

KELLY[®]

Kelly Services[®]

TALENT

HANDBOOK



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Welcome



Welcome to Kelly:

When you work for Kelly Services, Inc. or its subsidiaries (“Kelly” or “Kelly Services”), you’re joining a large, but select, group of professionals who work 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, Manufacturing and Logistics

- Assemblers
- Material Handlers
- Maintenance Workers

IT

- 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

- Administrative and Executive Assistants
- Clerks
- Data Entry Operators
- Office Managers

Professional

- Call Centre Representatives
- Marketing Representatives
- Security-cleared Employees

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, appearing to read 'George Corona'. The signature is fluid and cursive, with a long horizontal line extending to the right.

George Corona
President and CEO
Kelly Services, Inc.

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. 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.

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.

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. 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.
- **Time Recording**—Report all actual hours worked—no more and no less—for each day worked.
- **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.
- Your work location has changed from the original site you were told to report to or the customer asks you to go to another location for a day.
- 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.
- You plan to take time off for a vacation or holiday.
- 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 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 assignment has ended and the customer wants you to return at a later date.
- If you become aware of any circumstances where Kelly Services is likely to be sued, has been sued, or otherwise may become involved in litigation, immediately contact Kelly's Legal department in writing.
- 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 Payroll Support Hotline at 866-KELLY-4U (866-535-5948).

Note: For information about the status of your pay, or questions about submitting your time, contact the Kelly Payroll Support Hotline at **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.

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.

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.

Using Kelly Web Time

Kelly Web Time is an 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.ca**.

Getting Help

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

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 enroll, 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 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.

Enrollment in Kelly ePaystub is voluntary. Once you have received your first paper paystub/paycheque, you will receive an e-mail from Kelly inviting you to enroll in Kelly ePaystub. By enrolling in the ePaystub program, you will also have access to receive your T4/RL1 electronically as well! 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 **servicecanada.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

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 enroll in the KLC, provide your e-mail address to your Kelly representative. You will receive an e-mail from **kic@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 by calling **800.KELLY28 (800.535.5928)** from 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.

Employee Health and Safety

Our Commitment to Absolute Zero

It is the policy of Kelly Services 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 personal safety is our number one priority and must be yours. That is why at Kelly Services, we believe the most important number when it comes to employee safety is zero. Zero incidents, zero injuries, and zero harm. ABSOLUTE ZERO!

Working with our customers, we will prepare you to conduct your assignment safely and successfully by providing the necessary training, tools, and resources. It is also 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. Personal safety is a core job responsibility for all employees.

Duties of Employers

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 Supervisor

A Supervisor shall,

- Tell workers about hazards and dangers in the workplace and show them how to work safely
- Make sure workers wear and use the right protective equipment
- Do everything reasonable to keep workers from getting hurt or sick on the job

We expect you to:

- Advise your Kelly representative immediately of any changes to your assignment including, but not limited to, department, location, responsibilities, equipment and job-related tools.
- Accept responsibility for your own behaviour and actions.
- 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.
- Know and work within your own personal limitations.
- Assess the 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.
- 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:

- Immediately report all incidents, near misses and unsafe conditions to your customer supervisor and Kelly Representative.
- Intervene to address unsafe conditions or behaviours.
- Immediately report to your customer supervisor and Kelly Representative upon becoming aware of an injury or illness that may be work-related.

Rights and Responsibilities

Employees responsibilities include the following:

- Work in compliance with OH&S acts and regulations.
- Use personal protective equipment and clothing as directed by the employer.
- Report workplace hazards and dangers to the supervisor or employer.
- Work in a safe manner as required by the employer and use the prescribed safety equipment.
- Tell the supervisor or employer about any missing or defective equipment or protective device that may be dangerous.

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; or
- Engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.

Consent to medical surveillance

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

Employees have the following four basic rights:

- Right to refuse unsafe work.
- Right to participate in the workplace health and safety activities through the Health and Safety Committee or as a worker health and safety representative.
- Right to know, or the right to be informed about, actual and potential dangers in the workplace.

- 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.

Source: Occupational Health & Safety (OHS)

Harassment

Kelly Services 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 immediate Kelly manager. 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: a) is made a condition of employment, b) is made the basis for employment decisions, or c) 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 ethnic 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.

Reporting Workplace Injuries and Illnesses

While Kelly and our customers are committed to providing you with a safe work experience, injuries sometimes occur. If you are injured on the job, keep these points in mind to ensure you receive the best possible care.

- We encourage all employees to immediately report any injury or illness, no matter how minor, to both the customer supervisor and your Kelly Representative. You will not be discharged by Kelly or in any manner discriminated against by Kelly for reporting work-related injuries or illnesses.
- 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.

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 Services (Canada), Ltd. provided you with a WHMIS booklet as part of the hiring process. Kelly Services 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.

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

* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

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:

- 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.
- 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, two-hand controls, and electronic safety devices (e.g., light curtains).

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 or feel the guarding is inadequate, immediately notify your customer supervisor and your Kelly Representative.

The 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." Never enter or attempt to start or operate a piece of equipment or machinery with a lock or tag on it.

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
- 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 selected appropriate equipment and will provide additional information, including training on how to properly use and maintain it.

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 hand rails

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

Musculoskeletal Disorders (MSD)

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

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. Use pedestrian walk ways when provided. Before stepping out from aisle ways, between equipment, or from blind corners, check both ways and use convex mirrors if available to make sure the path is clear.

Never operate a PIV unless it has been approved by your Kelly Representative, and you have been properly trained by the customer. Prior to operating any PIV, the customer must provide formal and practical 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 a trained PIV operator, travel at safe speeds suitable to the surroundings and the type of load you are carrying. Also, watch for pedestrians. 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, and even 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.

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 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, ask your customer supervisor for further assistance or information.

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 Working with Kelly section of myKelly.ca or contact your Kelly representative for further information.

- Accessibility for Ontarians with Disabilities Act (AODA)
- Accessibility Plan and Policies
- Business Code and Ethics
- Communication and Information Systems User Agreement
- Compassionate Care, Family-related and other Leaves
- 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
- Travel and Expense 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.

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.

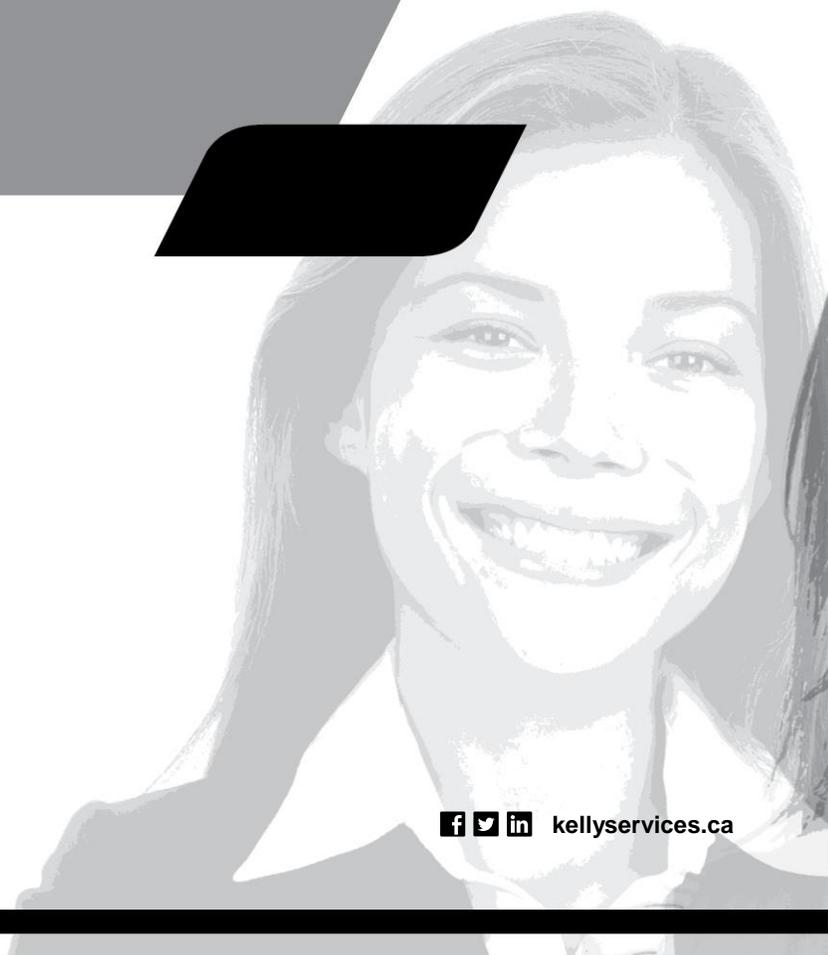
We build strong relationships and create Kelly advocates for life.

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!





TALENT HANDBOOK ACKNOWLEDGEMENT

I have received and agree to abide by the Kelly Services® Talent Handbook. 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, zero on-the-job injuries, and zero on-the-job illnesses.
- 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 notify Kelly immediately if I do not receive site-specific safety training from the customer.
- I comprehend the health and safety section of the handbook and have been offered the opportunity to ask questions and receive answers regarding health and safety.
- 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 3 days, if I am found guilty of any criminal offense (where applicable by law).

Signature

Print First and Last Name

Date