



**KEITH BAGG GROUP INFORMATION  
TECHNOLOGY INC. SEARCH**

**KBITS CONTRACTOR GUIDE**

Updated: November 2008

## **KEITH BAGG IT SEARCH INC.: A GREAT COMPANY TO PARTNER WITH!**

Welcome to **Keith Bagg IT Search Inc.** We are proud to have you as a business partner.

The Bagg Group commenced operations in 1971. Our business objective was to provide quality, full service, placement and search services to diverse companies throughout the Greater Toronto Area. As our client base continued to grow, Keith Bagg Staffing Resources, Temporary and Full-Time, were created, followed by Keith Bagg Information Technology Search (IT). We have grown from one office in Downtown Toronto to three offices, now including Mississauga and Markham, to better service our clients. Presently, our staff of over 50 professionals in a variety of specialty areas is closely aligned to provide consistently high quality staffing services and exceptional customer service. Our reputation as an industry leader has been built on continually earning the right to do business with our chosen clients.

Keith Bagg Information Technology Search, our Information Technology resourcing practice, is a leading expert in meeting the unique staffing challenges that confront IT/IS departments. Through the extensive use of requirements analysis and experienced recruitment consultants, Keith Bagg Information Technology Search has become known as a premier supplier of Technology Staffing: temporary, contract and full-time. Keith Bagg Information Technology Search's very experienced and seasoned professionals specialize in placing talent who are aligned with our clients' corporate culture, image and future. The candidates we provide have the experience, skills and attitude to fulfill the deliverables required.

Keith Bagg IT Search's Mission is to **deliver distinct, flexible resource solutions to meet and exceed the requirements of our chosen clients, business partners and candidates.**

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, business partners and candidates
- Leverage technology
- Recognize and embrace change
- Be the best place to work
- Serve as a model to others

### **The results:**

- Our **CLIENTS** advance their business
- Our **BUSINESS PARTNERS** advance their practice
- Our **CANDIDATES** advance their career

### **The Bagg Group is made up of three members:**

**Keith Bagg Information Technology Search Inc. (KBITS)** is our information technology division and focuses on contract and full-time technical placements at all levels.

**Keith Bagg Staffing Resources Inc. and Keith Bagg Staffing (Regional) Inc. (KBSR)** are divided into two divisions. The Professional Placement Division, which specializes in full-time positions, and the Temporary Division, which focuses on temporary and contract positions. They both provide opportunities in: accounting, call centre, office management, administration, financial services, data entry, customer service, operations, securities and others. Bilingual (French) placements are available.

In addition, our strategic partner, **Fulcrum Search Science Inc. (FSS)**, focuses on professional and executive search and placement of individuals, contract or full-time, in accounting, finance, sales & marketing, human resources, technical, logistics, operations, and general management positions.

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## **ENSURING YOUR SUCCESS!**

This booklet is designed to help you understand your role as a Bagg Group business partner and enable you to succeed at your assigned (contract) opportunity. Your Relationship Manager 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 Keith Bagg IT Search!

As a business partner with **Keith Bagg IT Search Inc.**, 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 Relationship Manager for any reason. *Remember, we are here to help you throughout your entire assignment!*

## **PROFESSIONALISM AND EFFICIENCY IS ENSURED WHEN YOU:**

**Know the Proper Channels.** You are our business partner. As a business partner of **Keith Bagg IT Search Inc.**, you should not contact our client directly with problems or questions regarding (the terms of) your assignment nor should you discuss your pay rate. If you are interested in becoming employed by one of our clients, call your Relationship Manager.

**Ask Questions.** Always ask the client when a technical question arises regarding a specific task. Never guess!

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

**Plan Ahead.** Give yourself extra time, especially on the first day when you have to find the client's office. Also, many delays can arise due to bad weather, transit holdups, traffic jams, etc.; don't let these make you late!

**Observe Procedures and Policies.** Respect our client's customs by dressing according to the position and office setting as well as adhering to client 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.

**Have a Positive and Productive Attitude.** When one task is finished, take the initiative to ask for another.

**Respect the Client's Time.** Making personal phone calls or discussing personal matters while on assignment is not acceptable.

## WORKING TOGETHER

One of the reasons companies hire outside services to help with resource requirements 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 Relationship Manager on your lunch hour or on a break. If it is an emergency, call immediately and ask for your Relationship Manager 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 contract) other than the one you have been sent on.
- The assignment is different from the job description you were given by your Relationship Manager.
- 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 (any concerns regarding) a work related injury.
- You have **any** questions or situations you need to discuss. We're here to help.

### PLEASE NOTE:

- To help you transition into the new environment smoothly, on the evening of the first day you have worked, a Relationship Manager or representative will call to find out how the assignment is going and at which extension you can be reached.

## PROBLEM ESCALATION:

In order to ensure your relationship with KBITS and our client is the **best it can be**, we have set up the following problem escalation process:

**Your first contact should always be your Relationship Manager;** if the Relationship Manager cannot answer your questions/issues then the next person to contact will be the Regional Manager, Operations. If you still do not find satisfaction then contact Geoff Bagge, President.

## WHEN WE CALL YOU FOR AN ASSIGNMENT:

We will give you the job description, location, contact name, working hours, pay rate and duration. **Note: All information regarding the terms of the assignment is strictly confidential.**

You are not obligated to accept any assignments. However, if you do accept an assignment, you have made a commitment and therefore are required to complete the entire assignment under the terms of the signed contract. Should any extenuating circumstances arise which would affect your ability to start or complete an assignment, you must call our office immediately.

*We must fill our assignments quickly. Please remember to leave a number where you can be reached and to check your answering machine regularly. We want to work with you!*

## **KBITS GENERAL & SEXUAL HARASSMENT POLICY**

Keith Bagg IT Search Inc. has attempts to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offences, which might interfere with work performance. Harassment of any kind—verbal, physical, or visual—will not be tolerated. Harassment can take many forms. It may be but is not limited to: words, signs, jokes, pranks, intimidation, physical contact or violence. Harassment is not necessarily sexual in nature (**See “Sexual Harassment Policy” below**).

All Keith Bagg IT Search employees and business partners are charged with the responsibility for keeping our work environment(s) free of harassment. Any employee or business partner becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate manager, any management representative or their KBITS relationship manager with whom they feel comfortable.

Appropriate investigations, and if necessary, disciplinary actions will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate would be subject to severe disciplinary action or possible release from their assignment. No adverse employment action will be taken for any employee making a good faith report of alleged harassment. Keith Bagg IT Search Inc. accepts no liability for harassment of one employee by another employee. The individual who makes unwelcomed advances, threatens or in any way harasses another employee is personally liable for such actions and consequences.

## **SEXUAL HARASSMENT POLICY**

Our definition of sexual harassment is taken from the Human Rights Code that states that “harassment” means engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be “unwelcome.” We also agree and stand by the Human Rights Code’s statement that:

### **Sec. 7 (2)**

Every person who is an employee has a right to freedom from harassment in the workplace because of sex by his or her employer or agent of the employer or by another employee.

### **Sec. 7 (3)**

Every person has a right to be free from:

A sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome; or

A reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person. 1981, c.53, s.6.

## **PROCEDURE**

If you wish to make a complaint of sexual harassment, here is what you can do. First of all, speak to the offender and clearly state that his/her behaviour is unwelcome and must stop or you will be making an official complaint. If the behaviour continues, write out a clear account of what occurred, when it occurred, if there were any witnesses, the number of times it occurred and the name of the offender. This written complaint should be given to a company investigator (see below), who will then conduct a formal investigation. The investigator will examine the incident(s) from your perspective as well as that of the accused. Any witnesses will be questioned.

Discipline, if appropriate, can take several forms, depending on the nature and severity of the case. A formal apology, a documented warning, or suspension without pay or even dismissal may be necessary. Every effort will be made to act fairly and justly.

In order to lodge a complaint or investigation, the following people can act as resources for you:

**1. Relationship Manager      2. Office Manager      3. Vice President**

Keith Bagge IT Search Inc. will not tolerate sexual harassment in any form.

**PHONE, E-MAIL & INTERNET GUIDELINES**

KBITS established this policy to ensure appropriate use of phones, e-mail and the Internet.

When KBITS place business partners/contractors with our clients, we expect that all use of electronic information resources like the Internet, will be responsible and ethical. While on assignment for us:

- Use Internet resources for authorized research, educational and informational purposes only.
- Do not use the Internet for unauthorized illegal or unethical purposes.
- Make only authorized copies of copyrighted or licensed software or data.
- Do not send, receive, display or broadcast text or graphics which may be construed as offensive.
- Do not make any attempt to damage computer equipment or software.
- Do not modify existing software or install non-approved software.
- Do not modify the settings on the computer that you are using.
- Do not invade the privacy of others. This includes harassment, libeling or slandering via an electronic medium (email or Internet).
- Do not display or disseminate sexually explicit materials.
- Do not access chat-lines, games or other sites that are not relevant to the work at hand.
- Do not use the Internet for personal use of any kind.
- Remember - passwords do not ensure privacy. Phones, e-mail and electronic transmissions may be recorded and/or monitored by our clients.

Any business partner/contractor found to be acting against this policy will have disciplinary action taken against them and may be terminated or released from the assignment. Please act responsibly and respectfully towards our client. Should you have any questions concerning this policy, please direct them to your Relationship Manager.

**OCCUPATIONAL HEALTH & SAFETY**

As a business partner/contractor, you agree to comply with the provisions of the *Occupational Health and Safety Act* and all of its applicable regulations at all material times when you are providing and performing professional services for KBITS and our clients. As a business partner, you are responsible for any liability, charges, legal costs, fines or expenses incurred as a result of an alleged or actual contravention of the *Occupational Health and Safety Act*.

**GETTING PAID!**


You will be paid by direct deposit to your business bank account. In order to set up your direct deposit, please include a business cheque marked VOID no later than with your first time sheet. Please check your account regularly and notify our office of any Direct Deposit problems. In order to be paid for the hours you work, you must return your signed time sheet and invoice to our office no later than Monday at 6:00 p.m. of the week following the one in which you have worked. Failure to provide us with your time sheet by the deadline will delay your payment. Note: If your timesheet is NOT signed, you will experience a significant delay in receiving your pay!

**WHEN YOU GET PAID**

**You will be paid on the Friday of the week following that in which you worked.** Your direct deposit will be in your bank account after 1:00 p.m. on Friday. Please make sure you fill out your time sheet completely, including method of payment, to avoid mistakes and delays.

**TIPS FOR FILLING IN YOUR TIME SHEET**

In order for you to be paid for your work, you must fill in your time sheet as outlined and returned to our office. You may fax your time sheet directly to our accounting department at **(416) 350-9631**, but please remember that it is very important that you use a different time sheet for each week. Using the same time sheet will result in delayed payment.

		Keith Bagg I.T. Search 85 Richmond Street, Suite 700, Toronto, ON M5H 2C9 TEL: 416-863-1800 KBIT FAX LINE: 416-350-9631				
		Division (Please check one): <input type="checkbox"/> KBITS <input type="checkbox"/> Other (please specify)				
KBITS Representative Hours Worked (Please print & fill this sheet in completely)						
Day	Month	Date	Start Time	Finish Time	Less: Mealtime	Total Daily Hours
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
Total Hours for the Week:						
NAME (PLEASE PRINT)						
						Contractor Number      Week Ending (Sunday's Date)
Change of Address and/or Phone Number						
Signature						

**FILLING OUT YOUR TIME SHEETS**

- ➔ PRINT your name clearly.
- ➔ CORRECT social insurance number.
- ➔ Week starting date.
- ➔ The dates you have worked.
- ➔ The hours you have worked, with lunch and dinner breaks deducted accordingly.
- ➔ The total hours worked each day (to the nearest 15 minutes).
- ➔ Your supervisor's name at the client company.
- ➔ The client company name and address.
- ➔ Your signature.
- ➔ The signature of your supervisor at the client company.
- ➔ Indicate if your assignment is continuing the following week or is finished.
- ➔ Indicate if you are including a voided cheque.
- ➔ Return the original signed copy to our office. Leave a copy with the client after it is signed and keep a copy for your own records.

**Time sheets that are filled out properly and clearly make it much easier to ensure that you are paid on time and correctly!**

## DETERMINING INDEPENDENT CONTRACTOR STATUS

To determine whether you are considered an Independent Contractor (Self-Employed individual), and if there is an **employer-employee relationship** or a **Business relationship**, you have to examine and analyze the terms and conditions of the worker's employment as they relate to the following four factors:

- Control
- Ownership of tools
- Chance of profit/risk of loss
- Integration

These determining factors are detailed in CRA's publication RC4110 - **Employee or Self-Employed**:  
<http://www.cra-arc.gc.ca/E/pub/tg/rc4110/README.html>

## BILLING AND INVOICING

As mentioned above, in order to get paid, you must submit your signed timesheet and invoice. Below is a sample invoice that you may modify for your use (we can provide you with a softcopy at your request). Depending on your preference, you can invoice KBITS at your convenience, be it weekly, bi-weekly, or on a monthly basis. Although there is no strict guideline for this, clients do prefer to be billed at least once per month for budgeting and accounting purposes.

INVOICE				
		Company Name		
		Address		
		City, Ontario		
		Postal Code		
		Business #		
			INVOICE DATE	xx/xx/xx
Bill To:	Keith Bagg Information Technology Search Inc.		INVOICE NUMBER	#
	85 Richmond Street West, Ste #700			
	Toronto, Ontario			
	M5H 2C9			
Attention:	Joanne Boucher			
Send Via:	E-mail	Initial	Name	
<b>Regarding:</b>				
Hardware Requirements				
Qty	Desc	Unit Price	Extension	
5.5	Troubleshooting, updating, McAfee (10-3:30, 1/2hr lunch)	\$20.00	\$110.00	
5.5	Hardware Installation, Norton Corporate Edition install (3:30-9:00 pm)	\$25.00	\$137.50	
			Total	\$247.50
			Shipping	\$0.00
			Sub Total	\$247.50
			G.S.T	\$17.33
			Grand Total	\$264.83
<i>Thank-You for Your Business</i>				
GST #				

## **PARTNERSHIP AND REWARDS**

### **NACCB**

KBITS is an active Member of The **National Association of Computer Consultant Businesses (Canada)** [NACCB] - [www.naccb.ca](http://www.naccb.ca)

The NACCB (Canada) provides education and awareness on public policy issues that impact the IT Services industry in Canada. As well, the NACCB (Canada) represents the interests of its members to policymakers to ensure that legislation does not inhibit the growth of the IT Services industry. As a member of NACCB, KBITS can pass on benefits to our business partners. Benefits that are available include the following:

### **Group Life / Health & Dental and Assistance**

You may insure just yourself or include dependent children and your spouse on the health and dental benefit as your situation warrants. If your spouse already provides Health & Dental benefits you can elect the other coverage available.

### **Disability**

These plans offer a full line of disability insurance products to replace personal income, cover office overhead expenses or provide funding for the buy out of a disabled shareholder's interest in the business. The average member will realize a savings of 25%.

### **Critical Illness**

This new breed of product is designed to pay you a tax-free lump sum on diagnosis of certain diseases. The knowledge that your expenses are covered would be an invaluable aid in your healing process!

### **Home & Auto Insurance**

The average member will realize a savings of between 5% and 25% on their premiums! This plan includes coverage for your Homes, Automobiles, Condominiums, Cottages/Chalets as well as Rented Dwellings.

These programs are underwritten by one of Canada's largest group insurers, AVIVA Traders.

### **Travel Insurance**

Whether it's business or pleasure, a freak accident or injury, an emergency sickness could cost you dearly if you are not protected. Some medical insurance plans cover only single, short trips and charge you each time. We also have a low cost *annual* plan for which you may be eligible!

**Is saving money a benefit to you?** If interested, in the benefits offered by NACCB, please contact your Relationship Manager directly for more information.

KBITS has arranged a referral for Health Benefits and Dental Plan at a special rate for our business partners! Immediately after becoming a business partner/contractor with Keith Bagg IT Search, you have the option of accessing our Health Benefits and Dental Plan as a preferred member with special rates. Whichever package you choose, you are responsible for all the cost/premiums for the benefits you have selected. Coverage within the plan includes:

- Extended Health Care
- Dental
- Life Insurance & AD&D
- Short and Long Term Disability
- Member Assistance Plan
- Cost Plus

This exclusive program also allows you the opportunity to purchase additional [Life & Critical Illness Insurance](#) at group discounted rates.

Here is a link to the application forms: [http://www.lms.ca/naccb/?nav=group\\_plan\\_application](http://www.lms.ca/naccb/?nav=group_plan_application).

Here is a link to Group Benefit plan info page: [http://www.lms.ca/naccb/?nav=group\\_benefit\\_sub](http://www.lms.ca/naccb/?nav=group_benefit_sub) where you can determine what suits your needs best.

Please contact Brent Marshall @ 416-644-7735 if you have any specific questions regarding qualifying for benefits or the benefits themselves.

### **QUARTERLY NEWSLETTER**

KBITS publishes a quarterly contractor newsletter that can be sent either electronically or by mail. Contractors benefit by having the ability to stay on top of market trends, HR issues, best practices, legal information, along with profiling candidates that have various technical skills

### **REFERRAL PROGRAM**

Remember, KBITS has a referral program that will reward you on your referral's skill and upon the completion of their assignment. We are always in search of exceptional helpdesk support, network engineers, Project Managers, and CTO's to name a few.

### **ACSESS**

KBITS is also an active Member of The **Association of Canadian Search, Employment & Staffing Services (ACSESS)** [www.acsess.org](http://www.acsess.org).

ACSESS is the single voice for the employment, recruitment and staffing services industry in Canada. It promotes best business practices, and adherence to both the spirit and letter of all applicable employment legislation and regulations.

From the standpoint of professional development and industry standards, ACSESS provides and administers the [CPC Certification Program](#). Eligible recipients must meet core requirements, which include post-secondary education, length of service in the industry, compliance with the Code of Ethics and testing requirements. On successful completion, these professionals may use the designation CPC (Certified Personnel Consultant).

At KBITS, more than half of our Relationship Managers have obtained their CPC designation. Having a CPC designation is the coveted symbol of professionalism in the personnel consulting industry. It identifies those individuals who have attained a high level of expertise and professional competence.

### **SUGGESTIONS**

We always appreciate your suggestions on how we can improve our service. If we implement your suggestion, we will send you a Keith Bagg T-shirt as a way of saying "thank-you". Together we can make Keith Bagg IT Search a great place to work. Just give your Relationship Manager a call!

### **CLIENT ORIENTATION**

Key Criteria/Deliverables for a Successful Assignment. Your Relationship Manager will review the Length and Key Deliverables of your project with you.



**The Bagg Group**  
STAFFING SOLUTIONS

## **CONTACT INFORMATION**

### **TORONTO OFFICE**

**85 Richmond Street West  
Suite 700**

**Toronto, ON M5H 2C9**

**Tel: 416-863-1800**

**Toll-Free: 800-493-JOBS**

**Fax: 416-350-9631**

**[www.bagg.com](http://www.bagg.com)**