

KELLY[®]

Kelly Services[®]

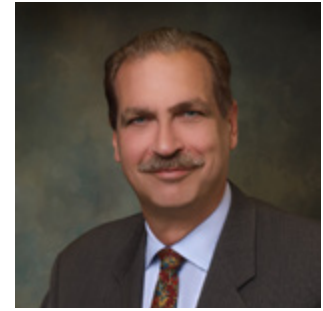
EMPLOYEE HANDBOOK



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Welcome



Welcome to Kelly:

You are joining a large and select group of professionals who work in countries all around the world. Kelly employees work in a variety of disciplines including, but not limited to:

Accounting and Finance

- Accountants
- Accounting Professionals
- Banking Professionals
- Chief Financial Officers
- Controllers and Assistant Controllers
- Financial Analysts
- Financial Professionals
- Financial Support Staff

Engineering

- Aerospace Engineers
- Chemical Engineers
- Civil Engineers
- Drafters/Designers
- Electrical Engineers
- Engineering Test Technicians
- Environmental Engineers
- Industrial Engineers
- Manufacturing Engineers
- Mechanical Engineers
- Project Managers
- Tool Designers

Industrial

- Assemblers
- Material Handlers
- Maintenance Workers

Information Technology

- Data Processors
- Database Analysts and Administrators
- Help Desk/PC Support Professionals
- IT Project Managers
- Network Administrators
- Programmers
- Systems Analysts
- Systems Engineers
- Web Developers

Office Services

- Call Centre Representatives
- Clerks
- Data Entry Operators
- Executive and Administrative Assistants
- Office Managers

Scientific

- Biochemists
- Biologists
- Biostatisticians
- Chemists
- Clinical Research Associates
- Clinical Research Monitors
- Health Physicists
- Industrial Hygienists
- Lab Technicians
- Microbiologists

We take great pride in our commitment to be the world's best workforce solutions provider. This handbook provides valuable information that will help you be successful. If you have any questions, don't hesitate to contact your Kelly representative.

We wish you success in your career with Kelly Services!

Thank you,

A handwritten signature in black ink that reads "Carl Camden". The signature is written in a cursive, flowing style.

Carl Camden
President and CEO

Guidelines

Employment Opportunities

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

Contract/Temporary assignments—These opportunities vary in duration and allow you the flexibility of working according to your schedule, interests and desired location. Some positions may be project-based with established start and end dates. Other positions supplement the customer's staff and may be open-ended. You will have the opportunity to build your skills, gain work experience at leading companies and increase your marketability.

Temporary-to-hire opportunities—This arrangement gives both 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 our expertise to identify qualified employees whom they hire directly. Contract/temporary opportunities may be available while your Kelly representative pursues the appropriate direct-hire position.

As these options demonstrate, our goal is to find the right opportunity that best suits your employment needs. For some positions, our customers require a resumé or interview. Your Kelly representative will coordinate resumé submissions and interview appointments.

What is Expected of You

When you accept an assignment, you represent Kelly to our customers. We expect you to be professional, conscientious and courteous. Doing a great job and projecting a positive image go hand-in-hand.

It is important to note that **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 significantly changes those responsibilities, notify your Kelly representative. Your Kelly representative will also advise you of the appropriate attire for your assignment. Dress appropriately and professionally, and avoid extremes in hairstyles, clothing and jewellery.

When reporting to work on the first day of an assignment, leave early to allow yourself plenty of time in case you encounter heavy traffic or have difficulty finding the customer location. You may also be required to park in a designated area, report to security to obtain a badge or participate in an orientation program.

When interacting with customers, remember the following:

- **Be friendly**—Introduce yourself with a handshake and a smile. Create a positive first impression.
- **Communicate effectively**—Be clear and precise. Avoid using slang.

- **Ask questions**—Seek clarification if you need more information about your job responsibilities.

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.
- **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. Take initiative when appropriate, and regularly inform the customer of the status of your work.
- **Professionalism**—Keep your work area neat and organized. Do not use the customer's equipment and supplies for personal use, and do not take any items that belong to the customer (e.g., notes, calculators, office supplies). The solicitation of employees and the general distribution of literature, products or services is not allowed.
- **Personal Communication**—Keep personal phone calls (including cell phone calls) to a minimum. Refrain from exchanging personal e-mail and instant/text messages at work.
- **Discretion**—Do not disclose any proprietary or confidential information of any Kelly customer. Protect the customer's confidential information and materials by maintaining and storing them properly. Also, pay rates are confidential and should never be discussed with the customer or co-workers.

Working With Your Kelly Office

You are expected to maintain communication with your Kelly office 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 injured at work or the work environment seems unsafe.
- 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, or you work a series of assignments totalling more than the provincially legislated work week.
- The customer offers to hire you directly, either during or after your assignment is complete.
- Your availability changes or you have commitments that will keep you from being available.

Guidelines

- You plan to take time off for a vacation or holiday.
- You have moved or your phone number has changed. We must have your correct phone number and address to ensure we can contact you about job opportunities and you receive your paystubs, Record of Employment (ROE), T4s, etc.
- Your e-mail address has changed.
- You feel you are being harassed at work by a customer supervisor, co-worker or anyone in the workplace.
- You are charged with, or found guilty of, any criminal offense (where applicable by provincial and/or federal law).
- Your current assignment is ending and you want to be considered for other assignments.
- The customer wants you to return at a later date or the completion date changes.

Note: This list is not all-inclusive. There may be additional reasons to call your Kelly office. Please use your best judgment.

Attendance

If you are going to be late or absent from work, you must contact your Kelly office. Provide adequate notice for anticipated absences, such as vacation.

In the event of illness or personal emergency, provide a minimum of four hours notice whenever possible. Being late or absent without calling is unacceptable.

Getting Paid

One of our highest priorities is paying you quickly and accurately. As long as you submit your time promptly and accurately at the end of your work week, expect your pay to be processed by Friday of the following week.

Usually, you will be paid an hourly rate based on the skills required for each assignment. You will be supplied with a unique reference number for each assignment and you are responsible for promptly and accurately submitting your time.

Report only the hours you worked—no more and no less. Never report time for another employee. Overtime must be approved prior to working extra hours. **Also, do not record holiday or vacation hours. If you meet the qualifying criteria for statutory holiday pay, you will receive it automatically.**

Kelly Services and their customers may use a variety of timekeeping systems (e.g., paper time cards, swipe card systems or web-based systems). Please follow the instructions for submitting your time outlined below. Instructions for using Kelly Web Time are in the next section.

As your employer, 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.

Call **866.KELLY4U (866.535.5948)** or complete the Payroll Support Hotline online form available on **myKelly.ca** for all of your payroll inquiries.

Submitting Your Time

When submitting time, you must enter hours worked for **each day of the week**. Please keep in mind that statutory holidays, inclement weather conditions and seasonal mail volumes may delay the delivery of your paycheque. We recommend that you participate in our Direct Deposit and ePaystub Programs.

Completing a Time Card

A sample of a correctly completed time card is shown below.

Ensure that you have submitted your time to your local Kelly branch at the end of your work week no later than 12:00 p.m. (Eastern Time) on Tuesday following the week worked. Time received in the Payroll Centre after noon (Eastern Time) on Tuesday may not be paid that week.

Time Card

Name: Jane Doe Employee ID No.: 1 2 3 4 Week Ending: 06 20 10
Enter last 4 digits of your National ID No. Mth Day Yr

Daily Time Record								Current Reference/Order Information	
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Search No.	Order No.
Start Time	8:00	8:00	8:00	8:00	8:00			1620A	0001
Finish Time	5:00	5:00	5:00	5:00	5:00			Company Name/Information	
Less Lunch	1	1	1	1	1			ABC Company	
Daily Total	8	8	8	8	8			Customer Verification and Signature	
<small>Round daily hours to nearest 15 minutes (i.e., 15, 30, 45) before summing column.</small>								Employee Signature: Jane Doe Total Time: 40	
								x Bob Smith	

Note: Make sure to round daily hours to the nearest 15 minutes (i.e., 0, 15, 30, 45) before summing the column.

An incomplete time card may result in a delay in processing your pay. Common errors include an incorrect reference number, week ending or SIN.

Using Kelly Web Time

Introduction

Kelly Web Time is an online timekeeping system that allows you to enter your timesheets via the Internet or telephone. The system is fast and easy-to-use. **Please note the following:**

- All time must be entered **before** 11:59 p.m. Eastern Time on Sunday of your work week.
- Enter only actual hours worked. **Do not enter vacation, holiday or expenses in the system.** Contact your Kelly representative for assistance with processing these entries.

Getting Help

For time entry tutorials and guides, click the "View Tutorials" button located throughout the Kelly Web Time site. If you still have questions about how to register or enter time, please call **800.KELLY.28 (800.535.5928)** or complete the Hotline IT Service Desk online form available on **myKelly.ca**.

Guidelines

For Web Users:

1. Go to kellyservices.mypeople.net, or visit myKelly.ca and click on the Kelly Web Time link.
2. In the **Time Entry User Registration** section on the left side of your screen, follow the instructions to register. Your e-mail address will be your User ID and you will create a case-sensitive password.
3. Once you are registered, use the **Sign In to an Existing Account** section on the right side of the screen to access Kelly Web Time.
4. View video tutorials for registering and entering time.

IMPORTANT: When you complete your time entry for the week, select **Submit All for Approval**. **Saved** time is not sent for customer approval or to Payroll. Please be sure to **submit** your time when you have completed your entries each week.

For Telephone Users (IVR):

1. Print and review the PDF named "IVR Guide" available through the site tutorials
2. Record your time on the IVR Guide
3. Call **888.316.0536**
4. Sign in using your assignment number (Branch # + Reference ID #) and the last 4 digits of your Social Insurance Number. If you do not know your assignment number, please contact your Kelly representative.
5. Follow the prompts to enter your time.
6. When you have confirmed your time for the week, you will be asked **"Would you like to submit your hours for approval?"** Select **1** for "Yes."

Direct Deposit Program

Getting paid electronically is the fastest, safest and most reliable way to get paid. When you get paid electronically, you don't have to worry about lost or stolen paycheques, getting to the bank on time or paying expensive cheque cashing fees. Your pay is always available on payday (the Friday following the week worked). For your records, a copy of your paystub is mailed to you, or available through the ePaystub Web site if you have signed up for the ePaystub Program.

Direct Deposit

With direct deposit, your pay is electronically deposited directly into your chequing or savings account. To enrol, complete the Authorization for Direct Deposit of Pay available at the end of this book, from your Kelly representative or on myKelly.ca. Give the completed form to your Kelly representative along with a void cheque.

ePaystub Program

Kelly Services is pleased to offer employees (excluding Quebec) being paid by direct deposit secured access to their paystubs electronically. If you choose to sign up for Kelly ePaystub, you will be able to view, print and download your personal earnings

statements from any computer with Internet access. You will also be helping to protect the environment—and your security—by eliminating unnecessary paper that can otherwise get easily lost or destroyed.

Enrolment in Kelly ePaystub is voluntary. Once you have received your first paper paycheque, you will receive an e-mail from Kelly inviting you to enrol in Kelly ePaystub. Visit myKelly.ca for more information.

Record of Employment

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

1. Call the Payroll Support Hotline at **866.KELLY4U (866.535.5948)**
2. Send a request using the online form available on myKelly.ca

If you have not worked for a period of 30 days and have not yet requested a Record of Employment, Kelly will issue a Record of Employment automatically to Service Canada. Your Record of Employment will be available from Service Canada by visiting serviccanada.gc.ca or by calling **800.206.7218**.

If you need your serial number after your Record of Employment has been processed, contact the Payroll Support Hotline five days following your request.

Payroll Support Hotline

Use our Payroll Support Hotline (PSH) whenever you have a payroll-related question. As the PSH has direct access to our payroll system, and therefore the most up-to-date information, they should be your first point of contact. Our Customer Service Representatives are available to assist you Monday through Friday, 8:00 a.m. to 8:00 p.m. (Eastern Time) with:

- General pay inquiries—paycheque status, time submittal requirements, etc.
- Updating your paycheque/paystub mailing address
- Assistance with Record of Employment requests
- Questions regarding direct deposit
- Statutory holiday eligibility and program guidelines
- Reissuing a lost or stolen paycheque

When you contact the Payroll Support Hotline you will be asked to provide/confirm your information with the Customer Service Representative (e.g., your SIN, Name, Address, etc.) Depending on your question it may be helpful to have a copy of the pay document that you are calling about or a previous one if you are confirming whether you were paid for the current week. For direct deposit questions please ensure to have your banking information handy as the Payroll Support Hotline will not disclose your banking information.

Call **866.KELLY4U (866.535.5948)** or complete the Payroll Support Hotline form available on myKelly.ca for all of your payroll inquiries.

Perks of being a Kelly employee

Holiday Pay

You may be eligible for statutory holiday pay: New Year's Day, Good Friday, Canada Day, Labour Day, Christmas Day, as well as others recognized by your province.

Call **866.KELLY4U (866.535.5948)** or complete the Payroll Support Hotline online form available on **myKelly.ca** for details about your eligibility based on your provincial employment laws.

Vacation Benefit Plan

For employees working in any province or territory outside of Quebec:

Generally, your vacation pay is automatically added to each paycheque you receive from Kelly Services. Vacation pay benefits may vary by province according to the provincial labour laws. For additional information, call **866.KELLY4U (866.535.5948)** or complete the Payroll Support Hotline online form available on **myKelly.ca**.

For employees working in the province of Quebec:

Your vacation pay is accrued. For additional information, call **866.KELLY4U (866.535.5948)** or complete the Payroll Support Hotline online form available on **myKelly.ca**.

Referral Bonus

If you know someone you think would be a great Kelly employee, let us know. Based on staffing needs, your Kelly office may offer referral bonuses. Contact your Kelly representative for details.

myKelly.ca Employee Web Site

myKelly.ca is a dedicated employee portal for your one-stop information needs. This site is your gateway to all things Kelly, including branch information, career planning tools, job opportunities, online training and employee discounts. You can access Kelly's online timekeeping and more from your personal, virtual Kelly office. Visit **mykelly.ca** today!

Employee Recognition

Participation and program criteria may vary by location. Contact your Kelly representative for additional details.

Training and Books

Thousands of online professional development courses are available through the Kelly Learning Center (KLC). As a Kelly employee, many of these courses are available at no cost to you, and additional courses are available at a significant discount. Courses range from customer service and effective communication to leadership and Six Sigma. The KLC is available 24 hours a day from any computer with Internet access.

Books 24/7, available through the KLC, gives you access to full-length content for thousands of business and technology titles in a searchable, collaborative environment. You can preview this online library by taking the Virtual Tour from the KLC home page.

Use Kelly's PinPoint Selection System® to learn how to use the latest word processing, spreadsheet, presentation graphics and database

software. PinPoint training is available on the KLC and in many local Kelly offices.

We encourage you to take advantage of these training programs to improve your skills and increase your career opportunities. Once you complete a training module, contact your branch to record the training in your file.

To enrol in the KLC, provide your e-mail address to your Kelly representative. You will receive an e-mail from **klic@kellyservices.com** with your unique login ID and password. For more information, visit **myKelly.ca** or contact your Kelly representative.

Software Support

Kelly offers you free support for a variety of software programs while you are on an assignment. These programs include Microsoft® Word, Excel® and PowerPoint®. If you are working on one of these applications and have a question, you can call the following toll-free telephone number for help. You can also contact the Kelly Hotline IT Service Desk for support with Kelly Web Time.

800.KELLY28 (800.535.5928)

5:30 a.m. – 8:30 p.m. Eastern Time

When you contact the Kelly Hotline IT Service Desk, please have the following information available:

- **The branch number and reference number for your current assignment**—If you do not know your reference number, please contact your Kelly representative.
- **Telephone number**—Also provide an e-mail address, if applicable. The Hotline has the ability to e-mail instructions to solve many common software issues.
- **The name and version of the software application**—To find the name and version number of the application you're using, click the "Help" menu, then click "About."
- **Previous case number, if applicable**—This tracking number is very important, so please have your case number handy if you are calling the Hotline on an open issue.

Medical/Dental/Life Insurance Benefits

Medical, Dental and Life Insurance benefits may be available to you as a Kelly temporary employee. You will be eligible for benefits three (3) months after your assignment start date if you are assigned to a designated customer for a minimum of one (1) year, working a minimum of 18.75 hours per week, insured under a Provincial Health Insurance Plan and agree that you will be responsible for 100 per cent of the benefit contribution.

Please visit **myKelly.ca** or speak to your Kelly representative for more information.

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.ca** for complete details on the discounts available.

Policies

Kelly Services complies with all applicable local, provincial and federal employment laws. Below is a list of our policies. To view policies in their entirety, please visit the Kelly 101 section of myKelly.ca or contact your Kelly representative for further information.

- Accessibility for Ontarians with Disabilities Act
- Business conduct and ethics
- Business travel policy
- Compassionate care, family-related and other leave
- Drug and alcohol policy
- Employment equity policy
- Harassment policy
- Health and safety policy
- Immigration and refugee protection act
- Information security policy
- Pay policy
- Privacy policy
- Quality policy
- Social media policy
- Social responsibility policy
- Vision, character and values
- Workplace violence and weapons policy

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.ca 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 Services and sharing your skills and talent with us. We believe our employees are the best in the world.



EACH WEEK, KELLY EMPLOYEES
WORK WITH MORE THAN
13,000
COMPANIES



KELLY PUTS A NEW
EMPLOYEE TO WORK EVERY
38 SECONDS



Our Vision

To provide the world's best workforce solutions

Our Character

We are authentic, the industry founder. We believe in relationships, not transactions. We value teamwork, realizing that we are stronger together than as individuals. We take seriously the promises we make. We are passionate, dedicated and driven to excel. With us it has never been about being the biggest. It has always been about being the best and doing the right thing.

At our core, we are a community. Each day we welcome into our community the varied talents of all people who embrace our culture of service, teamwork and integrity. We offer the opportunity to work with the best companies in the world, and to make a difference in the communities in which we live and work.

Our Values

We are judged, collectively and individually, by the return we provide to our shareholders. We choose to provide that return with the following values:

We are personally responsible for our actions, outcomes and reputation.

We build strong relationships and create Kelly advocates for life.

We own and resolve customer and candidate issues with urgency.

We treat every customer, employee and supplier with respect and integrity.

We continuously seek opportunities to innovate and improve the Kelly experience.



myKelly.ca gives you access to Kelly branch information, job opportunities, training and employee perks, as well as Kelly Web Time. Visit **myKelly.ca**, your personal, virtual Kelly office today!

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Committed to Employment Equity
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