



# Table of Contents

Direct Deposit of Paycheck . . . . .	5
Payroll Deductions. . . . .	5
Pay Periods . . . . .	5
Absenteeism & Tardiness. . . . .	6
Statutory Holidays. . . . .	7
Policy against Harassment, Discrimination, and Retaliation . . . . .	9
Violence in the Workplace . . . . .	13
Drug and Alcohol Policy . . . . .	16
Diversity & Inclusion . . . . .	19
Suspension and or dismissal. . . . .	21
Termination of Employment . . . . .	22
Dress Code Policy . . . . .	23





Our success lies within our team. At Fuze HR Solutions Inc., our culture is built around **talent, teamwork, ambition, innovation and commitment**. These values are what we need to exceed expectations and grow the success of the organization.

# welcome

## Welcome to Fuze HR Solutions Inc!

We are delighted to have you as part of our organization and part of our team.

We believe our people are the key to our success and the continued growth of our organization. As you join us, it is important to understand your most important function is to become a contributing member of our team, aiding all of us in achieving our goals.

### **Our mission:**

- To provide our customers with a high quality, efficient, consultative and honest service that develops long term relationships while ensuring total client satisfaction.
- To take pride in our recruiting process and the candidates we represent.
- To ensure our commitment to our clients is matched by our commitment to our candidates.
- To identify and develop new recruitment practices and be innovative in our approach.
- To lead our employees towards excellence, recognize achievement and provide opportunity to develop their careers.
- To develop a culture which promotes team work, continuous learning and maintain high levels of energy and fun.

### **Our values:**

- Recognize and embrace the power of teamwork in pursuit of individual and business goals. - Be honest, ethical and open; build trusting relationships.
- Make the right decisions for the situation, candidate and client.
- Share ideas, information and resumes; give without expecting.
- Listen with an open mind; there are always two sides to a story.
- Treat others as you would like to be treated.
- Recognize and understand individual differences; everyone must feel welcome.

On behalf of the management team and myself, I welcome you and hope your relationship with us is a gratifying experience.

**Angelo Pino**  
President

## Direct Deposit of Paycheck

Fuze HR Solutions Inc. is pleased to offer the convenience of the direct depositing of your payroll check. This benefit enables Fuze HR Solutions Inc. Solutions employees to have their paychecks deposited directly into their account each payday.

## Payroll Deductions

Fuze HR Solutions Inc. is required to make certain deductions from your earnings. The amounts withheld may vary according to how much you earn and your designated T4 withholding allowances. Mandated withholdings include federal/provincial taxes, EI, CPP/QPP and QPIP.

In addition to standard payroll deductions, Fuze HR Solutions Inc. is required by law to comply with certain court orders, liens, or wage assignments and to make payroll deductions pursuant to those orders.

It is important for you to review your payroll deductions and if there is an error, immediately notify our Payroll department at [payroll@fuzehr.com](mailto:payroll@fuzehr.com).

## Pay Periods



Pay periods are weekly and payments are done every Friday by direct deposit / Pay slips are sent electronically between Wednesday and Thursday.

# 6

## Absenteeism & Tardiness

Failure to call on any day will be considered a serious breach of this policy.

Should you need to be absent or late for work, you are responsible to advise your immediate supervisor on site and your recruiter 24 hours before your shift.

Employees who are repeatedly tardy, and /or repeatedly absent may be subject to a verbal and/or written warning. Failure to show immediate and significant improvement after receiving a warning could lead to additional disciplinary action up to and including termination of employment. A “no call, no show” for work, or any other serious attendance violations, may lead to immediate termination.

You must advise your immediate supervisor on site and your recruiter if you plan to be absent at a certain date either for an appointment or vacation. This can be done either by phone, email or text message directly to the person involved.

As a reminder, when you start a new position with us, always have the necessary contact details (phone and email) of your assigned recruiter to make communication easier.



# Statutory Holidays

All full time regular status employees are eligible for Statutory Holidays. Fuze HR Solutions Inc. recognizes the following as company Statutory Holidays:

HOLIDAYS	QC	ON	BC	AB	MB	NB	NL	NS	PE	SK	NT	NU	YU
New Year's Day	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
January 2nd <sup>1</sup>	✓												
Family Day <sup>2</sup>		✓	✓	✓	✓	✓		✓	✓	✓			
Easter (Good Friday) <sup>3</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Victoria Day <sup>4</sup>	✓	✓	✓	✓						✓	✓	✓	✓
National Aboriginal Day											✓		✓
St-Jean-Baptiste <sup>5</sup>	✓												
Canada Day <sup>6</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
First Monday in August <sup>7</sup>		✓	✓			✓				✓	✓	✓	
Discovery Day													✓
Labor Day	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Thanksgiving Day	✓	✓	✓	✓	✓					✓	✓	✓	✓
Remembrance Day								✓	✓	✓	✓	✓	✓
Christmas Day	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Boxing Day (December 26th)		✓											

1. In Quebec, employees in the clothing industry (but not those who work in clothing stores) are entitled to also receive January 2 at a statutory holiday. Though not a legal requirement, it has become customary to give this day off to team members.
2. Known as Louis Riel Day in Manitoba, Heritage Day in Nova Scotia and Islander Day in Prince Edward Island.
3. In Quebec, employers may choose to observe either Good Friday or Easter Monday. Employees in the clothing industry (but not those who work in clothing stores) receive both.
4. Known as Patriot's Day in Quebec
5. Known as Quebec's National Day
6. Known as Memorial Day in NL
7. Several jurisdictions observe this day as a municipal holiday, not a statutory holiday (e.g. Ontario observes it as a municipal day called Civic holiday or Simcoe Day)

# 8

To see if you are eligible of a statutory holiday pay, you may want to consult the following links that applies to your province.

Click on the provinces below to consult the websites:

[Quebec](#)

[Ontario](#)

[British Columbia](#)

[Alberta](#)

[Nova Scotia](#)

[New Brunswick](#)

[Manitoba](#)

[Prince Edward Island](#)

[Saskatchewan](#)

[New Foundland & Labrador](#)



# Policy against Harassment, Discrimination, and Retaliation

Fuze HR Solutions Inc. is committed to providing a work environment that is free of all forms of unlawful psychological, verbal and physical harassment and any type of discrimination. All staff are required to treat others with dignity, courtesy and respect. In keeping with this commitment, we maintain a strict policy prohibiting all forms of harassment and discrimination in the workplace, including sexual harassment.

Our policy preventing workplace harassment includes harassment that takes place in the workplace, through social media or at any location in which business for Fuze HR Solutions Inc. is conducted. The policy applies to all employees, managers, executives, as well as interactions with clients, candidates and sub-contractors, full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, volunteers, on-site, on-site or after-hours work; work-related social functions; conferences – wherever and whenever staff may be as a result of their duties. The terms and conditions of employment that are intended to be contractual are set out in an employee's written employment contract. All employees, managers and business partners are responsible for preventing workplace harassment in a communal effort to promote a healthy work environment.

Workplace harassment is defined as an act performed by a person or several people that makes others feel uncomfortable and vulnerable. Workplace harassment can happen as a result of bad and unwelcomed behavior, the repetitive use of words or physical actions that are perceived to be hostile. This type of behavior deeply affects people's psychological and physical integrity and leads to an unsafe and hostile work environment.

Unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct of a sexual or harassing nature constitute unlawful harassment if:

- Submission to such conduct is made an explicit or implicit term or condition of employment. – Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual or
- Such conduct has the purpose or effect of either unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

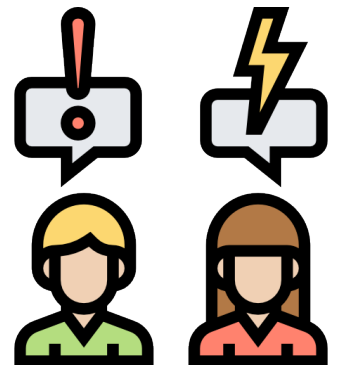
# 10

Examples of such conduct which violate this policy include, but are not limited to:

- Offensive or unwelcome sexual flirtations, advances or propositions.
- Verbal abuse or verbal abuse of sexual nature.
- Graphic or verbal commentaries about an individual's body.
- Sexually degrading words used to describe an individual.
- Sexually oriented jokes or offensive literature.
- Unwelcome physical touching of others.
- Discrimination
- Bullying
- Victimization
- Vilification

Fuze HR Solutions Inc. will not tolerate sexual harassment or any other form of harassment or discrimination based on sex, color, religion, origin, ethnicity, age, marital status, veteran status or disability.

Harassment or discrimination in the workplace by any employee will result in disciplinary action up to and including termination.



**Procedure:** If you experience, observe or become aware of behavior which you believe to be harassing or discriminatory in nature, which is inappropriate or offensive, or which makes you or others uncomfortable, you must inform the person or group to immediately stop these actions. If the behavior persists, you are obligated to report it immediately to your supervisor and your assigned recruiter. You must also send an email to the following address if you are unable to contact your recruiter: [sst@fuzehr.com](mailto:sst@fuzehr.com). All information gathered under this policy will be kept as confidential as possible to protect you while allowing Fuze HR Solutions Inc. to fully investigate the matter. An investigation will take place and will only include the individuals involved or necessary to complete a proper investigation. Each investigation interview will be confidential. Providing confidential information of this type will enable Fuze HR Solutions Inc. to take appropriate action to ensure that employees enjoy a work environment free from harassment.

It is our policy to immediately investigate any report of harassment and complete the investigation within a timely manner. We will take whatever corrective action is deemed appropriate, including mediation, disciplinary action or termination of any individual who violates this policy. In addition, any individual who makes a false accusation, or lies will be held responsible through disciplinary action.

At any time, you can file a complaint with your local workman's compensation board that applies to your province:

**Québec:** [Click here](#)

**New Brunswick:** [Click here](#)

**Ontario :** [Click here](#)

**Manitoba:** [Click here](#)

**British Columbia :** [Click here](#)

**Prince Edward Island:** [Click here](#)

**Alberta :** [Click here](#)

**Saskatchewan:** [Click here](#)

**Nova Scotia:** [Click here](#)

**New Foundland:** [Click here](#)

# 12

## Steps to an investigation:

### 1. Who will conduct the investigation?

Fuze HR Solutions will determine the most appropriate person or parties to complete the investigation, for example depending on the circumstances, this may be conducted by the HR department, the HR Department and Directors or Managers, or external investigators

### 2. Timing of the investigation:

### 3. The investigation will be completed within a timely manner

### 4. Investigation process

A) The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation, the investigator must remind all parties of the investigation being confidential at the beginning of the investigation

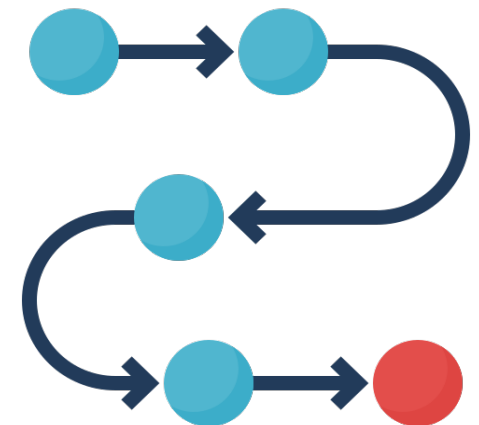
B) The investigator must thoroughly interview the worker who allegedly experienced workplace harassment and all alleged harasser (s), if these are workers of the employer, otherwise their respective HR representative will be brought into the investigation for collaboration on interviews

C) The alleged harasser must be given opportunity to explain and respond to any allegations raised by the worker

D) The investigator must interview any relevant witnesses who work for the employer and take necessary measures to interview other witnesses through reasonable efforts

E) The investigator must collect and review any relevant documents, take appropriate notes and statements during interviews with the workers who allegedly experienced workplace harassment, the alleged harasser and any witnesses

### 5. Results of the investigation



## Violence in the Workplace

Fuze HR Solutions Inc. is committed to providing a safe and healthy work environment for employees, customers, and visitors. As a result violence in the workplace will not be tolerated.

Fuze HR Solutions Inc. has a zero tolerance for violence. If you show any signs of violence in the workplace or threaten violence in the workplace, you will be subject to disciplinary action up to and including termination. Talking of violence or joking about violence will not be tolerated. You are encouraged to confidentially report any potential or actual violent incident immediately to your Manager and or the Human Resources Department.

Within a reasonable time frame the investigation being completed, all parties involved in the harassment case (worker and alleged harasser) will be provided with the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment

#### 6. Record keeping

The employer will keep records of the investigation in full, including the corrective actions taken

You will be protected from retaliation for making a report or participating in an investigation under this policy. Any person that retaliates against any individual who seeks a review under this policy will be considered a violation of this policy and will result in serious corrective action up to and including termination.

Date Created: May 9th, 2007

Annual review date: May 9th Yearly

## Resources and Assistance Organizations for Psychological Health

At Fuze HR Solutions Inc., the psychological well-being of our collaborators is a priority. We acknowledge the crucial impact of mental well-being on productivity and job satisfaction. We promote an environment of listening, respect, and support. Here is a directory of resources and organizations providing assistance and support in matters of psychological health:

### **Consultation in the Public Sector**

CLSCs and hospitals generally offer psychotherapy services for free to their users. Find a facility near you: Find a CLSC – Directory of resources in health and social services ([gouv.qc.ca](http://gouv.qc.ca))

### **Order of Psychologists of Quebec (OPQ)**

The Order of Psychologists of Quebec (OPQ) has created a tool to help you find psychologists and licensed psychotherapists in private practice in the province of Quebec. These services are at your expense or at the expense of your insurer.

514 738-1881 / 1 800 363-2644

<https://www.ordrepsy.qc.ca/english>

### **Suicide Prevention Centers**

These centers bring together professionals, qualified interveners, and trained volunteers to welcome all requests for help and answer your questions.

1 866 APPELLE (277-3553)

<https://www.cpsquebec.ca/en/>

### **Helplines and Listening Lines 211**

Abilingual service through which you can obtain free information and referrals to community, public, and parapublic resources.

211 or 1 877-211-9933

<https://crgm.ca/en/>

### **Info-Santé Listening Line 811**

Info-Santé 811, option 2, is a free telephone consultation service.

514 600-1002 / 1 800 263-2266

### **Listen and Help**

Free listening line and referral service.

514 278-2130 / 1 855 EN LIGNE (365-4463)

<https://www.ecoute-entraide.org>

### **Tel-Aide**

Support service for individuals dealing with loneliness, anxiety, workplace stress, grief, difficult relationships, addiction, or violence.

514 935-1101

<https://telaidemontreal.org/en/>

# 16

## Drug and Alcohol Policy

Fuze HR Solutions Inc. recognizes its responsibility in providing a safe and productive work environment for all employees. Toward this end, Fuze HR Solutions Inc. has a concern about the use of substances and/or substance abuse, since it can affect an employee's productivity and efficiency, jeopardize the safety of others and impair the decision-making ability or the reputation of our organization. For these reasons, we have developed this policy to ensure the safety of all our employees with regards to the dangers of using drugs or alcohol in the workplace. Considering recent changes to the Cannabis Regulation Act, we'd like to confirm that our Drug and Alcohol zero-tolerance policy applies to the use or possession of Cannabis as well.

The possession, consumption, purchase or sale of alcohol or an illegal drug including legalized Cannabis on the premises of Fuze HR Solutions Inc. is prohibited. Furthermore, no employee shall be under the influence of alcohol, an illegal drug or Cannabis while on Fuze HR Solutions Inc. premises, while operating equipment or while performing business off Fuze HR Solutions Inc. premises. An "illegal drug" is a drug or controlled substance which is (1) not legally obtainable, or (2) legally obtainable, but not obtained or used in a lawful manner.





We'd like to remind our employees of some general guidelines in relation to the recent changes on the Cannabis Regulation Act:

Possession or use of Cannabis prohibited in the following cases:

- On the grounds, premises or in buildings of workplaces unless the workplace is in private residence
- It is prohibited for any person to drive a road vehicle or to have care or control of a road vehicle if there is a detectable presence of cannabis or other drug in the person's saliva.
- On the grounds, the premises or in buildings placed at the disposal of an educational institution providing preschool education services, elementary and secondary school instructional services, educational services in vocational training or educational services to adults in general education;
- On the premises or in the buildings of a college-level educational institution, except student residences;
- On the grounds and in the facilities of a childcare center or day care center, as well as on the grounds, on premises or in buildings used
- Clarifications were made to the Act respecting occupational health and safety to specify the responsibilities of employers and workers with respect to performing work when the worker's condition represents a risk to his health, safety or physical well-being, or that of other persons at or near the workplace, by reason, in particular, of his or her being impaired by alcohol, drugs, including cannabis, or any similar substance.
- The employer must see to it that a worker does not perform this work if such is his or her condition.

Any violation of this policy may result in immediate termination. However, employees who take the initiative of advising their immediate Manager or Human Resources before any workplace problems arise in advance that they have a medical problem with regard to alcohol or drug use, and who demonstrates a commitment to take the necessary remedial action, may be eligible for a medical leave of absence for such purpose and will not be subjected to disciplinary action for taking such leave.

## Resources and Assistance Organizations for Addiction (Drug & Alcohol)

Here is a directory of resources and organizations providing assistance and support in matters of addiction:

### **Alcoholics Anonymous of Quebec (AA)**

Assistance helpline, referrals, and support groups

514 376-9230 / 1 877 790-2526

[https://aa-quebec.org/aaqc\\_wp/#](https://aa-quebec.org/aaqc_wp/#)

### **Drug: Help and Reference (DAR)**

Support, information, and referrals for individuals affected by drug addiction throughout Quebec.

Accessible 24 hours a day, 7 days a week.

514 527-2626 / 1 800 265-2626

<https://www.aidedroque.ca/en/>

### **Narcotics Anonymous Quebec (NA)**

Listening line, referral service, and support groups for individuals with drug-related problems.

1 855 544-6362

<https://naquebec.org/en/>

# Diversity & Inclusion

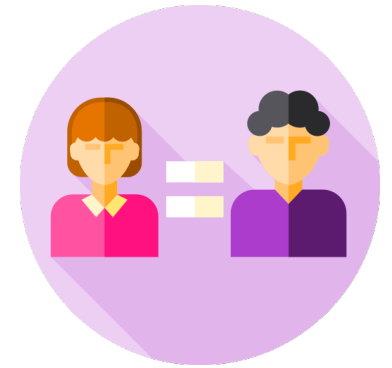
## *Our Mission:*

As your staffing partners we know that a nonhomogeneous team means smarter business operations. Statistics have proven that diverse team equates to a more successful business. Working with people from different cultures and backgrounds, helps bring different ideas to the table and sharpens an organizations overall performance.

## *Our Vision:*

We believe in fair treatment and equal access to opportunity. At Fuze HR, we rely on teamwork and collaboration, with a focus on innovation and creativity. The evidence of our leadership's commitment to diversity is represented within all levels of the organization.

***“We understand the importance of a diverse team for businesses”***



## *Our Core Values:*

- *Service:* We are committed to delivering outstanding service to our candidates and clients.
- *Excellence:* We strive for excellence in every aspect of fulfilling our mission, vision and business goals.
- *Integrity:* Our culture is clear: be honest, be ethical and be open. Build trusting relationships.
- *Teamwork:* We recognize and embrace the power of teamwork in pursuit of individual and business goals.

## *Our Commitment:*

At the end of the day, the practice of diversity and inclusion in the workplace needs to remain fluid and flexible to continuous developments and improvement.

## Resources and Assistance Organizations for Immigrant Workers

To assist you in integrating into the Quebec job market knowledgeably and confidently, we present this comprehensive guide to resources dedicated to immigrant workers.

### **Consultation in the Public Sector**

CLSCs and hospitals generally offer psychotherapy services for free to their users.

Find a facility near you: Find a CLSC – <https://sante.gouv.qc.ca/en/repertoire-ressources/clsc/>

### **Helplines and Listening Lines 211**

A bilingual service through which you can obtain free information and referrals to community, public, and parapublic resources.

211 or 1 877-211-9933

[www.info-reference.qc.ca](http://www.info-reference.qc.ca)

### **Immigrant Workers**

CNESST - Information and Inquiries

1 844 838-0808 <https://www.cnesst.gouv.qc.ca/fr/evenements-vie/travailleuses-travailleurs-immigrants>

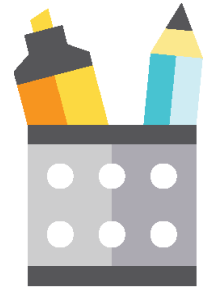
### **Integration Support Services**

List of services offered by community organizations partnering with the Government of Quebec

<https://www.quebec.ca/en/immigration/partners>

# 21

## Suspension and or dismissal



While Fuze HR Solutions cannot list every possible area of unacceptable conduct, set forth below are examples of conduct which would not be acceptable in the work environment and in the case of gross misconduct, **may result in immediate suspension or termination on the first offense. If the suspension is of disciplinary nature it may be without pay, if it's for administrative purposes it will be paid.**

### Job Performance – Gross Misconduct:

- Below average work quality or quantity.
- Excessive absenteeism or tardiness.
- Insubordination.
- Failure to follow safety policy or procedures.
- Dishonesty.
- Rudeness or lack of cooperation with employees, customers, or vendors.
- Theft of company property or the personal property of others.
- Falsifying or altering Fuze HR Solutions records including employment application, time sheets or medical documents.
- Altercations, fighting, threatening, or intimidating others.
- Soliciting internal employees towards other employment opportunities, whether it be for a competitor, a client or any other employer

- Violation of Fuze HR Solutions' policy against discrimination and harassment.
- Retaliating against any employee who makes a complaint or participates in an investigation relating to Fuze HR Solutions' policy against discrimination and harassment.
- Violation of the policy against Violence in the Workplace.
- Being under the influence of, using, possessing or selling alcohol or illegal controlled substances on Fuze HR Solutions or its client's property.
- Gambling on Fuze HR solutions or its client's property.
- Sleeping during working hours.
- Possessing a firearm or or toher dangerous weapons on Fuze HR Solutions or its client's property.
- Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or wellbeing of other employees.
- Disclosing company confidential or proprietary information to unauthorized persons.
- A "no call, no show" for work, or any other serious attendance violations, may lead to immediate termination.
- Not following the documented policies of the company such as Fuze HR Solutions operating instructions or procedures.

The listing of possible areas of unacceptable conduct does not alter the "at-will" nature of employment.

## Termination of Employment

During the initial probationary period, either party may terminate the Employment Agreement without notice or cause. Following the probationary period, termination of the Employment Agreement by either party shall be compliant with provincial Employment Standards.

Should the Company have provided you with corporate property including but not limited to: computer laptop, proprietary training manuals, building pass and/or keys, parking pass or cell phone, etc., it is your obligation and liability to return such property at the conclusion of your employment.

In the event you choose to resign your employment with us, we ask that you follow the following procedures.

### Written Notice of Termination:

Following the probationary period, if at any time you wish to resign your employment with Fuze HR Solutions Inc., you agree to provide us with the legal required notice period based on your province and your length of service, which Fuze HR Solutions Inc. may waive in whole or in part at its sole discretion.

### Return of Company Property:

You are required to return all company property as stated above. T this must be coordinated with your assigned recruiter in advance of your last day of employment.

# 23 Dress Code Policy

What you *should* be wearing:

T-shirts



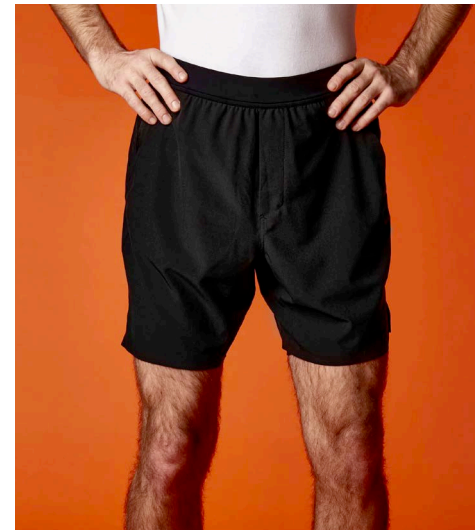
Long sleeves shirt



Long pants



❌ **\*\*No Shorts\*\***





# 24

## Safety shoes *only*.

Your safety equipment **MUST** contain one or more of the following safety symbols as per North American standards requirements.



## SAFETY STANDARDS FOR SHOES SIMPLIFIED



### Green triangle

Class 1 toe cap shoe with a puncture resistant grade 1 sole, which is suitable for jobs in the heavy industries, construction and others with a protection of 125 joules of impact for the toes.



### Yellow triangle

Class 2 toe cap shoe with a grade 2 puncture resistant sole, suitable for the light industries and up to 90 joules of impact protection for the toes.



### Orange ohm symbol on white background

The soles offer electrical protection, so the shoes are suitable for environments where there is a danger of live electrical conductivity.



### Green "SD" letters on yellow background

The shoes have been approved for anti-static protection and their soles dissipate electrostatic charge in a controlled manner, so they are suitable for environments with a risk of static discharge.



### Black "C" and a grounding symbol on red background

The soles of the shoes are electrically conductive and thus can be used in environments where there is a hazard of low electrical charges.



### Green fir tree on a white background

The shoe offers protection against chain-saws, thus are suitable for forestry workers and loggers who use hand chainsaws and other cutting equipment.



### White "R" with a blue background

The shoe offers Grade 1 toe protection but no sole puncture protection.



### Black "R" with a grey background

The shoe has Grade 2 toe protection (90 joules) and no sole puncture protection.

Source: <http://www.ccohs.ca/oshanswers/prevention/ppe/footwear.html>

© MyBootprint <http://mybootprint.com>



Employee Handbook  
Fuze HR Solutions Inc.