



Talent Handbook

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Welcome



Welcome to Team Kelly!

Helping vital talent like you discover what's next in your work/life journey is at the very heart of what we do. We understand that the workforce of today is seeking rich and evolving career experiences, non-traditional workstyles, opportunities to learn and grow and ultimately, a better way to live and work.

We're constantly investing in understanding and supporting our talent while connecting you to enriching work at organizations whose purpose aligns with your personal values – from large multinational companies, to adventurous start-ups, and all types of organizations in between. We form a community of bright people and bold companies, where together, we thrive.

The information enclosed in this handbook will help you get a great start to your journey with Kelly. Please take the time to carefully review it and feel free to contact your Kelly Representative with any questions you may have.

I'm pleased you're partnering with Kelly to explore what's next in your career and I can't wait to see what we can achieve together!

A handwritten signature in black ink, appearing to read "Peter Quigley". The signature is fluid and cursive, with the first name "Peter" and last name "Quigley" clearly distinguishable.

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

Guidelines

Valuing Inclusion and Diversity

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

Employment Opportunities

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

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

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

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

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

What is Expected of You

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

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

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

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

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

When to Contact Your Kelly Representative

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

- You are going to be late or have an emergency that prevents you from reporting to work. Do not call the customer. We will inform them of your situation and make the appropriate arrangements.
- You are unable to complete an assignment. In this situation, contact your Kelly Representative, not the customer. We will inform them and make the appropriate arrangements.
- You are not satisfied with your work assignment. Do not speak with the customer. Instead, contact your Kelly Representative to discuss possible solutions.
- Your work duties are different or have changed from those originally described by your Kelly Representative.
- The customer asks you to work overtime.
- Your availability changes or you have commitments that will keep you from being available.
- You plan to take time off for a vacation or holiday.
- You are unable to report to work or unable to accept an assignment due to a qualified leave (e.g., jury duty) and when you are available again after returning from a leave.
- You have moved or your contact information has changed (e.g., payroll address, email address, phone number).
- You feel you are being harassed at work by a supervisor or co-worker.
- You are injured at work or the work environment seems unsafe.
- Within 3 days of being found guilty of any criminal offense (where applicable by provincial and/or federal law).
- Your assignment has ended, and the customer wants you to return at a later date.
- The customer offers to hire you directly.
- If you become aware of any circumstances where Kelly is likely to be sued, has been sued, or otherwise may become involved in litigation, immediately contact Kelly's Legal department in writing at EMPLOYLAW@kellyservices.com.

- You are instructed or prevented from recording and reporting all actual hours worked, at any point in your assignment. If this occurs, immediately notify the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)**.

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

How Kelly May Contact You

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

Getting Paid

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

Record and report all actual hours worked—no more and no less—for each day worked. Never report time for another employee.

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

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

Submitting Your Time

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

Using Kelly Web Time

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

- You must have access to the Internet. If you do not, contact the Kelly Hotline IT Service Desk (see the Getting Help section). Please note that the Hotline cannot enter timesheets for you.
- All time must be entered before 11:59 p.m. Eastern Time on Sunday, following your work week.

- Enter only actual hours worked—no more and no less. Contact your Kelly Representative for directions on how you will be paid for holidays, paid time off and expenses as they should not be included with your submitted time.

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

Accessing Kelly Web Time

To access Kelly Web Time, visit **myKelly.ca**.

Getting Help

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

Pay Options

Direct Deposit

With direct deposit, your pay is electronically deposited directly into your chequing or savings account. To sign up, log on to myDetails and enrol or complete the Authorization for Direct Deposit of Pay. To later make changes to your enrolment (e.g., update your account information) log on to myDetails.

Visit **myKelly.ca** for more information.

ePaystub and eT4/RL1

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

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

Visit **myKelly.ca** for more information.

Record of Employment

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

1. Call the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)**; or
2. Send a request using the online form available on **myKelly.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 ROE automatically to Service Canada. Your ROE will be available from Service Canada by visiting **serviccanada.gc.ca** or by calling **1-800-206-7218**.

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

Kelly Perks

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 the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)** 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

Employees working in a province or territory outside of Quebec:

Generally, your vacation pay is automatically added to each paycheque you receive from Kelly. Vacation pay benefits may vary by province according to the provincial labour laws. For additional information, call the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)** or complete the Payroll Support Hotline online form available on **myKelly.ca**.

Employees working in the province of Quebec:

Your vacation pay is accrued. For additional information, call the Employee Service Centre at **1-866-KELLY-4U (1-866-535-5948)** or complete the Payroll Support Hotline online form available on **myKelly.ca**.

Referral Bonus

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

myKelly.ca Website

myKelly.ca is the place to go for all your employee resource needs. From pay and timekeeping information to policies and perks, you'll find it all at myKelly.ca.

myDetails

myDetails is a page on myKellyJobs.com enabling Kelly employees to review and update certain pieces of employment related information in real time...without having to call a Kelly Representative or the Employee Service Centre. Access myDetails (from a mobile or desktop device) to review information, such as: your current pay option and pay details for the two most recent pay periods. Additionally, this is where you will update your direct deposit information and access helpful employment-related websites and/or tools. To access myDetails (available after you have been hired by Kelly), visit **myKellyJobs.com** and sign-in using your username and password. If you are unable to access myDetails, contact the IT Service Desk at **1-800-KELLY-28 (1-800-535-5928)**.

Employee Recognition

Recognizing our employees is a top priority. If you go "above and beyond" or meet certain performance goals, you may be

rewarded through a recognition program. Participation may vary by location, so contact your Kelly Representative for additional details.

Training

Kelly is committed to your personal and professional growth. We are pleased to offer you enhanced learning opportunities through the Kelly Learning Center (KLC) to ensure your skills keep pace with market demands. Thousands of online professional development courses are available, ranging from customer service and effective communication to leadership, project management, and more. The KLC offers hundreds of desktop software courses covering the entire suite of Microsoft® Office products as well as other software applications. Plus, you can also access thousands of books and publications.

The KLC is available 24 hours a day from any computer with Internet access. You will automatically receive a welcome email with your KLC login information when you provide an email address during the registration process.

We encourage you to take advantage of these training programs to improve your skills and increase your career opportunities. Please note that these programs do not constitute an offer, promise, or guarantee of future positions.

When training is voluntary, you will not be paid for the time you spend training. For more information, visit **myKelly.ca** or contact your Kelly Representative. For more information, visit **myKelly.ca** or contact your Kelly Representative.

Software Support

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

You can call our qualified IT Service Desk Analysts toll-free at: **1-800-KELLY-28 (1-800-535-5928)** Monday – Friday from 5:30 a.m. – 8:30 p.m. Eastern Time if you have a question or need support with:

- **Telephone number**— Where you can be reached throughout the day.
- **Email address**—The Service Desk can email you updates and instructions, ask follow-up questions or invite you to participate in a survey regarding the support you received.
- **The name and version of the software application you are having trouble with**—To find the name and version number of the application you're using, select the "Help" menu, then click "About." If you are not able to do so, the Service Desk Analyst will be able to determine the version of the software for you.
- **Previous case number, if applicable**—This tracking number is very important, so please have your case number available if you are calling the Service Desk regarding an existing or repeat issue.

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 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, we believe the most important number when it comes to employee safety is zero. Zero incidents, zero injuries and zero harm. ABSOLUTE ZERO!

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

Health and Safety Awareness Training

Worker Roles, Responsibilities and Rights

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

Duties of Employers

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

strong health and safety culture in a workplace. A strong health and safety culture shows respect for the people in the workplace.

An Employer shall,

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

Duties of Supervisors

A Supervisor shall,

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

Duties of Workers

Workers must,

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

No worker shall,

- Remove or make ineffective any protective device required by the regulations or by his or her employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
- Use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or any other worker; or

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

Four Basic Rights of Workers

The Right to Participate

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

The Right to Know

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

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

The Right to Refuse Work

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

The Right to Stop Work

In certain circumstances, members of a joint health and safety committee who are "certified" have the right to stop work that is dangerous to any worker. The Act sets out these circumstances and how the right to stop work can be exercised.

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.

Consent to Medical Surveillance

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

Duties of Health and Safety Representatives/Joint Health and Safety Committees

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

- Contribute to workplace health and safety because of their involvement with health and safety issues, and by assessing the effectiveness of the IRS. More information on the roles of the joint health and safety committee and the health and safety representative can be found in the Ministry of Labour's Internal Responsibility System (<https://www.ontario.ca/document/guide-occupational-health-and-safety-act/internal-responsibility-system>) and the Guide for Health and Safety Committees and Representatives (<https://www.ontario.ca/page/guide-health-and-safety-committees-and-representatives>).
- The Occupational Health and Safety Act says that workplaces with 6 to 9 workers need to have a health and safety representative or a joint health and safety committee (JH&SC). In most larger workplaces with 20 or more workers, the Act says that a joint health and safety committee has to be set up.
- JH&SC and health and safety representatives play an important role in keeping workplaces safe. A JH&SC and health and safety representative inspects workplaces and if they find a problem, they make recommendations to the employer about how to fix it.
- Each Kelly office has a health and safety representative and a copy of the occupational health and safety act posted. If you have any questions about your roles, responsibilities and rights as a worker, talk to your Kelly Representative.

External Parties

Parties and organizations external to the workplace also contribute to workplace health and safety. These include the Ministry of Labour (MOL), the Workplace Safety and Insurance Board (WSIB) and the health and safety system partners. The MOL's primary role is to set, communicate and enforce workplace occupational health and safety standards while encouraging greater workplace self-reliance.

In addition to the enforcement responsibilities noted above, the ministry is also responsible for developing, coordinating and implementing strategies to prevent workplace injuries and illnesses and set standards for health and safety training. Some of the ways that it carries out its prevention mandate include establishing a provincial occupational health and safety strategy, promoting the alignment of prevention activities across all workplace health and safety system partners and working with Ontario's health and safety associations (HSAs) to ensure effective delivery of prevention programs and services.

Government Departments Responsible for Occupational Health and Safety

Below is some contact information for agencies across Canada that are responsible for occupational health and safety in the federal, provincial and territorial jurisdictions. Check government internet or telephone directory listings in your locality to find the telephone number of the office closest to you.

Alberta: Occupational Health and Safety | Alberta Labour
10030 - 107 Street, Edmonton, AB T5J 3E4
General Inquiries: (780) 415-8690
Workplace Health and Safety Call Centre: 1-866-415-8690
www.alberta.ca/occupational-health-safety.aspx

British Columbia: WorkSafeBC
P.O. Box 5350 STN Terminal, Richmond, BC V6B 5L5
General Inquiries: (604) 273-2266
Health & Safety Questions: (604) 276-3100 or 1-888-621-7233
After hours or emergencies: (604) 273-7711 or 1-888-621-7233
www.worksafebc.com

Manitoba: SAFE Manitoba
16 - 363 Broadway, Winnipeg, MB R3C 3N9
Inquiries: (204) 957-7233 or 1-866-929-7233
www.safemanitoba.com

New Brunswick: WorkSafeNB
1 Portland Street, P.O. Box 160, Saint John, NB E2L 3X9
Inquiries: (506) 632-2200 or 1-800-999-9775
www.worksafenb.ca

Newfoundland and Labrador: WorkplaceNL
P.O. Box 9000, St John's, NL A1A 3B8
Inquiries: 1-800-563-9000
Serious Workplace Accidents: (709) 729-4444 (24 Hours)
www.workplacenl.ca

Ontario: Ontario has a health and safety "system" which includes the following partners:

- **Ministry of Labour**
Develops, communicates and enforces occupational health and safety requirements and employment standards.
Develops, coordinates and implements strategies to prevent workplace injuries and safety training.
Inquiries: 1-877-202-0008
www.labour.gov.on.ca
- **Workers Health & Safety Centre**
An occupational health and safety training centre for workers, representative and employers.
Inquiries: 1-888-869-7950
www.whsc.on.ca
- **Health & Safety Ontario**
Four health and safety associations that provide sector specific consulting, training and products.
www.healthandsafetyontario.ca
- **Workplace Safety and Insurance Board (WSIB)**
Administers Ontario's no-fault workplace insurance for employers and their workers.
Inquiries: 1-800-387-0750
www.wsib.on.ca

Northwest Territories and Nunavut: Workers' Safety and Compensation Commission (WSCC)

P.O. Box 8888, Centre Square Tower, 5th Floor, 5022 49 Street, Yellowknife, NT X1A 2R3
Inquiries: (867) 920-3888 or 1-800-661-0792
Iqaluit Office: (867) 979-8500 or 1-877-404-4407
Inuvik Office - Industrial Safety: (867) 678-2301
www.wscn.nt.ca

Nova Scotia: Nova Scotia Labour and Advanced Education

P.O. Box 697, 5151 Terminal Road, Halifax, NS B3J 2T8
Inquiries: (902) 424-5400; 1-800-952-2687
www.gov.ns.ca/lae/ohs or
<http://novascotia.ca/lae/healthandsafety>

Prince Edward Island: Safe Workplaces

14 Weymouth Street, Charlottetown, PE C1A 7L7
General Inquiries: (902) 368-5680 or 1-800-237-5049
www.wcb.pe.ca

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

524, rue Bourdages, Québec, QC G1K 7E2
Inquiries: 1-844-838-0808
www.cnesst.gouv.qc.ca or www.csst.qc.ca/en

Saskatchewan: WorkSafe Saskatchewan

200 - 1881 Scarth Street, Regina, SK S4P 4L1
Inquiries: (306) 787-4370 or 1-800-667-7590
To report a dangerous work situation: 1-800-567-7233
www.worksafesask.ca

Yukon: Yukon Workers' Compensation, Health & Safety Board

401 Strickland Street, Whitehorse, YT Y1A 5N8
General Inquiries: (867) 667-5645 or 1-800-661-0443
www.wcb.yk.ca

Workplace Violence, Harassment, Bullying & Weapons Program

Kelly is committed to eliminating or if that is not reasonably practicable, controlling, the Hazard of harassment, bullying or violence in the workplace; and ensuring employee safety and doing everything we can as an Employer to prevent the placement of our employees in unsafe work environments. Any employee, who believes he or she is being subjected to violence, harassment, bullying or is aware of weapons being brought in the workplace should immediately notify your Kelly Representative.

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

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

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

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

Step Two. Immediately contact:

- your Kelly Representative, or
- Renee Kerr, HR Business Partner, at 416-254-0877, or
- Hollie Gubb, Regulatory Compliance & Benefits, at 289-314-6101, or
- Kelly's Business Conduct & Ethics Reporting Hotline at 877-978-0049 or online (www.integrity-helpline.com/kellyservices.jsp)

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

Harassment

Kelly will not tolerate harassment of or by its employees. All employees are expected to help ensure the work environment remains free of harassment. Any employee, who believes he or she is being subjected to harassment, or who has witnessed harassment of or by another employee, has a responsibility to promptly report it to their 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 ethnical origin, religion, age, physical or mental disability, sexual orientation, sex, gender identity/expression, family/marital status, and a conviction for which a pardon has been granted.
- **Psychological Harassment and Bullying**—workplace bullying is a form of abuse that is characterized by the use of power and aggression to control or distress another individual within the context of a work relationship. It is behaviour involving hostile conduct, comments, actions, or gestures that affect an employee's dignity. Bullying can range from blatant and obvious conduct to behaviour that is quite subtle and covert.

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.

Common Workplace Hazards

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

Common Hazards

- Slipping, tripping and falling
- Lifting related injuries
- Cuts and scrapes
- Sprains and strains

- Working around machinery
- Workplace Violence
- Repeating the same movements over and over, especially if you are in an awkward position or use a lot of force

Recognizing Latency

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

WHMIS

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

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

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

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

General

The main components of WHMIS are hazard identification and product classification, labelling, safety data sheets, and worker education and training. Workers will participate in WHMIS education and training programs, take necessary steps to protect themselves and their co-workers, and participate in identifying and controlling hazards.

When a hazardous product is used in the workplace, employers are required to:

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

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

	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 handrails

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

For more information, refer to the Guide to Recognizing and Preventing Musculoskeletal Disorders on myKelly.ca.

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 walkways 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.

Pandemic Preparedness

The COVID-19 pandemic is demanding we work together, and most importantly, take care of each other. Our approach has been, and will continue to be, putting the safety and wellbeing of our employees first, doing our part to prevent the spread of the virus and caring for our communities.

As part of this, we expect our customers to treat, train and prepare you as they would their own employees. Our customers are expected to follow all Public Health/CCOHS guidelines in addition to any Federal, Provincial and Local requirements related to COVID-19 safety. At a minimum the customer should provide you with the following:

- Training to all workers, with reasonably anticipated occupational exposure to SARS-CoV-2, about the sources of exposure to the virus, the hazards associated with that exposure, and appropriate workplace protocols in place to prevent or reduce the likelihood of exposure.
- Any required personal protective equipment and related training to perform your job safely.
- Any other safety related protections such as social distancing and barriers.

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

Policies

Kelly 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, Harassment, Bullying and Weapons Program

Additional safety information is available in the Working with Kelly > Health and Safety section of **on myKelly.ca**.

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](https://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 and sharing your skills and talent with us. We believe our employees are the best in the world.

Our Vision

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

myKelly.ca is your online connection to manage your relationship with Kelly. The site offers job opportunities, training, employee perks, and so much more!

Visit **myKelly.ca** today!



Talent Handbook Acknowledgement

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

Specifically, I understand and agree to the following:

- I will follow all Kelly policies and procedures, including Kelly’s safety policy and procedures, as well as those of any Kelly customer to which I am assigned. I understand that violation of these policies may result in discipline up to and including termination. Additionally, I will abide by the law and act with the highest level of ethics, honesty, and integrity.
- I am committed to the safety goal of Absolute Zero: zero on-the-job accidents, 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 immediately notify my Kelly manager of any incidences of violence, harassment, bullying or weapons in the workplace.
- I will notify Kelly immediately if I do not receive site-specific safety training from the customer.
- I 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

Printed First and Last Name

Date