



Revised: July 2015



Welcome!

Welcome to Bagg Inc., operating as Bagg @ Your Service! We are proud to have you as a member of our team of dedicated employees. Bagg @ Your Service leads the way in providing innovative, cost-effective staging solutions customized to meet the needs of our clients. As our temporary employee, **YOU** are a critical part of making our mission statement and objectives a reality!

Bagg @ Your Service's commitment to our clients ensures that the jobs we retain are some of the best in the marketplace. By working together with our client companies, we can ensure a good "fit" for both our candidates and our clients, making Bagg @ Your Service one of the best temporary staffing companies to work for.

Our success comes from being part of an organization that breaks from traditional practices and functions as an integrated resource which is able to provide total solutions. We do this by processing and sharing knowledge of opportunities and candidates across the different divisions within The Bagg Group. This gives our Consultants access to more information and a better understanding of the jobs, companies, work environments, technologies and the training programs that we can offer.

To protect and further enhance our reputation in the ever changing and competitive business environment, we conduct all our business dealings in compliance with applicable federal, provincial and local laws of Canada, including without limitation the Employment Standards Act and Labour Relations Act (Ontario).

Bagg @ Your Service recognizes that its business activities have a direct and indirect impact on the natural environment and is committed to reducing these impacts in a responsible manner. The development of sustainable business practice helps us to increase the efficiency of our operations and reduce our resource footprint.

In partnership with our customers, employees and suppliers, we are investing in energy efficient technologies, reducing waste and encouraging our stakeholders to think about the environmental impact of their decisions with the aim of reducing the resource footprint of our operations.

At Bagg @ Your Service, the use of child labour is strictly prohibited in all company operations, facilities and supply chain. The Bagg Group will not tolerate the use of child or forced labor, slavery or human trafficking in any of its operations, facilities and supply chain.

Bagg @ Your Service's mission is to **be the total staffing solution serving our chosen clients, candidates and employees.** We strive to provide uncompromising value and a level of service in our field that is second to none.

Our philosophy:

- Respect the intrinsic value of our clients, candidates and employees.
- Leverage technology
- Recognize and embrace change.
- Be the best place to work.
- Serve as a model to others.

The results:

- Our CLIENTS build their businesses.
- Our CANDIDATES build their careers.
- Our EMPLOYEES build their futures.



The Bagg Group is made up of five members:

Bagg Professional and **Bagg Managed Resources** specialize in full-time, temporary and temp-to hire positions. They provide opportunities in accounting and finance, call centre, office management, administration, communications, sales and marketing, human resources, supply chain, data entry, customer service, and operations. Bilingual (French) placements are available.

Bagg @ Your Service brings the same specialization in temporary, temp-to-hire and direct hire staffing for short and long term assignments in the Hospitality sector, for special events and venues around the Greater Toronto Area and beyond.

Bagg Technology Resources Inc. is our information technology division, with focus on contract and full-time technical placements at all levels.

Turn Key Staffing Solutions specializes in light-industrial temporary staffing, with offices in Barrie, Newmarket and Vaughan.

Our strategic partner, **Fulcrum Search Science Inc.**, focuses on executive search and placement of individuals in accounting, finance, sales & marketing, human resources, technical, logistics, operations, and general management.



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Ensuring Your Success

This guide is designed to help you understand your role as a Bagg @ Your Service employee/representative and enable you to succeed at your assigned opportunity. Your Bagg @ Your Service representative is more than just a timekeeper - he/she is a resource you should feel free to use and is available to answer your questions and/or concerns on a continuous basis. Once again, welcome to Bagg @ Your Service!

As an employee of Bagg @ Your Service, you represent us to our clients. We ask you to keep this in mind at all times while working with us. Please take the time to read this information in its entirety to familiarize yourself with our expectations.

Please do not hesitate to call your Bagg @ Your Service representative for any reason. Remember, we are here to help you throughout your entire assignment with us!

Professionalism and Efficiency is Ensured When You:

Know the Proper Channels. You are our employee. As an employee of Bagg @ Your Service, you should not contact our client directly with problems or questions regarding your assignment nor should you discuss your pay rate. If you are interested in becoming employed by one of our clients, call your Bagg @ Your Service representative.

Arrive Promptly. If you are going to be late or away for any reason, call our office and leave a message with details. We will contact our client to advise them. (We have 24-hour voice mail service).

Observe Procedures and Policies. Respect our client's customs by dressing according to the position and office setting as well as adhering to client's company policy regarding matters such as breaks and lunch times.

Keep it Confidential. Confidentiality is key to ensuring continued assignments and respect. Please keep the client's work confidential.

Complete Your Time Sheet Accurately. Fill in your time sheet completely and have your supervisor at the company sign it. Unsigned time sheets will result in significant delay of your pay cheque.



Working Together

One of the reasons companies hire outside services to help with staffing situations is the ability of the service to act on behalf of the client in human resources functions. Therefore, it is **VERY IMPORTANT** that if you have a concern you never “walk off” an assignment.

If you have a problem on an assignment, call your Bagg @ Your Service representative on your lunch hour or on a break. If it is an emergency, call immediately and ask for your Bagg @ Your Service representative to be paged. By following this procedure and working together we ensure that conflicts can be solved immediately and to the advantage of everyone involved.

Call Us When:

- You are going to be late or unable to report to an assignment. (You can leave a message 24 hours a day).
- The assignment you are on is extended.
- The client offers you any position (full time or temporary) other than the one you have been sent on.
- The assignment is different from the job description you were given by your Bagg @ Your Service representative.
- You are not available immediately for an assignment.
- Your current assignment is finished and you are available for another assignment.
- You change your phone number, address or banking information for direct deposit.
- You acquire new skills or learn to operate new equipment, which would affect your suitability for other positions.
- You have a concern regarding your assignment.
- You have a work related injury.
- You have **ANY** questions or situations you need to discuss. We're here to help.

Getting Paid!

You will be paid by Direct Deposit to your bank account. Please include a Direct Deposit Authorization Form and either a cheque marked VOID or a pre-authorized debit form from your financial institution with your first time sheet.

In order to be paid for the hours you work, your timesheet (and invoice where applicable) must be submitted to Payroll@bagg.com no later than Monday at 10:00 a.m. of the week following the one in which you have worked. Your Recruiter will let you know the method you will be using to submit your time on each assignment. This could be The Bagg Group's Webtime application, paper timesheet, or another method in use at the client site. Note: If your time is NOT filled out and submitted properly, you will experience a delay in receiving your pay.

Your statement of deposit/earnings will be posted to our secure online portal: <https://penny.bagg.com>. Your Bagg Group representative will provide details for accessing your account.

Please check your account regularly and notify our office of any Direct Deposit problems.

Overtime

In accordance with the Ontario Employment Standards Act.

Vacation Pay

Accrued at 4%, payable in a lump sum upon request. Vacation pay accrual will be reflected on pay stubs. To request payment of your accrued vacation pay, please contact: Payroll@bagg.com

Public Holiday Pay

In accordance with the Ontario Employment Standards Act.

Qualifying for Public Holiday Entitlements

The Last and First Rule (Employment Standards Act):

Employees will qualify for statutory holiday pay as long as they work the day before the public holiday and the "first regularly scheduled day of work after the public holiday".

Generally, employees qualify for the public holiday entitlement unless they:

- Fail without reasonable cause to work all of their last regularly scheduled day of work before the public holiday or all of their first regularly scheduled day of work after the public holiday;

OR

- Fail without reasonable cause to work their entire shift on the public holiday if they agreed to or were required to work that day.

Most employees who fail to qualify for the public holiday entitlement are still entitled to be paid premium pay for every hour they work on the holiday. Qualified employees can be full time, part-time, permanent or on contract. They can also be students. It does not matter how recently they were hired, or how many days they worked before the public holiday.

Problem Escalation

Should you happen to encounter any problems, know that we are here to help you. In order to ensure your working experience at Bagg @ Your Service is **the best it can be**, we have set up the following problem escalation process:

- **Your first contact should always be your Bagg @ Your Service representative.**
- If your representative cannot answer your questions/issues then the next person to contact will be the Bagg @ Your Service General Manager, Jennifer Menard, at jmenard@bagg.com or 416-847-4971.
- If you still do not find satisfaction then contact Geoff Bagg, President, at geoff@bagg.com or 416-847-4951.



HEALTH & SAFETY

Health & Safety Policy

Bagg @ Your Service is committed to and responsible for implementing and maintaining a Healthy & Safe work environment and to prevent occupational illness and injury in the workplace. This will protect staff and employees as well as help to eliminate any foreseeable hazards and occupational injuries or illnesses.

Managers and Supervisors are directly responsible for ensuring the health and safety of the employees that are under their supervisions. They are to maintain safe working conditions and ensure employees work in compliance with legislated requirements and Company procedures.

All procedures comply with the Workplace Safety & Insurance Board, Occupational Health & Safety Act, Regulation for Construction Projects, Industrial Establishments, ACSESS Safety Group and any other applicable Safety & Health legislation and are reviewed on an annual basis.

All temporary employees will follow all client safety rules and procedures. In the event of an emergency all employees will follow the directives of their immediate supervisor.

All employees must ensure that they do not endanger their own health & safety, or the safety of their fellow employees. They must work in compliance with the law and the safe work practices and procedures established by the company.

I encourage everyone to work together to ensure that we maintain a safe workplace and a healthier facility for our customers, clients and the public. Together by working safely our business and personal goals will be achieved.

Geoff Bagg, President

January 2015

Health & Safety Program

Our Health & Safety program is designed to help and encourage Bagg @ Your Service employees and associates to achieve and maintain satisfactory standards of conduct. Bagg @ Your Service is committed to providing all of its employees with a safe and healthy work environment. Bagg @ Your Service is also committed to providing a procedure by which any employee may submit a complaint to management in confidence and without fear of retaliation.

All complaints will be investigated and addressed appropriately. Bagg @ Your Service will not tolerate unsafe behaviour. All employees are responsible for ensuring their conduct does not violate this policy. In addition, all Bagg @ Your Service Managers are responsible for ensuring that their work areas are safe. Violation of this policy is employee misconduct. Violators will receive training and/or disciplinary action, as deemed appropriate.

In addition to this program, Bagg @ Your Service ensures that Workplace Safety Inspections are conducted at each client site on a yearly basis.

The Occupational Health and Safety Act recognizes the workplace employer has a right to manage, direct the workforce and control the production process that must be accomplished in a safe manner. To ensure this is achieved, the Occupational Health and Safety Act provides a balance that gives the worker three basic rights.



The Right to Know

Workers have the right to know about any potential hazards to which they may be exposed. The Workplace Hazardous Materials Information System (WHMIS) plays an important role in giving workers this right.

The Right to Participate

Workers have the right to be involved in the process of identifying and resolving workplace health and safety concerns.

The Right to Refuse Unsafe 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. This includes the right to refuse work if workplace violence is likely to endanger the worker.

Investigations

Management recognizes that the question of whether a particular action or incident constitutes willful unsafe behaviour requires a factual determination based on all facts in the matter. Investigations at Bagg @ Your Service are conducted if there is a fatality, lost time injury, significant property damage or management deems necessary.

Process:

- Inspect area and take notes, pictures and measurements.
- Bring the involved parties together so the situation can be discussed in an objective manner.
- Interview other employees who may have witnessed the incident(s).
- Complete report and submit to necessary parties.

All investigations will be completed as quickly as practical. The affected worker will be advised that a thorough investigation has been conducted and that appropriate action, if warranted, has been taken by Management.

Confidentiality / Non-Retaliation

Complaints will be treated with confidentiality and respect regarding the personal privacy of all concerned parties. No retaliation against any employee will result from the filing of a complaint.

Disciplinary Action

In the event an investigation reveals that an employee has engaged in unsafe behaviour, disciplinary action will be taken in the form of training, verbal warning, written warning and disciplinary action (confirmed in writing) by the Manager of the department and the President.

Young or New to the Workforce?

A young worker is considered someone who is between the ages of 18-24. These workers lack experience and knowledge and could potentially injure themselves on the job.

Someone who is new to the workforce could be an individual coming back to the workforce after an extended time off, someone new to the country or someone with a language/literacy barrier.

Why is it important to provide these workers with information to protect themselves?

“Because an average of 36 young Ontario workers are injured, made ill, or killed on the job every day. Think of it. That’s almost two young workers injured every hour of every day and every night, seven days a week, and it’s often because of what they didn’t know.” (source: YWAP website)

Here are seven things you should know to protect yourself:

- 1. What you don’t know can hurt you.** There are hazards in every workplace and you – the young and inexperienced worker – are especially at risk.
- 2. What you do know can save your life.** You need to be able to identify the hazards in your workplace.
- 3. The Law protects...** You have the legal right to health and safety.
- 4. The Law expects...** Your employer, your supervisor(s), and you all have legal responsibilities to make sure the workplace is healthy and safe.
- 5. You can expect...** Your employer and your supervisor must ensure you have the information or required training and equipment you need to protect yourself.
- 6. You must report...** If you are injured or become sick at the workplace, you must report it to your supervisor.
- 7. Don’t gamble with your health and safety.** It’s not a game. You need to protect yourself.

For further information on health and safety for young and new workers, please visit the WSIB’s Young Worker Awareness Program: <http://ywap.ca/>

Hazard Recognition and Reporting

As soon as you become an employee of Bagg @ Your Service, you are part of a team that takes safety seriously. Bagg @ Your Service's responsibility is your overall health and safety while on assignment. We will provide you with information on safety procedures and ensure you have the necessary tools to work safely on your assignment.

Knowing your rights, responsibilities and hazards in the workplace are the first steps toward preventing accidents in your work environment.

A hazard is anything that can hurt a worker in the workplace. There are a number of hazards in the workplace that all workers should be aware of before they begin work. Some hazards that a worker may encounter:

- Repetitive Strain Injury
- Lifting
- Slips, trips and falls
- Ergonomic hazards
- Motorized vehicles and all mobile equipment
- Working near machinery
- Violence & harassment in the workplace
- Chemicals, fumes, dust
- Germs and viruses

How to Report a Hazard:

1. Upon discovery of a hazard, ensure workers are not in immediate danger.
2. Assess the area and stop any machinery, tag out or block off area.
3. Go directly to your supervisor.
4. Discuss the hazard with the supervisor and provide as much detail as possible
5. Review the corrective action and implement adequate safety measures.

Always discuss your job tasks with your supervisor and ensure you are properly trained to work around your specific hazards.

It is your duty as a worker to report hazards and violations of the Health & Safety Act to your Bagg @ Your Service representative. If you are unsure about any aspect of your job, it is essential to make your concerns known to your supervisor and your Bagg @ Your Service representative, so that a safe remedy can be created.

Potential Workplace Hazards for Hospitality

Work environments where food and beverages are served, present a unique set of hazards. The main health and safety issues for hospitality workers include:

Musculoskeletal injuries - Working in awkward positions, or performing repetitive manual tasks can contribute to musculoskeletal injuries. Clearing debris from tables and other areas, washing or re-shelving dishes, carrying loaded bussing bins and various other tasks may require you to complete a job that creates discomfort. Be sure to stretch out your neck, shoulders and arms prior to beginning your shift and during as often as possible. Look for ways of performing the task in a less strenuous way or perhaps break up tasks to avoid repetition.

Lifting or carrying heavy trays or other objects – know your limits and always use caution when transporting trays, bus bins, cases etc. Use rolling carts if possible or a buddy system if the object is too heavy for you to lift.

Noise exposure – Discuss options for noise control with your supervisor. Depending on you position, ear plugs may be worn if you are not required to interact with the general public. If you are, discuss the option of rotation with other workers to lessen the exposure.



Slips, Trips & Falls – Often there are slippery floors in kitchen areas. Ensure that you are wearing appropriate footwear for the job. Be mindful of items stored in low lying areas and avoid carrying items you are unable to see over or around. Be sure to follow all signage for traffic to avoid collisions entering or exiting any areas.

Stress due to timelines – May assignments will have time sensitive serving. It is important to stay calm and focus on the task at hand. Multi tasking may be required of you, so be sure to come to your assignment well rested and prepare to be on your feet for the entire shift.

Contact with raw meat or poultry – ensure that when handling these products you always wash your hands prior to handling and afterward. Follow rule of washing hands with warm water and soap scrubbing between fingers, on palms and back of hand for 30 seconds minimum. Rinse and use a sanitary drying towel

Exposure to cleaning products and other chemicals – be sure to always read the label of any products you are dealing with. If this is a product that you are unfamiliar with or can pose a hazard to yourself or others, be sure to speak to your supervisor for training and any necessary personal protective equipment.

Dealing with difficult or potentially violent customers – Be sure to report any issues that become difficult with your supervisor immediately and do not try and deal with these situations on your own. Stay calm, avoid confrontation and remove yourself from a potentially dangerous situation as soon as possible.

Long hours of work or extended work day – As mentioned before, come to your job prepared with the appropriate attire and footwear. Ensure that you arrive on time and well rested to fulfill additional hours if necessary. If you feel it is unsafe for you to continue working due to fatigue, advise your supervisor immediately.

General Safety Tips:

- Practice safe lifting techniques. Follow company safety rules. Know how to report a hazard.
- Follow good housekeeping procedures.
- Work safely with chemicals according to recommended practices. Select the personal protective equipment.



Fire Protection

Common causes of fires include electrical failures, open flames, hot surfaces, smoking, and friction. Removing the cause prevents the fire.

1. Locate your nearest exit (or emergency exit).
2. Be knowledgeable on fire evacuation route, exits, and fire extinguisher locations.
3. Obey all "No Smoking" rules of the workplace.
4. Maintain good housekeeping practices.
5. Make sure all exits are not blocked and exit signs are visible.

Emergency Evacuations

Always follow and obey your workplace's procedures.

Action when a Fire is Detected

- Contact the fire department directly by calling 911, then:
 1. Contact your Supervisor and give location of the fire.
 2. Your Supervisor will also notify the fire department of the emergency.
 3. Your Supervisor will notify his/her Manager and assist in the applicable emergency procedures.
- Do not attempt to control a fire that has the potential to block your means of escape with extinguishers.
- The Supervisor/Manager has full authority over the workers in his/her area during an emergency.

For All Emergencies (Fires, Tornadoes, Earthquakes, Chemical Spills, Fumes, Gas Leaks)

At the sound of the alarm, all workers must:

1. If time permits, clear their desks, cash drawers, etc., and place important documents in filing cabinets or safes, or carry them to safety.
2. Proceed to the appropriate exit area and evacuate the building.

Exit Route to Follow & Meeting Place

Follow the exit routes shown on a floor plan layout posted at your workplace. If one route is blocked off, proceed to the nearest alternative route as advised by your workplace supervisor.

Upon exiting the building, all workers are to meet at the appropriate designated location.

No one is to leave the meeting place unless authorized to do so to avoid any erroneous reporting to emergency crews of such persons as missing and placing emergency crews unnecessarily at risk to re-enter the building to search.

Re-Entry Procedure

Do not re-enter the building unless authorization to do so is given by your workplace supervisor.

Workers Who are Away from Their Work Area

Workers away from their own work area should not return to their work area but exit with others in the area where they happen to be during an alert.



Steps to Take When Injury Occurs in the Workplace

1. Advise your supervisor and Bagg @ Your Service staffing specialist when an injury has occurred.
2. If necessary, seek medical treatment immediately following an accident/injury.
3. If no medical treatment was sought, assist staff in completing an incident report.
4. If medical treatment was sought, provide Bagg @ Your Service with a copy of the medical documentation.
5. Maintain communication with your Bagg @ Your Service representative on a regular basis throughout your recovery process.
6. Send copies of any medical treatment required to your Bagg @ Your Service representative.
7. Provide Bagg @ Your Service and the WSIB with any information regarding your injury and information given to you by your physician.
8. Cooperate and assist Bagg @ Your Service in identifying suitable work during and after your recovery to ensure an early and safe return to work.
9. Report any medical changes to both your Bagg @ Your Service representative and the WSIB.

Return to Work Policy

At Bagg @ Your Service, we are committed to providing a safe workplace for our employees and Associates. Bagg @ Your Service has created a program and procedural process to ensure that all workers and Associates who are injured can safely return to work soon as possible. The components of this policy are spot checked and reviewed annually to ensure effectiveness and continuous improvement.

Preventing workplace injuries and illnesses is the responsibility of everyone in the workplace. When injuries and illnesses do occur, it is essential for us to work as a team to try to minimize the impact by focusing on returning workers to safe and productive work. This policy is designed to ensure that a strong relationship and open communication between the employee and the employer is being maintained. It is our policy and mandate at Bagg @ Your Service to provide transitional regular employment through accommodation or suitable alternatives, while you are recovering from a workplace injury or illness. Bagg @ Your Service representatives will advise the employee of the availability of transitional duties and provide the required forms.

Bagg @ Your Service's Return to Work Program, as well as its related Return to Work Case Management Policy, warrants that all workplace parties are able to meet their obligations.

Return to Work Program Overview

1. Employees injured or who fall ill, while on a work assignment with Bagg @ Your Service, will report the injury or illness immediately to both their workplace supervisor and Bagg @ Your Service representative.
2. Temporarily disabled workers will report to the Bagg @ Your Service office immediately after appropriate medical treatment has been sought, or if unable, contact the Bagg @ Your Service representative via phone, to complete any information required for the written accident report, Form 6, a review of the Functional Abilities Form, and to discuss Return to Work process and responsibilities.
3. Where possible, Bagg @ Your Service will design transitional modified/alternative work program for all temporarily disabled employees based on the injured employee's functional abilities form.
4. Temporarily disabled employees will be expected to accept the modified work program designed, provided the duties meet the specifications determined by the Functional Abilities Form set by the medical professional.



Worker's Responsibilities

- Cooperate in the Return to Work process.
- Contact the employer as soon as possible after injury.
- Maintain communication with the Bagg @ Your Service representative.
- Assist Bagg @ Your Service in identifying suitable modified duties.
- Provide WSIB and Bagg @ Your Service the information that is requested.
- Inform Bagg @ Your Service and WSIB of any medical changes in circumstances.

Employer's Responsibilities

- Have a Return to Work program available.
- Contact the worker as soon as you are notified of an injury/illness.
- Maintain contact and a contact log of all discussions and issues.
- Attempt to identify suitable modified work.
- Provide the WSIB with the required reporting documents.
- Provide the WSIB information that is requested.

Transitional Duties

Bagg @ Your Service recognizes that the temporarily disabled employees can and should be performing meaningful, productive employment. Our transitional duty program gives structure and organization to this principle and recognizes the joint responsibility to participate in the rehabilitation of the employee.

- Modified duties given to the injured employee must be productive and have value.
- Transitional duties must not aggravate the employee's disability.
- The worker's disability must not create hazard to the employee and fellow workers when performing duties.
- The work must assist the employee in returning to their regular work.
- Before beginning transitional duties, the employee and employer will create an agreement outlining the transitional duties, hours worked, reporting requirements and the nature of the transitional duty position.
- The employee's physician statement and the employer requirements will be reviewed for the transitional duty position.
- The employee will be required to schedule appointments and therapy at reasonable times that do not conflict with their work schedule.
- Bagg @ Your Service will review and consult with all Health Care providers and the WSIB to assist the employee with their modified duties once the employee receives a Functional Abilities Form. Once Bagg @ Your Service receives the Functional Abilities Form, we offer modified duties until no longer medically required.

Any concerns or questions regarding the Return to Work job offer will be reviewed with supporting medical information.



Working Alone

Bagg @ Your Service understands that there may be times when employees and contractors have to work alone. Bagg @ Your Service is fully committed to the health and safety of all employees in the workplace. A person is alone at work:

- When they are on their own;
- When they cannot be seen or heard by others; and
- When they cannot expect a visit from another worker.

At Bagg @ Your Service, we are committed to the protection of employees from injuries and occupational hazards that may arise from working alone. It is our policy to ensure that all employees and managers are aware of their roles and responsibilities and to follow the appropriate procedure.

Procedure

1. All employees must be made aware of emergency procedures and contact numbers of members of security and management.
2. Any staff member working outside of business hours should make sure that outside access doors are locked.
3. Staff working alone should sign the attendance sheet.
4. If the staff member observes something unusual or threatening, he/she then is to move to a safe location and contact building security immediately or call 911 for assistance.
5. The staff member may ask Security to accompany him/her to the parking lot for safety.
6. No staff will allow another person accompanying the staff member access into the office without fully notifying security.
7. It is the responsibility of any associate to notify their Bagg @ Your Service representative if they have concerns about working alone at the client site.
8. Do a mid-shift check-in with security or members of other departments.

There are many steps that can be taken to help ensure your health and safety while working alone:

- Assess the hazards of the workplace.
- Establish an effective means of communication.
- Be aware of emergency exit/escape routes and location of fire extinguishers.
- Locate the first aid equipment before starting to work alone.
- Carry with you or be conscious of emergency contact phone numbers.
- Educate yourself and receive proper training of work procedures.
- If possible, make sure you are visible to others.
- Avoid working alone. If another employee is around ask them to help you.
- Report all situations, incidents or “near misses” immediately.
- Check in with your manager or other workers occasionally to make them aware of your situation.

WHMIS: Workplace Hazardous Materials Information System

During your registration process with Bagg @ Your Service, you will complete WHMIS training and a quiz which will be kept in your file for our records. Below is a quick reference summary of WHMIS. Should you wish more detailed information or have questions, please reference WHMIS regulation 860 of the Occupational Health & Safety Act.

Workplace Hazardous Materials Information Systems, referred to as WHMIS, is Canada-wide system which was created by businesses, labour, and government so that people who work with hazardous materials on the job have the information to protect their health & safety.

WHMIS describes the dangers of these workplace materials and how workers can protect themselves from the hazards associated with them.

WHMIS is put into effect by a combination of federal and provincial law. WHMIS legislation is enforced by provincial Ministry of Labour inspectors, except in federal government workplaces, where Labour Canada inspectors enforce the legislation.

WHMIS is made up of three parts:

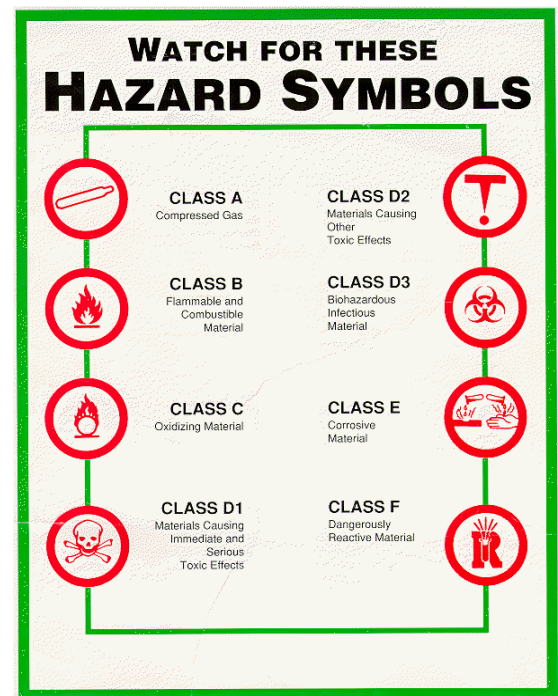
- WHMIS Labels
- Material Safety Data Sheets (MSDS)
- Worker Education

WHMIS Classifications

Controlled Products is the name given to products, substances, materials regulated by WHMIS legislation. They fall under 6 classes (see right).

Duties of Employees & Associates

- Workers are required to participate in training programs, and use this information to help them work safely with hazardous materials. Associates will be tested by taking Bagg @ Your Service WHMIS test. All records of training will be kept on file.
- Client Supervisors are responsible to provide workers with workplace specific WHMIS training (if applicable).
- Workers are to inform site supervisors when labels on containers have been accidentally removed or if the label is no longer legible.
- Inform the employer if they do not have the proper information on a controlled product.





Workplace Violence & Harassment Prevention

As President of Bagg @ Your Service, I am committed to providing a work environment in which all individuals are treated with respect, fairness, and dignity and to the prevention of workplace violence and harassment.

This policy outlines Management's commitment to prevent workplace violence and harassment and familiarizes all workplace parties with the related terminology as well as their individual responsibilities and duties. This applies to all employees and contractors of Bagg @ Your Service.

This policy complies with all legislation governing workplace violence and harassment in Ontario: *The Occupational Health and Safety Act*; *The Criminal Code of Canada*; and *The Ontario Human Rights Code*. The Joint Health & Safety Committee also plays an important role in the development and annual review of this policy.

Workplace Violence

- a) "the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker;
- b) An attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker;
- c) A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace Harassment

A course of vexatious conduct or comment against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Sexual Harassment

This involves workplace harassment involving conduct of a sexual nature. Sexual harassment is any conduct or comment of a sexual nature that is likely to cause offence or humiliation to an employee, or that might be perceived as placing condition of a sexual nature on employment or on any employment opportunity.

Each Person, Manager, Employee and Associate, is Responsible for:

- Working in accordance with the OHSA and in compliance with this policy and supporting program;
- Immediately reporting issues of workplace violence or harassment based on the supporting program procedures.

Management will:

- Take all reasonable precautions necessary to protect all employees, volunteers, and visitors from workplace harassment and violence and to ensure team members are aware of their rights and responsibilities as they relate to the prevention of workplace violence and harassment;
- Provide the necessary information, and instruction to all workers and volunteers on the contents of the workplace violence and harassment program and any hazards;
- Pledge to investigate and deal with all incidents and complaints of workplace violence and harassment in a fair and timely manner while respecting the privacy of all concerned to the extent possible.

Employees will not be penalized, reprimanded or in any way criticized when acting in good faith bringing forward a complaint or providing information regarding a complaint or incident of workplace violence or harassment.

Geoff Bagg, President

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Accessibility for Ontarians with Disabilities Act (AODA)

Ontario's new accessibility standard aims to give people with disabilities equal opportunity in accessing customer service, employment, transportation and public spaces. Services will be provided in a manner that respects the dignity and independence of all; the provision of services to persons with disabilities will be integrated wherever possible.

The Bagg Group offers accommodations through each stage of the recruitment process, including job posting, interviewing/testing and offer of employment.

Should you require an accommodation at any stage of this process or during an assignment, please notify your staffing consultant.

This guide provides you with information on how to provide excellent customer service to any people with disabilities with whom you may interact while on assignment for The Bagg Group.

There are many kinds of disabilities. These include physical, vision, hearing, speech, mental health, learning and intellectual, as well as other conditions such as diabetes, asthma, cancer, and temporary disabilities (e.g. requiring a cast or crutches).

How to communicate with people with different types of disabilities

There are many types and degrees of disability. Openly communicating and responding to your customers' needs is the key to excellent customer service for all. If you're not sure about the best approach, just ask a person with a disability how you can best communicate with them. Do not ask the person about the nature of their disability – doing so is a violation of privacy law.

People with physical disabilities

Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances.

- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.
- Don't touch items or equipment, such as canes or wheelchairs, without permission.
- If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

People with vision loss

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

- When you know someone has vision loss, don't assume the individual can't see you. Many people who have low vision still have some sight.
- Identify yourself when you approach and speak directly to the customer.
- Ask if they would like you to read any printed material out loud to them (for example, a menu or schedule of fees).
- When providing directions or instructions, be precise and descriptive.
- Offer your elbow to guide them if needed.

People who have hearing loss

People who have hearing loss may be deaf, deafened or hard of hearing. They may also be oral deaf – unable to hear, but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person's hearing was diminished or lost.

- Once a customer has identified themselves as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips.
- As needed, attract the customer's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.

- If your customer uses a hearing aid, reduce background noise or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).

People who are deafblind

A person who is deafblind may have some degree of both hearing and vision loss. Many people who are deafblind will be accompanied by an intervenor, a professional support person who helps with communication.

- A customer who is deafblind is likely to explain how to communicate with them, perhaps with an assistance card or a note.
- Speak directly to your customer, not to the intervenor.

People with speech or language impairments

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

- Don't assume that a person with a speech impairment also has another disability.
- Whenever possible, ask questions that can be answered with "yes" or a "no".
- Be patient. Don't interrupt or finish your customer's sentences.

People who have learning disabilities

The term "learning disabilities" refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

- Be patient – people with some learning disabilities may take a little longer to process information, to understand and to respond.
- Try to provide information in a way that takes into account the customer's disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.

People who have intellectual developmental disabilities

Developmental or intellectual disabilities, such as Down Syndrome, can limit a person's ability to learn, communicate, do everyday physical activities and live independently. You may not know that someone has this disability unless you are told.

- Don't make assumptions about what a person can do.
- Use plain language.
- Provide one piece of information at a time.

People who have mental health disabilities

Mental health issues can affect a person's ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety due to hallucinations, mood swings, phobias or panic disorder.

- If you sense or know that a customer has a mental health disability be sure to treat them with the same respect and consideration you have for everyone else.
- Be confident, calm and reassuring.
- If a customer appears to be in crisis, ask them to tell you the best way to help.

How to interact with people who use assistive devices

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communicating or lifting. Personal assistive devices can include things like wheelchairs, hearing aids, white canes or speech amplification devices.

- Don't touch or handle any assistive device without permission.
- Don't move assistive devices or equipment, such as canes and walkers, out of your customer's reach.
- Let your customers know about accessible features in the immediate environment that are appropriate to their needs (e.g. public phones with TTY service, accessible washrooms, etc.).

If the client site offers any equipment or devices for customers with disabilities, make sure you know how to use them. It could be helpful to have instruction manuals handy or an instruction sheet posted where the device is located or stored. This might include:

- Lifts, which raises or lowers people who use mobility devices
- Accessible interactive kiosk, which might offer information or services in Braille or through audio headsets
- Wheelchairs

How to interact with a person who has a service animal - a guide dog or other service animal

People with vision loss may use a guide dog, but there are other types of service animals as well. Hearing alert animals help people who are Deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Under the standard, service animals must be allowed on the parts of your premises that are open to the public. In some instances, service animals will not be permitted in certain areas by law (for example, a restaurant kitchen).

- Remember that a service animal is not a pet. Avoid touching or addressing them.
- If you're not sure if the animal is a pet or a service animal, ask your customer.

How to serve a person accompanied by a support person

Some people with disabilities may be accompanied by a support person, such as an intervenor. A support person can be a personal support worker, a volunteer, a family member or a friend. A support person might help your customer with a variety of things from communicating, to helping with mobility, personal care or medical needs. Support people are permitted in any part of your premises that is open to the public.

- If you're not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask.
- Speak directly to your customer, not to their support person.

How to assist people with disabilities who need help accessing your services

If you notice that your customer is having difficulty accessing your goods or services, a good starting point is to simply ask **How can I help you?**

Your customers are your best source for information about their needs. A solution can be simple and they will likely appreciate your attention and consideration.

Need more information?

You can get more information on anything related to accessibility at ontario.ca/AccessON.

This guide adapted from <http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/>



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