

EMPLOYEE HANDBOOK

Mayfair Personnel

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2015

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Company Information

Mayfair Personnel specializes in administrative support staff.

Mission Statement

Our goal is to provide timely and cost effective solutions to employers seeking permanent or temporary staff. Our strength is our people, our personalized service and our commitment to results.

Mayfair Services

Temporary Staff

Our large staff of temporary office support professionals provides our clients with needed help during special projects or when regular support staff is away. Employers may also “try out” new staff temporarily while determining their permanent staffing needs.

Direct Hire Staff Recruitment and Shortlisting

We streamline the hiring process. By focusing only on qualified short-listed candidates, employers save time and reduce the internal costs associated with hiring new staff. Permanent staff often become our client’s employee immediately upon hiring, however, a growing number of employers are choosing to start new staff through Mayfair Personnel’s temporary staffing service. This allows a probationary time for both parties to ensure the placement is a good fit.

Mayfair Staff

Whether your temporary assignment is coverage for a vacation, a maternity leave, a medical leave, a special project or because our client is determining their permanent staffing requirements, it is important to remember that you are an employee of Mayfair Personnel. Talented employees are the heart of Mayfair Personnel. As our employee we strive to match your talents and interests with rewarding work opportunities.

While permanent employment cannot be a guaranteed or even a predicted outcome of temporary assignments there are other benefits. Temporary assignments offer new challenges, flexibility and opportunities for career growth. In our experience, any difficulties experienced usually result from a lack of communication either with Mayfair as your employer or with your supervisor/trainer at our client location. So you can benefit the most from your temporary employment assignment, this handbook has been prepared to identify Mayfair’s expectations and standards for employees as well as the expectations expressed to us by our clients.

Mayfair Standards

Ethics

We believe that honesty and integrity should be our guide in everything we do – in business and in life. We measure all of our decisions by this standard and expect the same of our employees.

With our contacts, we have career opportunities that are often not advertised and would be difficult to find. Please show your respect for the business arrangement we have with our client by not applying direct to our client for employment. Special arrangements will be made through Mayfair for you to apply for permanent employment should the occasion arise.

Confidentiality

Our clients trust our employees to be discreet. Discussing employment opportunities you have become aware of through your temporary assignment, with anyone other than Mayfair staff, is a breach of confidentiality and may have a negative impact on our business relationship with our client and our opportunity to present our people, including you, for a permanent position.

Other confidential information includes financial data or other business data pertaining to the day-to-day operation of Mayfair or Mayfair's clients.

Employee Commitment

While no business has the power to guarantee a lifetime job to anyone, Mayfair recognizes the unique situation temporary employment presents. If you are not comfortable accepting an assignment, please tell us. Our success and our reputation are built on the commitment of our employees to see a job to completion and we appreciate your dependability. When a temporary assignment finishes we continually seek to match you with other employment opportunities as they occur.

Conduct

Mayfair employees work in a variety of office settings and environments from professional offices to more casual industrial offices but professionalism is expected in every setting. Please remember that a casual office never means casual manners.

1. Always treat co-workers, managers, customers and Mayfair staff with respect and consideration.
2. Strive to arrive 10 to 15 minutes early to hang up your coat and get settled before the business day begins. Similarly, avoid preparing to go home before the workday is finished.
3. Chewing gum is noisy and looks bad. If you are worried about bad breath, brush your teeth often and carry mints.
4. Smoking should be done in designated smoking areas and during breaks only.
5. Personal cell phones should be turned off during working hours.
6. Making or receiving personal phone calls (except for emergencies) during working hours is a conflict of interest and is considered by most employers as a form of internal theft. Remember the principle "Time is money".
7. Sending and receiving personal E-mail, using the Internet for personal use during company time and using features such as Instant Messenger and Facebook during working hours are viewed the same as personal phone calls. Depending on the company's Internet account, there may be charges for use. Please verify.
8. Foul Language, obscene gestures and lewd jokes will not be tolerated in any office and may result in immediate dismissal.

Dress

How we dress at work affects our success. Work-appropriate attire is more relaxed than in the past and includes a variety of traditional and casual options, including jeans.

There are a few looks, however, that are discouraged by most Canadian employers:

- Halter tops, tube tops and anything strapless
- Bare midriffs and exposed underwear (including bra straps)
- Sweatpants and exercise wear
- Leggings worn as pants (with short tops that do not cover the backside)
- Anything soiled, wrinkled, ripped or torn
- Miniskirts and short-shorts
- Perfume and other “date night” fashion choices

Mayfair Personnel asks staff to choose casual or traditional work-appropriate attire that is comfortable for the wearer, respectful of others and reflects your employment goal.

When you receive your temporary assignment we will tell you if there is a standard of dress in that office.

<i>Business Professional</i>	<ul style="list-style-type: none"> • Traditional business dress including suits, dresses, skirts and pants, often with a jacket or blazer • Dress footwear. This often means closed toe shoes for safety concerns.
<i>Business Casual</i>	<ul style="list-style-type: none"> • Business dress relaxed a step or two but still polished and put together • Jeans are usually appropriate especially when paired with dressier tops, jackets and accessories.
<i>Casual</i>	<ul style="list-style-type: none"> • For offices where dressing-up is impractical due to the environment or customers may be more relaxed when staff is casual. • Jeans are acceptable. T-Shirts or sweatshirts may be acceptable provided there are no logos or sayings on the front. Exercise clothes are not acceptable.

Employee Evaluations

Communication with the client employer is important. You are encouraged to ask questions to clarify duties or procedures and to seek feedback on your job performance. Mayfair conducts regular employee evaluations and follow-up at the end of every job and regular interim evaluations during longer temporary assignments. These evaluations help us match you to future assignments and are referred to when Mayfair is called upon to provide a reference for you.

Treatment of Mayfair Employees

The majority of Mayfair clients have had a long relationship with Mayfair that has been built on mutual respect, fairness, honesty and integrity, with both us and our employees. If you ever feel, however, that the workplace environment has become hostile due to harassment issues or other offensive behavior please inform Mayfair immediately. We will make every

effort to resolve the situation in an acceptable manner but we will never ask you to remain in a position where your safety or comfort is threatened.

Organizational Structure and Communication

1. Questions regarding the length of your temporary assignment, payroll, timesheets, and evaluations should be directed to Mayfair. As your employer we can provide you with the answers.
2. If you will be unable to complete a temporary assignment or will miss time due to illness please contact Mayfair before speaking to our client. We can make sure our client has the help they need during your absence.
3. Arrangements for appointments, etc. can be made directly with our client but please inform Mayfair anytime you will be missing work. Our clients appreciate your efforts to schedule personal appointments after work or between temporary assignments whenever possible. Remember; if you are already covering a staffing shortage our client may be relying on your presence more than you think.
4. Questions regarding your job description and duties can be clarified by asking your on-site supervisor/trainer (Mayfair Client) or by contacting Mayfair.
5. If you are unsure to whom you should speak regarding a particular concern, always speak to Mayfair first.
6. In case of emergency contact the Mayfair office for the quickest response during business hours (8:00 AM to 4:30 PM). Outside business hours Michael can be reached directly by cell. Call text, or email using the contact information below.

Emergency Contact Numbers

	Phone	Email
Mayfair Personnel Office	780-539-5090	personnel@mayfaircareers.com
Michael Rigler (cell)	780-832-5782	michael@mayfaircareers.com

Human Resources

Payroll

1. Mayfair pays employees every two weeks. Paychecks can be picked up at Mayfair Personnel every second Friday, if the second Friday is a General Holiday, pay cheques will be available for pick up the last business day prior to the General Holiday. If you are unable to pick up your check you may make arrangements to have it picked up for you or have it mailed, however, we appreciate the contact with our employees and like to see you pick up your check whenever possible.
2. Your rate of pay is determined, in part, by the job description and may change from assignment to assignment. Your personal experience and technical skills may also be considered.
3. There is never a cost to you. Mayfair does not keep part of your wages.
4. The rate charged to our client does not reflect the wages they would pay for the same position. Our rate includes the wages we pay you, our payroll expenses (CPP, WCB, EI,

etc.), administrative costs and overhead. Employers pay us for personalized service and our commitment to results. Our search process is thorough, highly confidential, ethical and effective. Our service helps employers increase hiring success and reduce the internal costs associated with hiring new staff.

Timesheets

1. Please fill out time sheets completely and accurately and fax them to our office (780-539-7089) each Monday by noon. Cutoff is Saturday. Do not include hours for the current week. The original signed timesheet should be given to the client.
2. Overtime must be approved by an on-site supervisor BEFORE working it.
3. The signature of your on-site supervisor authorizes us to pay you for the regular hours and overtime hours reported on your timesheet.
4. To qualify for General Holidays you must have worked 30 days/shifts prior as well as your last scheduled shift before the holiday and first scheduled shift after the holiday. There are only nine General Holidays each year.
5. Inaccurate reporting of time may result in immediate termination.

Human Resources Forms

You will be required to fill out a TD1 and TD1AB for Mayfair Payroll. Any forms you may require that relate to your employment will be filled out by Mayfair, not our client. Such forms may include

1. Confirmation of employment information
2. Daycare Subsidy forms
3. WCB report forms

Procedures

Ask

General office procedures vary from office to office. Each business has a preferred greeting when answering the phone, a preferred format for business correspondence, a unique filing system and industry specific software. Ask questions, never assume. Refer to your Mayfair checklist to determine what to ask and take notes.

Read

Ask to see procedures manuals and instructions sheets. Ask for written instructions for complicated tasks.

Confirm

Double-check everything for accuracy and if feasible, get someone else to check it as well.

Mayfair will provide you with a basic job description when you receive your assignment, however, it is important that you continually seek feedback from our client to ensure you understand the job description properly. In some cases your particular talents, or a change in client circumstances, may result in a significant change in your job description. Please let Mayfair know so that our understanding of your duties is always accurate.

Safety

Client Safety Regulations

Safety is an important issue in every business. Always ask about specific safety concerns or regulations. Failure to observe client safety regulations, written, verbal or posted, may result in immediate termination. These may include:

1. **Parking** – Where is employee parking? Are drivers required to back into parking stalls? What is recommended route to walk from the parking area to the building entrance?
2. **Personal Protective Equipment (PPE)**: Are any PPE required to work in or cross certain areas. PPE may include hardhat, safety glasses, hearing protection or steel-toed boots.
3. **Speed Limits**: What is the speed limit on the road to the business as well as on access roads and parking areas?
4. **Workplace Hazardous Material Information System (WHMIS)**: WHMIS certification may be required on some job sites.
5. **On-site orientation**: There may be limits to the areas you may access or the duties you can perform unsupervised until you have received on-site orientation at some job sites. Observation of these regulations is unconditional.

General Office Safety

Nothing is worth getting hurt over. Be observant and use common sense

1. Avoid lifting objects that are too heavy for you. Ask for help.
2. Load file cabinets from the bottom up so they do not become top heavy
3. Never open more than one file cabinet drawer at a time.

Ergonomics

As a temporary employee, you will likely find yourself working at someone else's workstation. While our client may not be able to outfit the office with new furniture that fits you, a little common sense and good work habits can prevent the uncomfortable strains that may result from computer work.

1. If possible, adjust your chair to support the curve of your back and so knees are level or slightly lower than hips. Feet should be firmly supported on the floor or on a stool. Remember to sit up straight.
2. Position yourself to the desk with your shoulders down and your elbows by the side at about 90 degrees.
3. Keep your mouse as close to the keyboard as possible.
4. Wrists should be in a neutral position at the keyboard
5. Optimally, the top line of text on your computer screen should be at eye level and copy should be on a copy stand or holder.
6. Change position frequently. Alternate keyboarding or data entry with filing or returning calls. A change is as good as a rest.

Completion of your Temporary Assignment

Temporary assignments do end. We are happiest when they end because our client has chosen to hire you as a permanent employee. Unfortunately, no matter how skilled and

efficient you are, some clients do not have the circumstances to offer you a permanent position. In many cases you will be informed of the finish date for your temporary assignment when you begin, however, sometimes our client is unsure how long a project will take. Our clients always endeavor to give as much notice as possible. When a temporary assignment finishes we continually seek to match you with other employment opportunities as they occur. Please keep us up-to-date on your own job search as well.

Updating your Resume and References

When updating your resume, remember to list Mayfair as your employer. Listing a series of temporary clients on your resume may make it appear that you don't stay in one place for long whereas, seeing our name on your resume often answers any questions employers may have about your recent short-term employment. Since Grande Prairie employers are familiar with the standards held by Mayfair for our staff it also speaks for your abilities. If your assignment with our client is quite short-term, staff may be unable to provide a reliable reference for you as time passes. The only thing worse than a bad reference is not being remembered. Mayfair staff evaluations provide us with the information we need to provide you with a reliable reference when needed. Following is a sample of how you may record temporary assignments on your resume.

- 2012 **Mayfair Personnel**
Temporary Office Support for the following Mayfair clients
- Finning: Accounts Payable support
 - Encanna: Reception duties, word processing and customer service