

## PRESNTATION OF HR SUPPORT

Born from the vision of one of our founders, **RH Support** is dedicated to transforming the human resources management of SMEs. With **RH Support**, these entrepreneurs can now access the business intelligence of highly qualified HR professionals, without it costing them a fortune. For us, success goes beyond numbers; it lies in the well-being of entrepreneurs and the development of their teams. We dream of a transformed and sustainable world of work.

Having a solid human resources team with experienced specialists, we offer a turnkey service to our customers by taking care of their needs by personalizing our approach.

## PERMANENT SERVICE AGREEMENT

### **BETWEEN : The company**

Shoppers Drug Mart  
20, Mill Street west Tilbury Ontario NOP 2L0  
Represented for the purposes hereof by:  
Ivette Leboeuf  
Owner  
Hereinafter referred to as "the Client".

### **AND: HR Support**

400B Principale Street  
Saint-Zotique QC, J0P 1Z0  
Represented for the purposes hereof by:  
Sylvie Bourguignon  
Director of Talent Acquisition  
Hereinafter called "the subcontractor"

Position Title	Annual salary	Mode of payment
1. Pharmacist	Range between \$118 000 to \$124 000	18% of annual salary With a 3 month warranty Payable in 3 installments

\*Display costs are excluded\*

### **\* IMPORTANT NOTE\***

- The first initial payment of **\$7000.00** is due upon signing this contract, serving to initiate the recruitment process. The second payment of **\$7000.00** upon signing the employment offer.
- "The balance of the payment, of the total amount, which will be calculated based on the actual salary that the candidate and Pharmacie Jean Coutu will have negotiated when signing the employment offer. This balance must be paid as soon as the candidate begins their first day, which will close the recruitment process."

#### Replacement or Refund Clause:

**RH Support** strives to find the ideal candidate for **Shoppers Drug Mart** among those registered in its database. If none of them suits the needs of **Shoppers Drug Mart** or if the chosen candidate withdraws for reasons beyond the employer's control, RH Support continues its search for three (3) months from the date on which the employer officially informed him.

If after these three (3) months, **RH Support** has not succeeded in filling the position with a suitable candidate, **Shoppers Drug Mart** may request a full refund of the **AMOUNT** paid to **RH Support** for its recruitment services. This reimbursement ends any financial obligation of **Shoppers Drug Mart** towards **RH Support** for this position and any future liability of **RH Support** linked to this recruitment mandate."

#### Descriptions of activities

- Job posting
- Search for applications
- CV sorting (via the client's web)
- Pre-selection
- Application submissions
- Scheduling client interviews
- Weekly meeting and follow-up with the client
- Weekly activity report

#### GUARANTEE

- **RH Support** is committed to guaranteeing the quality of the process described above. If the selected candidate is released from duty within the first three months of employment with the client, **RH Support** will replace the placed candidate once without charge, subject to the conditions set out
- The guarantee does not cover termination of employment resulting from layoff, lack of work, change of role, duties or responsibilities, change of job location/transfer, corporate reorganization or merger/acquisition, or any other reason beyond the control of HR Support in accordance with the process described above.
- The warranty is non-transferable and will be in effect provided **RH Support invoices** are paid in full in accordance with the terms hereof.

#### CONFIDENTIALITY AND NON-DISCLOSURE STATEMENT

This document contains private and confidential information. All data submitted to **RH Support** is provided on the basis of the consent of **Shoppers Drug Mart** not to use or disclose any information contained herein except in the context of its business relationships.

**RH Support** reserves all rights of existence, ownership and intellectual property over the materials and brands contained in this document, including all documentation, all files, marketing texts and multimedia elements.

**RH Support** undertakes not to reveal, disclose, report or use any Confidential Information without the Client's authorization. This obligation continues after termination of the Contract and will end at an indefinite date.

**RH Support**, as a human resources consulting firm, undertakes to respect the private and confidential information of **Shoppers Drug Mart**

Confidential Information means all data and information relating to the affairs of the Client of which the Client could

---

reasonably be considered to be the owner, which includes, but is not limited to, accounting records, operational processes and customer records as well as any information that is not generally known in the Customer's industry and where it can reasonably be expected that no one will disclose it.

All written and oral information and materials disclosed or provided by Client to **RH Support** in connection with the Agreement are Confidential Information, notwithstanding when or how it is provided to the subcontractor.

#### **Termination**

In the event of force majeure, either party may terminate the contract upon 30 days' notice. If either party commits serious misconduct (theft, dishonest act, criminal act, etc.), no notice will be given and the contract will be terminated on the date of knowledge of the fact.

We ask that you sign this agreement as your acceptance and return the document to us. A human resources manager will be assigned to your file and will contact you to analyze your needs and take charge of the mandate.

This proposal and service agreement is accepted by **Mrs. Ivette Leboeuf** \_\_\_\_\_, this \_\_\_\_ day of \_\_\_\_\_ 2024.

**\*This contract is valid for one year from the date of signature\***

**\*Best practices for better results\***

#### **The RH Support consultant undertakes:**

- To listen carefully to your needs and expectations and to confirm in writing the terms of the mandate.
- To Start your research within 24 to 48 hours of the date of taking the mandate
- To Pre-select applications according to established criteria
- To use the most appropriate sources and methods
- To Follow up weekly by telephone or email to inform you of the progress of the mandate.
- To Establish a report of activities or statistics to measure our performance and your satisfaction.
- To Submit applications by email with a short summary of their experience and motivation
- To follow up with applications throughout the process
- To follow up with applications within 24 hours following the interview and collect their feedback.
- To support you during the negotiation and signing of the employment contract
- To carry out post-hiring follow-up for successful integration

#### **The customer undertakes:**

- To provide us with a clear description of your needs and expectations
- To determine the start date and end date of the application submission
- To determine the number of internal interviews and the deadlines between each when taking on the mandate
- To give us a response to the applications submitted within 48 hours and tell us which ones you wish to interview as well as the dates of the meetings.
- To give us feedback from interviews within 24 hours
- To provide us with the reasons for refusing applications that do not correspond to the profile sought.
- To collaborate with us to negotiate and sign the employment contract with the successful candidate.
- To welcome the new employee in the best possible conditions and to offer them adequate support.

We are convinced that these best practices will allow us to establish a relationship of trust and quality with you, and to help you find the best talents for your company.

---

Ivette Leboeuf  
Owner  
Shoppers Drug Mart

*S Bourguignon*

---

Sylvie Bourguignon  
Senior Director Talent Acquisition  
HR Support  
514-554-9375  
Signed on February 9, 2024