## Assignment Information & Employment Termination

Kelly may offer you assignments for varying lengths of time—you retain the right to reject any offer of assignment. When an assignment ends, Kelly will attempt to place you on another assignment, however there will typically be periods during which no offer of assignment is made.

Within 48 hours of completion of each assignment, please notify Kelly of your availability for work. You are responsible for maintaining weekly contact with Kelly.

Kelly follows provincial employment standards, and you will be notified of termination accordingly. You are also able to resign at any time. We just ask if you are on assignment that you provide appropriate working notice.

You may be eligible for reemployment after termination of employment. Your Kelly Representative will help you determine if you meet these criteria.

## Time Recording

Employees must record all actual hours worked, no more and no less. This may include recording and reporting time for activities such as logging on to a customer's system, putting on/taking off protective gear, etc. When submitting your total hours worked to Kelly, be sure to include daily in and out times, along with meal in/out times (where available) and also submit your time to Kelly within the time requirements. If instructed not to record or report all actual hours worked, for any reason, you must immediately notify the Employee Service Centre at **1-866-KELLY-4U (866-535-5948)**.

Altering, falsifying or tampering with timekeeping records, recording on your time card hours not worked, working hours not recorded on your time sheet (i.e., working "off the clock"), having someone else record your time or recording another employee's time (unless this is a part of your assigned job duties), and performing overtime work not specifically authorized in advance are all serious violations of Company policy which may result in disciplinary action, up to and including termination.

## Regulations Regarding Work Breaks

Some provinces have strict laws regarding taking meal and rest periods. If your meal or rest period is interrupted, shortened, or missed and you are unable to record and report all actual hours worked, you must immediately notify the Employee Service Centre at **1-866-KELLY-4U (866-535-5948)**.

Refer to [myKelly.com](http://myKelly.com) for a listing of provinces with specific meal or meal and rest period requirements. Please note, rest periods are required to be duty-free. A duty-free rest period means that the employee is completely relieved of all work duties during their rest break.

## Pay

Kelly is committed to paying our employees timely, accurately, and in compliance with all provincial laws. Employees exempt from overtime will be notified. Contact the Employee Service Centre at **1-866-KELLY-4U (866-535-5948)** regarding pay-related inquiries.

Kelly will not discharge or in any other manner discriminate against employees or applicants because they have inquired

about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by Kelly, or (c) consistent with Kelly's legal duty to furnish information.

## **Paid Time Off & Unpaid Protected Leaves**

### **Eligibility**

In various provinces, employees may be entitled to paid time off or unpaid protected leave. Each "eligible" province has their own laws regarding coverage for employees. An "eligible" province is defined as a province which has a mandated paid time off or unpaid protected leave policy.

### **Employee Notification Responsibility**

Where the need for paid time off or unpaid protected leave is foreseeable (can be planned in advance), an employee is required to provide their Kelly Representative with 7 days advance notice of their intention to use paid time off or unpaid protected leave. If the need for paid time off or unpaid protected leave is unforeseeable (cannot be planned in advance), absent extenuating circumstances, an employee must notify their Kelly Representative as soon as it is practical but no later than 5 calendar days after the date of absence. Extenuating circumstances may include, but are not limited to, any situation where the employee is medically unable to communicate with their Kelly Representative.

### **Payment of Paid Time Off**

An employee will be paid for paid time off in accordance with provincial policy and payment will be processed in accordance with the scheduled pay period.

## **Secondary Employment**

Employees are allowed to engage in outside work, as long as it does not interfere with scheduled hours (including overtime and on-call time), adversely affect job performance or ability to fulfill responsibilities to Kelly or its customers, or represent a conflict of interest (e.g., working for a competitor, performing services for a customer on non-working time, or using Kelly's confidential or proprietary information, resources, or techniques). Employees must inform a Kelly Representative if they have employment outside of Kelly.

Secondary employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If you have accepted secondary employment, you are not eligible for pay continuation or a leave of absence when the absence is used to work at the secondary job or is a result of an injury sustained on that job (except as required by law). Fraudulent statements of unavailability will be cause for disciplinary action, up to and including termination of employment.

## **Employment & Income Verification**

Whether applying for housing or getting a new job, there are times you may need to verify your employment.

Contact your Kelly Representative when asked to provide employment or income verification for a lending institution, property manager, or other business.

## **Additional Policies**

Kelly complies with all applicable local, provincial, and federal employment laws. Please contact your Kelly Representative if you need further information.

# A Final Note

We want to provide you with the opportunities you need to further your personal and professional goals. If questions arise, or if you need more information or guidance, please feel free to visit [mykelly.com](https://mykelly.com) or contact your Kelly Representative.

Kelly reserves the right to interpret, modify or discontinue policies or perks at any time without prior notice. It is your responsibility to become familiar with the contents of this handbook. You may receive a printed copy of this handbook at the onset of your employment; however, it is your responsibility to speak with your Kelly Representative to ensure that you are referencing the most current version or information.

Thank you for choosing Kelly and sharing your skills and talent with us. We believe our employees are the best in the world.

## Our Vision

To be the most creative, insightful, and agile talent company, committed to uniting vital talent with great organizations where, together, we thrive.

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## Our Noble Purpose

We connect people to work in ways that enrich their lives.

## Our Talent Promise

We fully support those who choose temporary work. That's a promise.

[mykelly.com](https://mykelly.com) is your one-stop resource to learn more about benefits, perks, pay, policies, training and more!

Visit [mykelly.com](https://mykelly.com) today to get started.



# Talent Handbook Acknowledgement

I have received and agree to abide by the Kelly® Talent Handbook (Item # C7003). I fully understand the guidelines outlined in each section.

Specifically, I understand and agree to the following:

- I will follow all Kelly policies and procedures, including Kelly’s safety policy and procedures, as well as those of any Kelly customer to which I am assigned. I understand that violation of these policies may result in discipline up to and including termination. Additionally, I will abide by the law and act with the highest level of ethics, honesty, and integrity.
- I am committed to the safety goal of Absolute Zero: zero on-the-job accidents, injuries, and harm.
- If injured at work, I will immediately notify both the customer supervisor and Kelly. I understand that Kelly will not take any adverse action against me for reporting a work-related injury or illness.
- I will immediately report all incidents, near misses and unsafe conditions.
- I will immediately notify my Kelly manager of any incidences of violence, harassment, bullying or weapons in the workplace.
- I will notify Kelly immediately if I do not receive site-specific safety training from the customer.
- I understand the health and safety section of the handbook and have been offered the opportunity to ask questions and receive answers regarding health and safety.
- In the event of an immediate threat to my safety or the safety of others, I will contact law enforcement as soon as it is safe to do so. Additionally, in the event of a medical emergency I understand and agree to seek first aid or medical assistance.
- I agree to report all workplace violence-related incidents to my Kelly representative, immediate supervisor, human resources, or the Kelly Services Business Conduct and Ethics Reporting Program.
- Kelly may offer me assignments for varying lengths of time; there may be periods during which I am not offered an assignment. I retain the right to reject assignments offered to me by Kelly.
- I understand that Kelly Services (Canada), Ltd., and its subsidiaries are separate entities that have adopted this handbook. I understand that my employer will be identified as the entity name that appears on my wage statement.
- An assignment with Kelly does not imply or guarantee a full-time position with a company. If offered a full-time position by a Kelly customer, I will contact my Kelly Representative immediately.
- Should the scope of my job duties change while on an assignment, I will contact Kelly as soon as possible.
- I have read and agree to abide by the Time Recording Policy, including that by accepting payment for time spent in pre-screening activities as an employee, I acknowledge accuracy of the time spent by employees in screening activities, and that any inaccuracies should immediately be reported to Kelly’s Employee Service Centre.
- I understand that Kelly reserves the right to interpret, modify, or discontinue policies or perks at any time without prior notice. It is my responsibility to become familiar with the contents of this handbook and to regularly speak with my Kelly Representative to ensure I am referencing the most current version.
- I will promptly contact Kelly (not the customer) if I am going to be late or absent any day during my assignment. Failure to contact Kelly may result in disciplinary action up to, and including, termination of employment.
- I will be dependable and punctual and honour my commitment to complete each assignment.
- The use of customers’ equipment and information systems (including email, voicemail, Internet access, and telephones) may be monitored.
- I will notify Kelly, within 5 days, if I am found guilty whether as the result of a trial, a guilty plea, or a plea of no contest) of any criminal offense (where applicable by law).
- I have read the Biometric Data section of the handbook. I understand that I may be assigned to a customer or work location that requires the collection and processing of biometric information or identifiers (“biometric data”). I consent to the collection, use, and storage of biometric data. I also consent to the transmission of this information to a third party who has a legitimate business need for such information, such as a customer, supplier, or a vendor of Kelly.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed First and Last Name

\_\_\_\_\_  
Date