

Adecco

better work, better life



Pre-Employment Guidelines





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About Adecco

We want to thank you for registering with Adecco. Becoming an Adecco applicant and being a part of our candidate database may open the door to many exciting job opportunities for you! Did you know Adecco is the largest and most successful employment services company in the world? Across Canada there are over 50 branches, with thousands and thousands of workers placed daily in hundreds of companies in all fields of business.

At Adecco, our applicants are very important to us. Our commitment to finding the best people for the best positions is what sets us apart from our competition. We offer both temporary and permanent employment opportunities, enabling Adecco to assist you at every stage of your professional career – whether it be today or a year from today.

Throughout this journey we encourage you to share your comments and experiences with us. We will be undertaking with you a relationship marked with our three core values: Integrity, Respect and Enterprise.

This guide is intended to introduce you to Adecco and provide you with a thorough orientation.



Health and safety

Safety is everyone's responsibility

Health and Safety is our number one concern when we send workers on an assignment. We make every effort to ensure the workplace will be safe. Please contact an Adecco staff member if you have any questions regarding Health and Safety.

Workers rights

Right to refuse work

- Workers may refuse to carry out a task or operate equipment if it could endanger their health or safety, or that of other workers.
- This is a right under provincial and federal Occupational Health and Safety Legislation.
- If you are placed on assignment with Adecco and believe you are being directed to do work that is outside of the job as explained to you by Adecco or could result in injury to yourself or others, you have the right to refuse and must contact Adecco immediately.

Right to participate

- Workers have the right to be represented by Joint Health and Safety Committees. If you are placed on assignment with Adecco and are interested in becoming a member of either a branch or a client Committee, talk to an Adecco representative.

Right to know

- Provincial and federal law states that all workers must be informed about workplace hazards and trained in workplace health and safety.
- Workplace hazards include but are not limited to the following toxic chemicals, poor lighting, working in extreme temperature climates, tools and machinery, etc.
- If you need more information on workplace hazards, ask your Adecco representative.

Workplace Hazardous Materials Information System – “WHMIS”

- WHMIS provides information on the identification and safe use of hazardous materials
- All workers must complete a generic WHMIS training program.
- If you are placed on assignment with Adecco and have been asked to work with chemicals and have not had a specific WHMIS orientation about those chemicals, contact your Adecco office immediately.
- Client site-specific WHMIS orientation will be provided as necessary.

Workers responsibilities

Working safely is extremely important. If placed on assignment by Adecco, you must:

- Not perform any task or operate any equipment you have not been assigned or trained for (contact your supervisor and Adecco representative for further training and instruction).
- Promptly report unsafe work conditions to your client supervisor and your Adecco representative.
- Cooperate in any accident investigations when requested and always cooperate with the Joint Health and Safety Committee.
- Always work in a safe manner and do not participate in any actions that could create unsafe conditions, such as jokes, horseplay, etc.
- Abstain from using illegal substances or consuming alcohol while at work. Substance and/or alcohol use will be cause for immediate dismissal.
- Report for work free from the effects of drugs and/or alcohol.
- If you have a pre-existing injury, do not perform tasks that may cause re-injury.

Accident/ injury reporting

If you are placed on an assignment with Adecco, you must:

- No matter how minor, immediately notify your supervisor if you are hurt, become ill at work or obtain medical attention for a work related accident.

- Immediately seek first aid or medical attention from a qualified person.
- Notify your Adecco representative of your injury immediately. Ask someone else to notify Adecco if you are unable to do so.
- Remember, while on assignment your employer is Adecco Employment Services Limited when reporting an incident.

Adecco's WCB Coordinator will contact you to discuss your injury and assist you as required.

If and when you are employed by Adecco, we support a return to work program which includes, when necessary, a gradual return to work. Every effort will be made to return you to work as safely and quickly as possible. It is your responsibility to participate in our return to work program.

Disciplinary action while on assignment

- Violation of any safety policies will be subject to disciplinary action.
- Disciplinary actions include:
 - Verbal warning
 - Written warning
 - Termination
- The disciplinary action may start at any point in the process and may include termination for just cause, dependent on the severity of the behaviour.





Your Adecco representative

Now that you have applied and are registered with Adecco, you met with a representative. He or she is your contact for all possible work assignments. If your representative is unavailable, please ask any of our Adecco staff for assistance. We all work as a team and our branch staff is aware of ongoing opportunities.

Keep in touch

Call us with updates on your availability for work. If you are planning on taking a vacation or if you are unavailable to work for a period of time, please let us know in advance. When you're ready to be considered again for possible assignments, give us a call. We'll be glad to hear from you!

From time to time, you may also receive automated messages from Adecco inquiring about your availability or to inform you of potential job opportunities. This automated tool is called 'FasCast' and enables us to call multiple people at one time. Be sure to listen carefully and contact your local branch whenever you receive a 'FasCast' message.

Possible assignments

When you accept an assignment with Adecco, you will be provided with an Assignment Confirmation sheet which details the company name, address, hours, pay rate, report to name, job specifics, etc. We are committed to your success. Please call us with feedback regarding your assignment and/or any questions you may have.



Tips for success once you're hired

1. Remember your timesheet

2. Be on time

In fact, be a little early, especially on the first day of a new assignment.

3. Make time to get settled

Introduce yourself to your co-workers. When you meet new people, a warm professional attitude is the best way to fit in.

4. Dress appropriately for each assignment

Your representative will tell you what to expect. When in doubt, always dress conservatively.

5. Ask questions on the job

If you're unsure of something, check with the client supervisor to whom you report.

6. Be flexible

It's the best way to adapt to the environment and procedures of each workplace.

7. Limit personal calls while on assignment

Any calls of a personal nature should be kept brief and conducted during your meal breaks. Making long distance calls while on assignment is not permitted.

8. Talk to your Adecco representative on a regular basis

If you have any concerns, let us know immediately. We'll discuss possible solutions, and we'll speak directly to the client if necessary.

9. Be prepared

Speak with your representative and discuss any safety equipment required. If you find the physical demands of your assignment too difficult, contact your Adecco representative.



Hourly wage and pay info

Hourly Wages

Hourly wages are determined by the assignment requirements and applicant skill level. For this reason, if you accept an assignment, your hourly wage may vary from one assignment to another. Your Adecco representative will discuss the pay rate of the assignment offered prior to your acceptance. Your pay rate will be confirmed on an Assignment Confirmation sheet and provided to you prior to your start date. Your Adecco Representative will provide you with an Assignment Confirmation sheet that will confirm your pay rate as well as other pertinent information about the assignment (work location, hours, etc.).

Pay info

Although you may work for a variety of clients, Adecco remains your employer. We process timesheets and paycheques once you are placed on an assignment. Payday is the Friday after the week worked. Adecco's method of payment is direct deposit.

Adecco benefits and deductions

When you accept an assignment with Adecco, you will be eligible for the following:

Vacation Pay

In accordance with the Employment Standards regulations of your province, this payment is processed along with your weekly pay and represents a percentage of gross earnings. Alternatively, vacation pay can be accrued if:

- Mandated in the Client contract
- On a long term assignment consisting of more than one year

*An agreement must be signed by the individual to have vacation accrued

Vacation time off

In addition to vacation pay, you are eligible to receive time off as per provincial Employment Standards legislation. If you work on multiple assignments throughout the year, breaks in-between assignments can or may be counted.

Breaks

Adecco adheres to current, applicable provincial legislation. Assigned breaks are unpaid and will be deducted from total hours worked each day.

Statutory Holidays

Adecco's statutory holiday pay policy duplicates the provincial Labour/Employment Standards requirements.

Bonding

A blanket Fidelity Bond covers all Adecco associates over the age of 18.

Statutory holidays by province

	BC	AB	SK	MB	ON	PQ	NB	NS	NF	PEI
New Year's Day	•	•	•	•	•	•	•	•	•	•
Family Day (AB, ON) / Louis Riel Day (MB)		•		•	•					
Good Friday	•	•	•	•	•	•	•	•	•	•
Victoria Day	•	•	•	•	•	•				
St. Jean Baptiste						•				
Canada Day	•	•	•	•	•	•	•	•		•
BC Day / SK Heritage Day / NB Day*	•		•				•			
Labour Day	•	•	•	•	•	•	•	•	•	•
Thanksgiving	•	•	•	•	•	•				
Remembrance Day	•	•	•				•		•	•
Memorial Day (NF)									•	
Christmas Day	•	•	•	•	•	•	•	•	•	•
Boxing Day					•					

* These Statutory Holidays are celebrated on the 1st Monday in August.

Tax deductions

Adecco submits taxes in accordance with Federal and Provincial tax laws. This includes Employment Insurance, Federal/ Provincial taxes and Canada/ Québec Pension premiums. Taxes will be deducted from your pay in accordance with Provincial and Federal regulations.

Personal information and electronic documents

Adecco respects the privacy of our associates and ensures your personal information is shared only within Adecco. There are certain circumstances, however, that require us to share personal information with third parties. This occurs only when it is necessary to perform the functions that enable us to adequately service you and will not be done without your prior knowledge or consent, unless it is for the purpose of a confidential investigation at which time Adecco may be required to release your personal information to legal authorities without your prior consent. Below is a list of the personal information Adecco may collect, and an outline of how Adecco uses such information.

Current information on file	Current uses
Social insurance number	Submitted to CCRA for income for Income Tax, EI and CPP purposes.
Address and email information	Used to distribute company correspondence.
Home telephone number	Used to communicate any new assignments or information about your current assignment
Emergency contact information	This information will be kept on file for contact purposes in case of a medical emergency. It may be necessary to provide medical or law enforcement officers with this information.
Direct deposit information	Used to ensure that your pay is deposited directly into your bank account.
Resume and reference information	Usually gathered for internal purposes only to determine a match between your skills and the requirements of assignments. This information may, in some cases, be provided to our clients. If you are not comfortable with this information being shared outside of Adecco please communicate this to your branch representative.
Documents proving eligibility to work in Canada	Used to confirm Canadian employment eligibility. These documents are copied and filed in your personnel file. The personnel files are kept locked and the only people with access to them are our internal staff.

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Test results	The results of any testing conducted by Adecco will remain confidential. Clients are given only a summary of your skills as assessed by the tests and not the actual test results. In special circumstances, based on certain requirements specific to a client, your results may be disclosed. You will be informed that this information is being provided.
Performance review	Any performance reviews conducted by an Adecco branch staff member will be kept confidential and secure within your personnel file at Adecco. The results of your review can be shared and are determined in collaboration with the client.
Date of birth (day and month only)	Used to send birthday correspondence to you.
Pay rates	Your pay is kept confidential within our internal database. This information is accessible to both Adecco internal staff and the client.
Credit and criminal approval form	Used to confirm your consent to allow Adecco to investigate your credit and criminal background. The checks are conducted and communicated through a third party, whose name appears on the consent form. The consent form and results are locked away and only accessible by branch staff. Clients will not have access to the specific results or the consent form itself, except in extenuating circumstances of which you will be notified.

All mentioned information is kept in Adecco’s internal database which is protected by passwords and safeguards. Where necessary to ensure proper payment, individuals in our payroll department may need to access your information. Any information kept anywhere other than our internal database has been specifically noted above. This information is not distributed outside of Adecco except where specifically noted above. Any specific questions about your personal information and its use is to be directed to your branch representative or the Privacy Officer. Please send any questions or concerns in writing to Privacy Officer, 10 Bay Street, 7th Floor, Toronto, ON M5J 2R8. For more information on Adecco’s commitment to your privacy, please visit us at adecco.ca.

Discover the advantages of registering with Adecco

Did you know...

- There are no registration or placement fees charged to you to work with Adecco.
- Light Industrial applicants receive free WHMIS training.
- You can upgrade or learn new skills with access to over 3,000 training courses FREE OF CHARGE through Adecco SkillBuilder.
- If placed on an assignment, you are eligible to receive group health benefits through a reputable insurance company after completing 600 consecutive hours of work.
- Adecco offers referral incentive contests along with many other market specific programs.
- Adecco Canada is a member of ACSESS, the Association of Canadian Search, Employment and Staffing Services and follows the industry code of ethics.





Adecco Worldwide

The Adecco Group is a Global Fortune 500 company and the world's leading provider of human resource solutions. With over 31,000 employees and 6,000 offices in more than 60 countries and territories around the world, Adecco Group offers a wide variety of services connecting more than 500,000 colleagues with over 145,000 clients every day. Based in Zurich, Switzerland and managed by a multinational team with expertise in markets spanning the globe, Adecco delivers an unparalleled range of flexible staffing and career resources to corporate clients and qualified associates.

Adecco Canada

Adecco is the HR solutions leader in Canada serving thousands of clients every day, including small, medium and large corporations. The company employs 11,000 temporary employees daily. Over 50 offices are located across Canada. We arrived here by fostering better opportunities for people and by finding the right fit.



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