

**KELLY**<sup>®</sup>

Kelly Services<sup>®</sup>

# EMPLOYEE HANDBOOK



# Index

<b>Welcome</b> .....	<b>1</b>
<b>Guidelines</b> .....	<b>2</b>
Employment Opportunities .....	2
What is Expected of You .....	2
Working With Your Kelly Office .....	3
Attendance .....	3
Getting Paid .....	3
Submitting Your Time .....	4
Using Kelly Web Time .....	4
Direct Deposit Program .....	4
ePaystub Program.....	4
Record of Employment.....	4
Payroll Support Hotline.....	5
<b>Perks</b> .....	<b>6</b>
Holiday Pay .....	6
Vacation Benefit Plan .....	6
Referral Bonus .....	6
myKelly.ca Employee Web Site.....	6
Employee Recognition .....	6
Training and Books .....	6
Software Support.....	7
Medical/Dental/Life Insurance Benefits .....	7
Employee Discounts.....	7
<b>Policies</b> .....	<b>8</b>
A Final Note .....	8

# 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

## **Legal**

- Compliance and Contract Specialists
- Legal Administrators
- Legal Systems Specialists
- Paralegals/Legal Assistants

## **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. 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](http://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](http://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 Working with Kelly section of [myKelly.ca](http://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](http://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.

# Direct Deposit

## Authorization for Direct Deposit of Pay

Kelly Services® offers direct deposit of paycheques to its employees. Participation in this program is recommended. Enjoy the advantages of direct deposit:

- Convenient
- Saves Time
- Allows quick access to your funds

### To enroll in the Direct Deposit program:

1. Complete all sections of the *Authorization for Direct Deposit of Pay*.
2. Attach a voided cheque. If there is no chequing service associated with your account, attach your bank-stamped account information.
3. Return the completed authorization form to your Kelly® representative.

Following enrollment, your paycheques will be deposited directly into your account. Please note this process may take up to ten (10) business days once the completed form and your banking information has been provided to your branch. In order to receive your paycheque on a timely basis, you must submit your time card immediately upon completion of the assignment, or at the end of the week, whichever is sooner.

If you have any questions, please contact your Kelly office.

**Employee Information**    *Check One:*     **Enroll in the Program**     **Change Account Information**     **Delete from the Program**

First Name	Middle Initial	Last Name
Social Insurance Number		Kelly Branch Number

**Account Information**    Enter information for only one account: chequing or savings. (Deposits cannot be split between accounts.)

Name(s) on Account	Account Type: <input type="checkbox"/> Chequing* <input type="checkbox"/> Savings <small>*If deposit is to a chequing account, attach a voided personal cheque or personalized deposit slip.</small>		
Bank Name	Account Number		
Bank Address	Bank Number 0	Transit Number	
City	Province	Postal Code	Bank Telephone Number (    )

**I hereby authorize Kelly Services (Canada), Ltd. to reclaim any funds credited by Kelly Services (Canada), Ltd. to the above account in error.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

# Our Vision

To provide the world's best workforce solutions

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# 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!

