



# Bagg Technology Resources

*a division of The Bagg Group*



**BAGG TECHNOLOGY RESOURCES INC.**

**BTR CONTRACTOR GUIDE for Independent contractors**

Revised: October 2016

## Bagg Technology Resources: A Great Company to Partner With!

Welcome to **BAGG TECHNOLOGY RESOURCES INC.** We are proud to have you as a business partner. Bagg Technology Resources (BTR) leads the way in providing innovative, cost-effective staffing solutions customized to meet the needs of our clients. As our contractor / consultant **YOU** are a critical part of making our mission statement and objectives a reality!

BTR'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 IT associates and clients, making BTR 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).

The Bagg Group 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 The Bagg Group, 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.

BTR'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 Technology Resources Inc. (BTR)** is our information technology division and focuses on contract and full-time technical placements at all levels.

**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.

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

In addition, our strategic partner, **Fulcrum Search Science Inc.**, 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 Technology business partner and enable you to succeed at your assigned 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 Bagg Technology Resources!

As representative of BTR, 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.

**Please do not hesitate to call your Relationship Manager 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 business partner. As a business partner of BTR, 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 Relationship Manager.

**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.

**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 hold-ups, 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.

**Complete Your Time Sheet Accurately.** Fill in your time sheet completely and accurately.

**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.

## 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 [BTRaccounting@bagg.com](mailto:BTRaccounting@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://btrpenny.bagg.com>. Your BTR representative will provide details for accessing your account.

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

## 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 timesheet completely, including method of payment, to avoid mistakes and delays.

### FILLING OUT YOUR TIMESHEETS

- PRINT your name clearly.
- 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.
- Your signature.
- The signature of your supervisor at the client company.

## 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 BTR 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*.

## Workplace Violence & Harassment Policy

As President of The Bagg Group, 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.



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**Geoff Bagg, President & CEO**

**January 2016**



## 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](http://ontario.ca/AccessON).

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

## Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code

The Integrated Accessibility Standard Regulation (IASR) of the Accessibility for Ontarians with Disabilities Act (AODA) establishes further rules for businesses and organizations to ensure persons with disabilities have equal opportunity in accessing services, information and communications, employment, transportation, and public spaces.

### How Your Rights Are Protected

**The Ontario Human Rights Code** responds to complaints and removes barriers upon request; it is a reactive tool.

The Code covers Employment and prohibits discrimination under 16 protected grounds including disability. It requires employers to provide any necessary accommodations short of undue hardship.

**The AODA** is a pro-active tool, its role is to prevent barriers by defining a set of accessibility standards that people are required to follow.

### Accessibility Policies and Plan

The Bagg Group's Accessibility Policies and multi-year Accessibility Plan can be found on the "About Bagg" page of our website [www.bagg.com](http://www.bagg.com), and is available in accessible formats upon request.

### Information and Communication Standard

#### Accessible Formats and Communication Supports

When a customer with a disability requests information or communication supports in an accessible format, provide good customer service by consulting with them on how you can best help.

- Respond to the request in a timely manner. If it is not possible to provide the requested material, then offer an explanation as to why and provide a summary of the information.

#### Accessible Feedback Methods

The Bagg Group uses a variety of accessible feedback methods, including: in-person, phone, email, fax, and via the Contact Us page on [www.bagg.com](http://www.bagg.com).

#### Accessible Websites and Web Content

The Bagg Group is in compliance with the accessible websites and web content (WCAG 2.0 level A) requirement of the Standard.

### Employment Standard

Should you require accommodation for a disability in order to complete your tasks, you should inform your Manager of your accessibility needs. They will work with you to develop the necessary accommodations.

The Employment Standard includes the following:

- **Accessible recruitment process:** Accommodations will be available upon request for job applicants with disabilities during all stages of the recruitment process.

#### Examples of Accessible Formats

- Reading written information to a person directly
- Large print documents
- Handwritten notes instead of spoken word
- Information written in clear language

- **Supports available to employees:** Employees with accessibility needs will be supported if you have a disability or acquire a disability later during your employment.
  
- **Individual accommodation plan:** There is a documented process in place for developing individual accommodation plans. Your Manager will work with you to find appropriate accommodations to meet your accessibility needs.
  
- **Accessible formats and communication supports:** Upon request, employees with disabilities will be presented information in accessible formats and provided communications supports necessary to perform your job.
  
- **Workplace emergency response information:** If requested, individualized workplace emergency response information will be provided to employees with disabilities. With your consent, your information will be shared with designated persons (first aiders, fire wardens) to help in an emergency.
  
- **Performance management, career development, redeployment, and return to work processes:** The individual accommodation plan will take into account employees' accessibility needs and will be applied to these aspects as necessary.



### Contact Information

**TORONTO OFFICE**

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

**MISSISSAUGA BRANCH OFFICE**

1065 Canadian Place, Suite 206  
Mississauga, ON L4W 0C2

**MARKHAM BRANCH OFFICE**

3000 Steeles Ave. E., Suite 100  
Markham, ON L3R 4T9

**416-863-1800**

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

**Contractor Copy****Contractor Orientation and Health, Safety Waiver & AODA Standards**

I have received, read and understood the Bagg Technology Resources Inc. contractor guide and consent to all of its provisions.

BTR Representative: \_\_\_\_\_

BTR Representative Signature: \_\_\_\_\_

Consultant Initials: \_\_\_\_\_

Date: \_\_\_\_\_

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**BTR Copy****Contractor Orientation and Health, Safety Waiver & AODA Standards**

I have received, read and understood the Bagg Technology Resources Inc. contractor guide and consent to all of its provisions.

Consultants Name: \_\_\_\_\_

Signature of Consultant: \_\_\_\_\_

BTR Representative's Initials: \_\_\_\_\_

Date: \_\_\_\_\_