



**Bagg @ Your Service**  
*a division of The Bagg Group*



Revised: May 2018

## Welcome!

**Welcome to Bagg @ Your Service, a division of the Bagg Group!** We are proud to have you as a member of our team of dedicated employees. Bagg @ Your Service leads the way in providing exemplary hospitality staffing services, starting with superior staff. As our temporary employee, **YOU** are a critical part of making our mission statement and objectives a reality!

### COMPANY MISSION AND VALUES

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 core values of Caring, Trust, Teamwork, Innovation, Exemplary Service, and the Celebration of Success are what drive our every move, and ensure that B@YS always *brings out the best in people, for people!*

Our success comes from being part of an organization that functions as an integrated resource, providing total solutions. We do this by processing and sharing knowledge 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 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).

### ENVIRONMENTAL STATEMENT

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.

### The Bagg Group is made up of five divisions:

**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.

## Table of Contents

Ensuring Your Success .....	4
Working Together .....	4
Bagg @ Your Service Attendance Policy .....	5
Getting Paid!.....	5
Personal Belongings .....	6
HEALTH & SAFETY POLICY .....	6
Health & Safety Program.....	7
Young or New to the Workforce? .....	8
Hazard Recognition and Reporting .....	8
How to Report a Hazard:.....	8
Potential Workplace Hazards for Hospitality .....	8
Fire Protection.....	9
Emergency Evacuations.....	9
Steps to Take When Injury Occurs in the Workplace.....	10
Return to Work Policy.....	10
Working Alone.....	11
Accessibility for Ontarians with Disabilities Act (AODA) .....	12
WHMIS: Workplace Hazardous Materials Information System .....	12
Workplace Violence & Harassment Prevention .....	12
Contact Information .....	14

## 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.

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. Always refer to your Team Lead Supervisor or your B@YS representative. 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, you must email [bays@bagg.com](mailto:bays@bagg.com) immediately. Please review our Attendance Policy below.

**Observe Procedures and Policies.** Always review your Assignment Details thoroughly. Know that you are responsible for all of the information within, and that you should raise any questions you have right away.

**Keep it Confidential.** Discretion is key to ensuring continued assignments with our clients. 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 or incomplete 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 a health and safety emergency, call your Bagg @ Your Service representative immediately. By following this procedure and working together we ensure that conflicts can be solved immediately and to the advantage of everyone involved.

### Contact 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.



## Bagg @ Your Service Attendance Policy

### Working Your Shift

Once you have confirmed your Assignment Details, you are officially scheduled for the shift(s) indicated. You are required to be at the work site, signed in and ready to start at the exact scheduled start time of your shift. We ask that you arrive 15-20 minutes early to allow time to find the location, sign in with the supervisor, and store your belongings.

#### Late Arrival

If you run into complications and are going to arrive late, you must contact your B@YS representative as soon as possible, so that we can make adjustments as needed and keep the client informed. You may text or call, or email [bays@bagg.com](mailto:bays@bagg.com). You must receive confirmation that your message has been received. Late starts are recorded on your attendance record and may result in disciplinary action up to and including the termination of your employment from Bagg @ Your Service.

#### Shift Cancellations/Trading Shifts

If you are suddenly unable to attend a scheduled shift, you must email [bays@bagg.com](mailto:bays@bagg.com) with no less than 24 hours notice. If you cannot provide adequate notice, you may also find another qualified B@YS employee to replace you. You must submit your request for a switch to [bays@bagg.com](mailto:bays@bagg.com). The shift remains your responsibility until such time when the B@YS team confirms the switch, and Assignment Details are confirmed by your replacement. At this time, you will be notified of the cancellation of your shift.

We do all we can to keep our attendance policies fair and to allow flexibility for you whenever possible. Failure to abide by our attendance policies jeopardizes the level of service we are able to provide to our clients, and may result in disciplinary action up to and including the termination of your employment at Bagg @ Your Service.

## Getting Paid!

You will be paid by **Direct Deposit** to your bank account on Friday of the week following that in which you worked.

**In order to be paid for the hours you work, your time must be submitted to our office no later than Monday at 10:00 a.m. of the week following the one in which you have worked.**

Your Bagg @ Your Service representative will let you know the method you will be using to submit your time on each assignment. This could be Bagg @ Your Service's Webtime application, Bagg @ Your Service's 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 **significant** delay in receiving your pay!

Your statements of earnings will be available to you in our online portal, Penny. You will be able to access Penny by your first pay day:

Log in at <https://penny.bagg.com>. Your login ID will be your personal email address.

Once logged in, click Reports > Advice Slip to see your current and historical statements.

#### First time using the site?

- Click the 'forgot my password' link on the login screen.
- Enter your email address when asked for your Penny login.
- A reset link will be sent to you at your email address.
- Follow the prompts to create your password, then login to Penny.

#### Having issues accessing the site?

- Clear your browser's cache
- Still having issues? Please contact [payroll@bagg.com](mailto:payroll@bagg.com)

### Overtime

In accordance with the Ontario Employment Standards Act. More information can be found [here](#).

### Vacation Pay

Accrued in accordance with the Ontario Employment Standards Act, 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: [bayspayroll@bagg.com](mailto:bayspayroll@bagg.com)

### Public Holiday Pay & Qualifying for Public Holiday Entitlements

In accordance with the Ontario Employment Standards Act. More information can be found [here](#).

### Personal Belongings

We expect you to exercise reasonable care to safeguard personal items you have with you at work, and we advise all employees to not bring valuables while on assignment.

Please note that The Bagg Group is not responsible for the loss, damage, or theft of an employee's personal belongings.

## 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.

As employer, The Bagg Group is ultimately responsible for worker health and safety. As president, I commit that I will comply with my duties under the Act, such as taking every reasonable precaution for the protection of workers in the workplace.

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

Every worker, including temporary must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the employer. Workers will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

All procedures comply with applicable Safety & Health legislation and are reviewed on an annual basis.

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 & CEO**

**January 2018**

## 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.

## Young or New to the Workforce?

Please review [Seven Things You Should Know 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 your 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 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.

## Accessibility for Ontarians with Disabilities Act (AODA)

**During your registration process with Bagg @ Your Service, you will complete training on the Accessibility for Ontarians with Disabilities Act and a quiz which will be kept in your file for our records. Should you wish more detailed information or have questions, please reference [ontario.ca/AccessON](http://www.ontario.ca/AccessON) or review <http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/>**

## 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. Should you wish more detailed information or have questions, please reference WHMIS regulation 860 of the Occupational Health & Safety Act.**

## Workplace Violence & Harassment Prevention

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

### Purpose

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.

### Scope

The Workplace Violence & Harassment Policy applies to all employees and associates of The Bagg Group.

### Legislation

To establish this policy, The Bagg Group has consulted with the Joint Health and Safety Committee and the following 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*.

## 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. Harassment may comprise of any objectionable act, communication or display that is perceived to be insulting frightening, embarrassing, offensive, humiliating, demeaning, or otherwise unwelcome.

## Sexual Harassment

*Sexual harassment* is a special kind of 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.

## Roles & Responsibilities of Workplace Parties

### 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 (including annual refresher training) 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.
- Revisit complaints of any harassing nature to ensure they were handled correctly, ensure resolution was attained and look for any improvements to the program.

### Supervisor will:

- Adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

### Worker will:

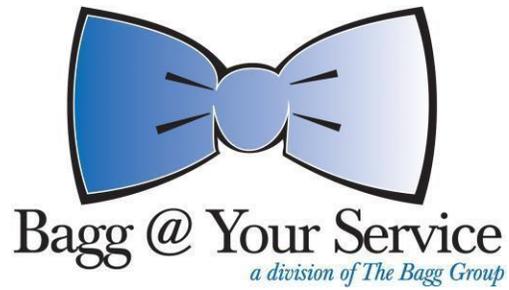
- Work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. (*The workplace may wish to provide more information about how to report incidents, and may wish to emphasize there will be no negative consequences for reports made in good faith.*)

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 & CEO**

**January 2018**



## Contact Information

### Bagg @ Your Service

24 Hour Staff Support: [bays@bagg.com](mailto:bays@bagg.com)

Payroll Inquiries and Time Sheet Submissions: [bayspayroll@bagg.com](mailto:bayspayroll@bagg.com)

General Inquiries: (416)-863-1800

Web: [www.baggatyourservice.com](http://www.baggatyourservice.com)

Facebook: [www.facebook.com/baggatyourservice](http://www.facebook.com/baggatyourservice)

Instagram: @baggatyourservice

### Toronto Head Office

372 Bay Street, Suite 2100  
Toronto, ON M5H 2W9

### Mississauga Branch Office

1065 Canadian Place, Suite 206  
Mississauga, ON L5R 3E7