

Assignment Employee Orientation Booklet

Welcome to Randstad.

We thank you for applying at Randstad.

Following your interview at Randstad, we will match your qualifications to our clients' requests and if you are selected, you will be offered an assignment. Your employment with Randstad commences on the first working day of your first assignment with a client of Randstad. You acknowledge and agree that, although you have completed an application and have signed this orientation guide, you are not considered an employee until you have commenced employment with Randstad.

It is your responsibility to read this orientation guide thoroughly and use it as a reference guide in the event you become a Randstad employee. Should you become a Randstad employee, you agree that the following terms and conditions shall apply:

1. You acknowledge and agree that, in the event you are offered an assignment, you will be verbally provided with the name of our agency, our contact information, as well as the name of the client you are being assigned to, their contact information, as well as your wage rate, benefits (if applicable), hours of work, pay period, estimated term of assignment (if applicable), a general description of the work to be performed, any potential risks or hazards that may be present and any personal protective equipment that may be required before starting your assignment. This information will be provided to you in writing as soon as practical. You agree that we may provide this information to you personally, by mail or by electronic mail. If you don't receive this information in writing within a reasonable time, you will notify your Randstad consultant and request a copy of this information.
2. You acknowledge and agree that if you are unavailable for 3 assignments in a row, or 6 assignments in any 3-month period, Randstad shall consider your repeated unavailability and failure to contact your Randstad representative with your availability, as required, as an indication that you are no longer looking for work and that you have abandoned your employment with Randstad Canada. You will not be entitled to any notice of termination, pay in lieu of such notice nor any severance pay (if applicable) including but not limited to the applicable provincial employment standards legislation and the common law.
3. You acknowledge and agree that your employment may be terminated or your assignment may end at any time. If your employment is terminated, or your assignment is ended, Randstad shall only be required to provide you the minimum notice of termination of your assignment and/or pay in lieu thereof, as required pursuant to the employment standards within your respective province. If applicable, severance will also be paid.
4. You acknowledge that, should you become an employee of another company, you shall notify us immediately. You shall be deemed to have resigned from your employment with Randstad, effective as of the date you commence employment with another employer. You will not be entitled to any notice of termination of assignment or pay in lieu, notice of termination, nor termination pay or severance pay pursuant to contract, statute (including but not limited to the employment standards within your respective province and the common law.
5. You agree that while not on assignment, you should contact your Randstad consultant at the beginning of each week to confirm your availability.
6. You acknowledge that there is absolutely no charge for you to use our services. Randstad will not ask for any fee, reward or other compensation for assisting you with your job search. **In Québec, Randstad is registered as an agency with CNESST (permit number #AP-2000610).**
7. You acknowledge that you have access to Randstad's Occupational Health & Safety manual should you need to make reference to our H&S policies & procedures at any of our branch locations. Should you require a soft copy, you can request a soft copy of it through your Randstad representative.
8. You acknowledge that you have read, understood and will abide by Randstad's Drug & Alcohol Policy and will notify HR/Randstad Representative on usage of any over the counter or prescription (including medical marijuana) that may affect your ability to perform your job duties.

1. General Occupational Health & Safety Policy

Randstad Canada is committed to making every effort in providing a healthy and safe work environment for all its employees, contractors, suppliers, visitors, and customers. All responsibilities of all workplace parties and safe work practices are also outlined in Randstad's Health and Safety Policy, our occupational health & safety manual, in our H&S training and in the following orientation booklet.

Prior to starting an assignment at the client site, your Randstad representative will provide you with details of your assignment in addition to any information regarding hazards or preventative measures you need to be aware of prior to starting work. It is important that you understand the expected duties of the assignment you accept, please inform your Randstad representative should there be any physical limitations or duties that change. Your safety is important to us.

In addition to Randstad's health and safety training, worksite and job-specific training will also be provided by the client. If this does not occur at the beginning of your assignment, please notify your Randstad consultant immediately. Your safety is important to us.

While working at our client, Randstad always remains your sole legal employer. As such, all employee related questions must be addressed with your Randstad consultant.

2. Roles and Responsibilities

To ensure the success of our Health & Safety Program, the responsibility and accountability must be accepted and shared amongst everyone who works at Randstad. Randstad Canada commits to defining and educating all parties involved of their roles and responsibilities to protect the health and safety of all employees and to provide a safe and healthy workplace.

Employer's Role & Responsibilities

- Ensures compliance with health and safety rules as prescribed by law;
- Provides training, materials, equipment, & procedures that allows worker to complete his/her job in a safe manner;
- Ensures equipment and personal protective devices, as prescribed, are provided & maintained in good condition;
- Provides employees with sufficient information on potential workplace health hazards and appropriate training;
- Provides information, instruction, and supervision to protect the health and safety of all employees to enable them to gain the necessary skills and knowledge to safely perform their work;
- Assists in the identification of safety hazards, and partake in regular workplace inspections;
- Reviews health and safety trends that include injury/illness causes, workplace inspections, injury/incident investigations, hazard reports, work refusal reports, and HSC recommendations;
- Apply methods to identify, control and remove all hazards which might endanger employees' health and safety.
- Ensure that all client workplaces have been visited and assessed for potential health and safety risks prior to assigning any employees to work there.
- Takes every precaution reasonable in the circumstances for the protection of a worker.

Supervisor's Role and Responsibilities

- Ensures compliance with health and safety rules as prescribed by law;
- Provides training, materials, equipment, & procedures that allows employee to complete his/her job in a safe manner;
- Ensures equipment and personal protective devices, as prescribed, are provided & maintained in good condition;
- Provides employees with sufficient information on potential workplace health hazards and appropriate training;
- Provides information, instruction, and supervision to protect the health and safety of all employees to enable them to gain the necessary skills and knowledge to safely perform their work;
- Take every precaution reasonable in the circumstances to protect employees.

Employee's Role and Responsibilities

- Take the necessary steps to protect the health and safety of themselves and others;
- Comply with all H&S legislated requirements, Randstad and client site health & safety policies and procedures;
- Use, maintain, and care for any personal protective safety equipment prescribed;
- Report dangerous conditions, hazards, and near misses as they are observed to their onsite supervisor & Randstad;
- Report all workplace injuries and illnesses to Randstad immediately;
- Assist in maintaining good housekeeping conditions;
- Participate in H&S orientation and training, including site-specific training
- Arrive to work fit for duty and remain as such for the duration of the working day.
- Avoid the consumption, possession, sale or distribution of drugs and alcohol on Randstad client property and never share medication with any other employees
- Communicate limitations, dependency and required modifications, and any changes from any use of over the counter or prescription medication (including medical marijuana) with HR/Randstad Representative especially where such usage may affect their ability to perform their job duties.

3. Randstad Employees' Right

Right to Participate

An employee has the right to be part of the process of identifying and resolving workplace health and safety concerns. Randstad encourages its employees to make observations related to Occupational Health and Safety to foster a healthy and safe workplace.

Right to Know

An employee has the right to require from his/her employer, the work conditions that allow him/her to perform his/her duties safely:

- Receive information on Occupational Health and Safety programs carried out in the workplace.
- Undergo training on his/her workstation, machinery, equipment, work conditions and hazardous materials.
- Be suitably supervised to execute his/her duties without getting injured.

Right to Refuse Unsafe Work/Right to Refuse Dangerous Work

An employee has the right to refuse unsafe work that he/she believes is dangerous to either their own health and safety or that of other employees. The right to refuse unsafe work procedures are as follows:

Step One:

- The employee must immediately advise onsite supervisor and Randstad representative of the reasons for the refusal to work.
- The work refusal shall be investigated in the presence of the employee, the client, and a Randstad representative.
- The Randstad representative must ensure that the work site is secure and must visit the work site immediately to investigate.
- When an adequate solution is found, and all agree that the work that was considered dangerous is no longer a hazard, the procedure is closed and work resumes.

Step Two:

- When there is no existing solution to the problem and the employee has sound reasons to believe that the work to be performed is likely to be dangerous, the Randstad representative Branch Manager must remove the employee (and all other Randstad employees) away from the dangerous work and worksite.
- the Randstad representative must make a full hazard assessment of the work site and request an inspection report compiled by the inspector from the Ministry of Labour to ensure that the work site or work area is safe once again before allowing the employee to return to work at this particular work area or work site.

4. Hazard Reporting

All workplace hazards, safety concerns, including all injuries, incidents or near misses are required to be reported to your onsite supervisor and Randstad representative. Please refer to our Hazard Reporting policy & procedures found in Randstad's OHS Manual.

5. Hygiene and Safety Standards

The following rules are to be adhered to when assigned in pharmaceutical, food plants or any manufacturing work environment:

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| *Do not wear jewelry, perfume, or perfumed lotion | *Maintain proper hygiene measures |
| *Do not chew gum, candies, or any other food/beverage | *Do not wear makeup or nail polish |
| *Wear clean CSA approved safety shoes/boots when required | *Wear clothes that are neat and well maintained |
| *Wear a hairnet on your head and one on your beard | *Wash hands when touching something unrelated to production |

6. Personal Protective Equipment (PPE):

Personal Protective Equipment is mandatory wherever required. It is the employee's responsibility to ensure that the PPE assigned & supplied are properly used, maintained, and inspected at regular intervals. Assignment employees are asked not to remove or make ineffective any protective device required by the regulations or by work site without providing an adequate temporary protective device. Failure to wear the proper PPE on any assignment site may result in disciplinary action up to and including dismissal.

7. Accident Reporting & Investigation Process

While we truly hope that you will never have to follow these procedures, you must immediately notify Randstad if you sustain a work-related injury or illness. Upon being informed Randstad will be able to assist you with the process.

- Inform the onsite supervisor immediately after the workplace injury occurs. He/she will make sure that you receive first aid and provide the appropriate documents to complete. It is also equally important to inform your employer (Randstad)
- As your employer, Randstad will pay for transportation to the clinic located at a reasonable distance (only needed).
- If seeking medical attention is warranted, please do so on the day of the accident, and submit your medical papers including medical reports/forms to your Randstad representative following your visit.

8. Return to Work Reintegration Program (RTWR Program)

Randstad is committed to providing an early and safe return to all of its injured employees who are unable to return to their regular work duties as a result of a workplace injury or occupational illness. The program is intended to bridge the gap between the injury and the ability to return to full duties and assist injured employees in making a prompt recovery.

Our Return-to-Work Reintegration Program provides opportunities for injured employees to be accommodated by performing their regular duties with modifications or performing alternate suitable work within their physical limitations and within the scope of their

abilities. Randstad's Return to Work Reintegration Program only comes into effect when a workplace injury or occupational illness occurs and as a result, prevents the injured employee from resuming his/her ability to perform his/her regular duties.

9. Emergency Evacuation Plan & First Aid Procedures

Please familiarize yourself with the client site Emergency Evacuation Plan and First Aid Procedures so you know what to do and where to direct yourself in an emergency. It is the responsibility of all employees to ensure they are aware of all emergency exits, designating meeting areas and the proper procedures to follow in case of an emergency.

10. Health & Safety Committees

Randstad Health & Safety Committees are an advisory group of people committed to improving health and safety conditions in the workplace. If you have any observations, suggestions regarding health or safety, please share them with your Randstad representative, who will communicate this to the Health & Safety committee. There may also be a Health & Safety Committee at the client site who will act to respond to health and safety issues, hazards, and concerns.

11. Lateness & Absences

We ask you to notify your Randstad representative in advance of any anticipated tardiness or absence. Poor attendance and tardiness are disruptive and may lead to disciplinary action, up to and including dismissal. Furthermore, an employee who is absent from work for one day or more and fails to notify Randstad of his/her absence may be deemed to have resigned.

12. Vacation

Randstad encourages you to take your entitled vacation as it accrues given that it is important for your health and well being. Prior to scheduling vacation, please speak directly with your Randstad representative. We ask for you to also review the Vacation Pay Option Form (if applicable within your province) and indicate whether you would like to receive your vacation pay on each regularly scheduled payroll deposit or accrued and paid upon your written consent and in accordance with Randstad payroll policies.

13. Hours of Work & Rate of Pay

You acknowledge that your rate of pay may fluctuate from assignment to assignment. Furthermore, Randstad does not guarantee a minimum number of hours per week or a minimum number of weeks. Any length or duration of assignment can end at any time. Your work schedule will be provided by your Randstad representative. To ensure adequate payment and avoid any delays in your weekly pay, it is important that you check the accuracy of the hours with your Randstad representative as you are responsible for your time sheet when working for the client.

You will be paid on a weekly basis through direct deposit at the end of each work week. Please provide us with a blank voided check to ensure accuracy. Randstad is an environmentally friendly employer. Should you wish to help us protect the environment, your pay stub can be available through e-post.

14. Excess Weekly Hours of Work & Average Hours of Work (Ontario only)

Randstad works with a variety of clients and their respective work schedules. Some work schedules require excess weekly hours. To respect your desired work schedules, we request that you read the documents pertaining to Excess Weekly Hours of Work & Average Hours of Work. Your signature is optional for this paragraph only.

15. Right to Disconnect Policy (Ontario only)

"Disconnecting from work" means not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, to be free from the performance of work.

Randstad recognizes the importance disconnecting from work has on health and well being. As a result, the extent to which you may be required to respond to work-related communications after hours will be minimized as much as possible.

You may be contacted after regular work hours for the following reasons:

1. To communicate time sensitive information related to your temporary assignment, or;
2. To communicate regarding emergency situations.

Depending on the nature of your assignment and/or operational needs of our clients, there may be times when you are contacted outside of regular working hours. If so, the expectations will be communicated to you.

Should you have any concerns regarding your working time or feel that they are unable to disconnect from work, this must be brought to the attention of their manager and/or Randstad Consultant.

I agree that Randstad's Disconnecting from Work Policy is both applicable and available to me in digital or print format. I acknowledge having read and understood this information prior to entering into this Agreement.

16. Policy on Alcohol & Drug

Randstad's Alcohol & Drug Policy prohibits any employee involvement in consumption, production, distribution, trade, purchase of drugs, alcohol or any other illegal substance in the workplace. Any gross violations with this policy will result in immediate dismissal.

Any employee who suspects that he/she might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly and encouraged to communicate if they have a dependency or have had a dependency so that their rights are protected and they can be accommodated appropriately. Employees will not be disciplined for requesting help due to current or past involvement in a rehabilitation effort. All medical information shall be kept confidential by Randstad Canada, unless otherwise authorized by law. Use of marijuana or cannabis in the workplace in the absence of a license from a physician is strictly prohibited.

17. Computer, E-mail or Internet Usage

Randstad prohibits the use of computers, e-mail systems or the Internet in ways that are disruptive, offensive to others, or harmful to morale. E-mails may not be used to solicit others for commercial ventures, religious or political causes and other non-business matters. A violation of law or of Randstad's policy, or the client's policy, will result in disciplinary action, up to and including dismissal.

18. Accessibility

Randstad Canada is committed to providing our services in a manner that is accessible to all of our clients, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises or who access our information in Canada. We provide the best experience to all members of the community by offering equal opportunity to access our services and to providing a safe, dignified and welcoming environment for everyone.

Randstad Canada works diligently to ensure that all customer service as well as information and communication services follow the principles of dignity, independence, integration, and equal opportunity. As an organization, we respect and support the principles and requirements set out in Accessibility and Human Rights legislation across Canada. Our policies, procedures, equipment requirements, training for employees and best practices are, and will continue to be, consistent with the legislative standards and are reviewed on a regular basis.

Randstad Canada recognizes that we have an important responsibility to ensure that we are providing an accessible and barrier-free environment. We are committed to creating a welcoming, fair and inclusive environment and any comments questions about our commitment to accessibility are encouraged and appreciated. For more detailed information, please visit our website at Randstad.ca for our full accessibility policy - Randstad Canada's multi- year plan: <https://www.randstad.ca/about/accessibility-policy/>

(Manitoba specific) In accordance with our accessibility policy and to ensure the safety & well being of all employees; Randstad Canada is requesting its employees who may need assistance during any emergency to complete the Employee Emergency Information Sheet form by clicking [here](#) and giving consent to share the information with any individual(s) who will be assisting them in such an emergency, including individual(s) at our clients. The information you provide will be kept confidential and will only be shared with the individuals directly involved in the creation of an emergency response plan suitable to assist you during an emergency and those who will be assisting you during such an incident.

Accommodation

An accommodation is a measure taken to eliminate or minimize disadvantage to employees or prospective employees. A disadvantage may result from a policy, practice or physical barrier of the work location which has, or may have an adverse impact on individuals or groups protected under federal or provincial human rights legislation, or identified as a designated group under the Employment Equity Act (EEA).

Randstad recognizes the diversity of its workforce and is committed to maintaining barrier-free work environments, enabling all employees to contribute to the success of our organization effectively and efficiently, and the success of our clients' organizations. Our goal is to create and maintain work environments that are non-discriminatory and to establish clear procedures for responding to the accommodation needs of existing and potential employees. Randstad will make every reasonable effort to provide accommodation, short of undue hardship. This includes taking substantial and meaningful measures to eliminate or reduce the discriminatory effects of its workplace environments by altering existing policies or practices, adopting new policies or practices, adjusting worksites (where possible), or re-assigning term employees unable to perform the duties of their job to alternate work assignments.

Responsibilities

While Randstad assumes overall responsibility for accommodation of its employees or prospective employees, the employee or prospective employee holds the responsibility for ensuring that accommodation needs are identified. When accommodation is required, the employee or prospective employee has a responsibility to initiate the request and to cooperate in the accommodation process, including identifying, where possible, the types of accommodation he or she considers appropriate.

Initiating Requests

Requests for accommodation should be made in writing to your Resource Manager. The request should identify the type of accommodation required and explain the need for accommodation.

To serve all candidates and clients effectively, including people with disabilities, we will:

- Ensure our employees are trained and familiar with various disabilities & assistive devices that may be used by applicants with disabilities while accessing our goods and services
- Communicate with people in ways that take disabilities into account.
- Ensure people with disabilities who use assistive devices to obtain, use or benefit from our services are accommodated
- Ensure people with disabilities who are accompanied by a support person or service animal are welcomed in our offices. Support persons or service animals are considered essential and should always be invited to attend at any point during an exchange of services.
- Ensure that all its publicly available information is made accessible upon request. Where a request for an accessible format or for communication support is received, Randstad Canada will:
 - Consult with the requestee to determine their accessibility needs and what would be a suitable format or support
 - Provide the requested information in a timely manner; and at regular cost (if any) as charged to other feedback process

Randstad Canada will ensure that all existing feedback processes are accessible to people with disabilities upon request. Our goal is to meet and surpass customer expectations. Feedback regarding the way Randstad Canada provides goods and services to people with disabilities is welcome and appreciated.

19. Policy on Workplace Violence and Harassment Prevention

Workplace violence and harassment is a serious act that affects all business sectors and occupations. Randstad Canada is committed to maintaining a safe work environment and preventing harassment and violence in the workplace. This policy applies to all employees, including supervisors and temporary employees, as well as contractors of Randstad Canada.

Employees Rights and Responsibilities: Every Randstad employee is responsible for maintaining a work atmosphere free of violence and harassment. Assignment employees are expected to know our policy concerning the prevention of violence and harassment in the workplace. Assignment employees also have a responsibility to report any incident of workplace violence or harassment issues or concerns to their direct report and their Randstad Canada branch contact. In the case of an extreme or imminent threat of physical harm to themselves or any person from workplace violence, assignment employees should contact the local authorities.

Reporting & Investigating Workplace Violence & Harassment Incidents

Report the incident: It is your responsibility to report any concerns/complaints related to threats of workplace violence or harassment to your onsite supervisor & your Randstad representative. Assignment employees subjected to workplace violence and/or immediate danger of physical injury should, where appropriate, go to a safe location at the workplace and report the incident immediately.

Investigation: In order to maintain workplace safety and the integrity of its investigation, Randstad Canada may suspend an assignment employee, with or without pay, pending the investigation. Any assignment employee determined to be responsible for threats of violence, acts of violence, or threatening or harassing conduct will be subject to disciplinary action up to & including termination of employment or termination of contract. Both the claimant & alleged harasser, who are employees of Randstad, will be informed in writing of the results and of any corrective action as a result of the investigation.

Reprisal: Randstad encourages assignment employees to bring their disputes/differences with other employees to our attention before the situation escalates into potential violence. Randstad Canada is committed to assisting in the resolution of employee disputes and will not discipline or reprise assignment employees for raising such concerns when raised in good faith.

Reporting in Bad Faith: Randstad views reporting of allegations in bad faith very seriously. Any report made in bad faith by an employee will be considered a serious breach of the Business Principles. Randstad may take further action, if appropriate, against any complainant who knowingly makes a false accusation or acts with malicious intent. Further action as such may include disciplinary action, which could result in termination of employment.

Data Protection, Privacy & Confidentiality: All relevant data protection laws and regulations relating to the handling of personal data shall be observed in the event of a complaint or subsequent investigation, including the right to access and correct or delete data. All personal data with regard to registered complaints will be kept strictly confidential, and the privacy of both the Complainant and any person under investigation will be protected, to the extent permissible by law and as consistent with the need to conduct an adequate investigation and, if necessary, take appropriate action.

18. Personnel Data Privacy Policy

Scope/Application

This Policy applies to all of Randstad Interim Inc. ("Randstad Canada") internal employees, temporary workers, assigned resources, Coop students, volunteers and independent contractors ("Personnel").

Randstad Canada is committed to protecting the privacy of its Personnel. As part of this commitment, we have prepared this Privacy Policy which sets out the way Randstad Canada collects, uses, discloses and otherwise manages the personal information of Personnel.

This policy does not apply to Randstad Canada's external candidates or job seekers who register on our website ("Candidates"). For Randstad Canada's policy that applies to its Candidates, please refer to Randstad Canada's Candidate Data Privacy Policy which can be found on Randstad Canada's website at: <https://www.randstad.ca/about/privacy-policy/>.

Owner: Chief Privacy Officer

Review Period: A minimum of every two year or earlier in the event of legislative reform or as otherwise required to ensure data privacy compliance.

Personal Information: "Personal Information" means information about an identifiable individual.

Purposes for Collecting and Using Personal Information

The personal information required to administer the employment relationship varies with each Personnel. The length of the employment relationship, career choices, individual performance and the individual's health and fitness are among the factors that will influence the nature and extent of the personal information that may become relevant. Personnel can reasonably expect that Randstad Canada may require personal information for the following purposes:

- to determine suitability for employment or promotion;
- to review and evaluate performance;
- to monitor attendance;
- to determine eligibility for salary increases, bonuses and other incentive-based compensation;
- to administer payroll services;
- to administer health, dental, pension and other benefit programs;
- to investigate suspected misconduct or non-performance of duties;
- to determine physical and/or mental fitness for work;
- to ensure compliance with internal policies and procedures;
- to prevent and respond to work-related misconduct, breaches of law and other activities that may harm Randstad Canada's interests;
- to monitor use of company resources;
- to administer corporate travel and process expense reimbursement;
- to operate and manage the IT and communications systems, including disaster recovery systems; and
- to comply with statutory requirements (e.g., *Income Tax Act*, workers' compensation and labour and employment standards) and the agencies and governmental bodies administering those statutes.

We collect this information from you, and also may collect and retain professional and employment-related information from professional directories and social networks, and other sources of publicly available information without notice.

Randstad Canada's goal is to help ensure that all personal information collected, used and disclosed has a clear and legitimate purpose in the employment relationship. Accordingly, we have no interest in gathering more personal information than is reasonably required. Examples of the types of personal information that Randstad Canada may require include:

- Name, date of birth, gender, marital status, beneficiaries, identification numbers, including social insurance number and other identifying information, such as photographs;
- Background information and other information obtained during the job application and interview process, including education, training, work history and reference information, professional or other designations;
- Contract information, such as personal address, telephone number, cellular phone number, email address and emergency contact information;
- Health and medical information, including personal, emergency contact, health information of Personnel, their spouses and dependents, beneficiaries, information regarding fitness for work;
- Randstad Canada work history, experience, training, compensation information and employment performance/disciplinary matters, promotion/demotion, service, including breaks in service, vacation, leaves of absence, attendance;
- Payroll, salary, bonus and financial account information;
- Information regarding use of company resources

After your employment ends, we retain your information and use it to assess your candidacy for employment at Randstad and Randstad's clients and potential clients and for related administrative purposes unless you tell us not to by contacting our Privacy Officer at: privacyofficer@randstad.ca.

By accepting these terms, you consent to the above described collection, use and disclosure of your personal information and agree that we may adjust our information processing practices from time-to-time.

Disclosure and Sharing of Personal Information

Service Providers: Randstad Canada may share your personal information in circumstances where necessary for the administration of your employment relationship, such to administer health, dental, pension and other benefit programs or to comply with statutory requirements. In the case of a transfer of personal information to Randstad Canada affiliates or third-party service providers who process personal information on behalf of Randstad Canada for the purposes set out above, Randstad Canada will ensure that such affiliates and/or third parties have agreed to safeguard the personal information and use the information only for the purpose for which it has been provided. In the course of providing these services, personal information may be accessed, collected, stored, and processed in the US, and other foreign jurisdictions, by Randstad Canada affiliates or its third-party administrators/processors.

Legal Requirements to Disclose Personal Information: Randstad Canada, its US and foreign affiliates, and third party administrators/processors may disclose your personal information in response to a search warrant or other legally valid inquiry or order (which may include lawful access by Canadian, US, or other foreign governmental authorities, courts, or law enforcement agencies), to other organizations in the case of investigating a breach of an agreement or contravention of law or detecting, suppressing or preventing fraud, or as otherwise required or permitted by applicable Canadian, US, or other law.

Information Shared for Placements and Assignments: If you are a temporary worker, we share certain information with the company with whom you are placed or assigned, including but not limited to resumes, health and safety information, accommodation information in order to facilitate your placement or assignment.

Business Transactions: We may transfer any information we have about you as an asset in connection with a proposed or completed merger or sale (including transfers made as part of insolvency or bankruptcy proceedings) involving all or part of Randstad Canada or as part of a corporate reorganization or other change in corporate control.

Individual's Duty to Report & Promoting compliance

If a Personnel becomes aware of any loss of, unauthorized access to, significant security lapses or unauthorized disclosure of Personal Information, whether or not he or she has caused the loss, unauthorized access or unauthorized disclosure, the Personnel should must immediately raise the matter with his/her line manager or with our Privacy Officer at: privacyofficer@randstad.ca.

The reporting duty to above is an essential element of Randstad Canada's privacy and data protection program. Randstad Canada will protect Personnel who report from reprisal and treat any failure to report as a significant employment offence. Personnel who are contacted by a privacy regulator should promptly notify our Privacy Officer at: privacyofficer@randstad.ca.

Retention of Information

Randstad Canada will retain personal information only as long as necessary to fulfil the purposes for which it was collected or as otherwise required to meet a valid legal or business requirement. In addition, Randstad Canada retains information that has been considered in any decision to discipline, terminate or deny an employment opportunity or benefit for a reasonable period following the decision. Otherwise, Randstad Canada aims to keep its files current and will make reasonable efforts to remove from the personnel files information that is no longer relevant for the purposes for which it was collected. When such information is removed from the employee file, it will be destroyed in a manner that will ensure that the information is no longer identifiable.

Accuracy of Personal Information

Randstad Canada requires accurate, complete and up-to-date records of Personnel personal information in order to make employment-related decisions effectively. Accordingly, Randstad Canada has designed its application and other forms, procedures and policies and has trained its managers to ensure that personal information is accurately recorded. We also rely on the diligence of Personnel to supply information that is current, complete and accurate.

Security of Personal Information

Randstad Canada is committed to safeguarding the security of personal information in its custody and control. Randstad Canada has implemented physical, technical, and organizational security measures appropriate to the risks presented in an effort to protect personal information from unauthorized access, use, copying, modification, disclosure, destruction and alteration. Your personal information will be maintained on a confidential basis and will only be accessed by your manager, employees in Randstad Canada's human resources department and third-party administrators/processors on a "need-to-know" basis.

Individual Access to Personal Information

Personnel may submit a written request to access or review his or her personal information by contacting:

- For external Personnel (i.e. temporary workers, assigned resources and independent contractors placed at client sites): Please contact your assigned Account or Resource Manager at your local Branch.
- For all remaining Personnel (i.e. internal employees, volunteers and coop students): Please contact your local HR Manager.

Escalation Process & Contact Information

We are committed to maintaining the privacy of Personnel personal information in the course of administering our responsibilities as an employer. If you have any questions or complaints concerning this policy, or the manner in which we treat your personal information, please follow the escalation process outlined as follows:

Level 1: Privacy Ambassadors or local Branch Inquiry

As a first point of contact,

- For external Personnel (i.e. temporary workers and independent contractors placed at client sites): Please contact your assigned Account or Resource Manager at your local Branch.

- For all remaining Personnel (i.e. internal employees, volunteers and coop students): A Privacy Ambassador has been assigned for each branch or corporate head office for day-to-day privacy questions or concerns as well as compliance issues involving your particular branch. Please contact your direct supervisor or Branch Manager to find out the name of your particular Privacy Ambassador.

Level 2: Privacy Officer

If your matter cannot be resolved at the Level 1 escalation, please contact Randstad Canada's Privacy Officer at privacyofficer@randstad.ca who is responsible for addressing all inquiries and complaints and ensuring compliance with this policy and applicable privacy legislation.

19. Randstad's Business Principles

Randstad, as an industry leader in HR services that wants to shape the world of work, recognizes the need to always act with integrity and to respect human rights. Randstad's Business Principles are set around and are supportive of our core values, they guide us to do what is right. The Business Principles guide us to live up to the core values and ensure that the world in which we work and our business and personal behavior are aligned.

Randstad is a signatory of the United Nations Global Compact and respects and supports its ten principles with respect to human rights, labor, environment and anti-corruption. We are committed to make the Global Compact principles part of the strategy, culture and day-to-day operations of Randstad and the ten principles are therefore regarded as part of our Business Principles.

Randstad recognizes that it also has a responsibility for its external relationships. In its interactions with its candidates, suppliers, customers and other business partners, Randstad strives to uphold the Business Principles and encourages our continued active dialogue with stakeholders in the world of work.

The Business Principles are our minimum standards but, in addition, we must always ensure that we comply with all laws, human rights principles and Randstad's internal policies and procedures; no one is authorized to violate them. If the Business Principles conflict with local law then local law must be followed while striving to act in the spirit of the Business Principles.

To know

We are experts. We know our clients, their companies, our candidates and our business. In our business it's often the details that count the most.

1. We know and comply with the laws that govern our business, international human rights principles and Randstad's internal policies and procedures.
2. We know and comply with competition and antitrust laws.
3. We know and comply with the laws on insider trading and market abuse of Randstad's shares or securities.
4. We ensure that our records (including those containing personal information) are created, used, stored and destroyed in accordance with the law.

To serve

We succeed through a spirit of excellent service, exceeding the core requirements of our industry

5. We conduct business in a fair and ethical manner and avoid any situation that could create a conflict of interest, or the appearance of conflict, between the interests of Randstad and our private interests.
6. We do not offer, pay or accept bribes or offer or give gifts or hospitality that could create undue influence or the appearance of undue influence.
7. We decline gifts or hospitality that could create undue influence or the appearance of undue influence.

To trust

We are respectful. We value our relationships and treat people well.

8. We treat others fairly, act with care and consideration and respect human rights. We do not tolerate intimidation or harassment in any form.
9. We respect the right to privacy, ensure that confidential information is kept confidential and we do not abuse the confidential information of others.
10. We do not misuse Randstad property for personal purposes.

Simultaneous promotion of all interests

We see the bigger picture and take our social responsibility seriously. Our business must always benefit society as a whole.

11. We value diversity and do not discriminate on grounds of age, color, disability, gender, marital status, nationality, race, religion or sexual orientation or any other irrelevant or illegal characteristics.
12. We do not engage with anybody that is connected with terrorism or other criminal activities.
13. We do not make contributions to candidates for public or private office, to political parties or other political interests.

Striving for perfection

We always seek to improve and innovate. We are here to delight our clients and candidates in everything we do, right down to the smallest detail. This gives us the edge.

14. We regard health and safety in our business, including for our corporate and temporary workers, as the utmost priority.
15. We maintain and provide full, fair, timely, accurate and understandable contracts, records and financial information.
16. We take into account and seek to minimize the environmental impact of our business.

In the event of a breach of these Business Principles, employees should first raise concerns through their normal (local) reporting channels, either through local management lines or regular local contacts. Reporting to management is usually the fastest and preferred route, and the best way to ensure a good and open work environment throughout the Randstad Group.

If local reporting channels are likely to be inappropriate or ineffective, the Randstad Misconduct Reporting Procedure should be used but this should be considered as a last resort. All concerns raised in accordance with this procedure will be treated strictly confidentially and with the complete assurance that there will be no retaliation against any employee filing a good faith complaint.

Reports will be investigated promptly and corrective action will be taken where required to resolve issues satisfactorily.

20. Misconduct Reporting Procedures

Supporting Our Core Values

As an international organization with a global emphasis on excellence, the Randstad Group expects all group companies and employees to behave at all times in accordance with our Business Principles. We expect our employees to help Randstad maintain its excellent reputation by adhering to the high standards reflected in our core values. As part of our culture of openness and accountability, we encourage all stakeholders to report any incidents, situations and concerns where it is evident that conduct falls short of these values.

In order to assist in the reporting of serious misconduct within the Randstad Group, we have established dedicated channels through which stakeholders may voice concerns. All concerns raised in accordance with our official procedures will be treated in strict confidentiality (except as required to conduct an adequate investigation, and take appropriate action) and with the complete assurance that there will be no retaliation against any employee filing a good faith complaint.

The Misconduct Reporting Procedure outlines the steps to follow if you suspect or have evidence of any serious misconduct within the Randstad Group. This includes, but is not limited to serious cases of the following:

- breaches of human rights principles
- breaches of Randstad's Business Principles
- breaches of Randstad's policies or procedures
- criminal offences
- failure to comply with obligations imposed by law or regulation
- personal misconduct or disrespectful behavior
- health and safety failures

All managers across the Randstad Group have a specific duty to facilitate compliance within their operations.

Reporting of Misconduct

Anyone who suspects, with reasonable grounds, or has witnessed misconduct is obliged to report it. Stakeholders are encouraged to first raise concerns through their normal (local) reporting channels, either through local management lines or regular local contacts. Reporting to management is usually the fastest and preferred route, and the best way to ensure a good and open work environment throughout the Randstad Group.

The Misconduct Reporting Procedure should not be used to bypass normal reporting procedures. It is only intended for use when reporting locally is likely to be inappropriate or ineffective, and should be considered as a last resort.

Reports can be submitted through the Randstad Group reporting facility, which consists of a telephone hotline, accessible 24 hours per day via free phone local access numbers, and a secure webpage. Both are operated by an independent external provider.

Employees should be aware that unless external reporting is required or authorized by local laws, reporting misconduct externally without first making use of internal procedures may violate contractual or other confidentiality obligations owed to the Randstad Group. Violation of these obligations may result in disciplinary action.

Handling of a Report

Reports received through the Randstad Group reporting facility are forwarded to the Local Integrity Officer in the operating country or Company concerned. As standard, a copy is also sent to the Central Integrity Officer at Randstad Holding.

The Local Integrity Officer ensures that all reported cases are investigated and dealt with in a lawful and timely manner, and with full respect to the rights of all individuals involved. In certain instances, reported cases may be referred to and handled by a local management representative.

The Local Integrity Officer may decide not to investigate a report if:

- there is insufficient information for a fair investigation and there is no possibility of obtaining further information
- there is an indication that a report has been made in bad faith.
- The Local Integrity Officer will confirm receipt of a report to a Complainant. Insofar as it is appropriate and practicable, the Complainant will be kept informed of the progress of the investigation. However, for reasons of confidentiality we may be prevented from sharing specific details of the investigation or actions taken.

If the reported misconduct involves the local management team of the country and/or Company, the Local Integrity Officer will redirect the complaint to the Central Integrity Officer. The Central Integrity Officer may inform local management and will inform the responsible member of the Randstad Holding Executive Board and/or Supervisory Board.

Complaints that relate to a member or members of the Randstad Holding Executive Board or Supervisory Board will be handled by the Randstad Holding Local Integrity Officer.

Randstad expects management at all levels within the Randstad Group to handle all reports concerning any alleged misconduct seriously, and confidentially. Management is obliged to fully cooperate with any investigation into alleged misconduct.

Protection, Rights and Duties of The Complainant

The identity of all Complainants will be protected to the greatest extent practicable and no retaliation against good faith Complainants will be tolerated. Any perceived retaliation should be promptly reported to the Central Integrity Officer.

Submitting a report does not automatically protect Complainants who have participated in the reported misconduct from disciplinary action related to their participation in the misconduct.

When reporting misconduct, the Complainant must continue to respect all confidentiality obligations. The Complainant shall avoid any form of external or internal publicity, unless to do so would constitute an infringement of local laws requiring direct reporting to the relevant authority.

Protection and Rights of The Accused

When a person is under investigation as a result of a report through this procedure, he/she will normally be notified of this fact.

Any person under investigation has the right to respond to the allegations and can appeal against any adverse findings or decisions.

Contact Details and User Instructions

The Access Code for Canada is 42102

Free phone line

- The Complainant dials 1-866-818-1239 and receives a unique case number after the report has been made. The external provider then sends a word-for-word transcript of the voice recording to the Local Integrity Officer.
- Via the unique case number, the Local Integrity Officer can leave a reply message for the Complainant to confirm receipt of the complaint and, if necessary, respond with verification questions or a conclusion.
- The Complainant may call again, using the case number, and will be able to hear the reply from the Local Integrity Officer. The Complainant can choose whether to answer questions immediately or at a later stage.

Online complaint form

- The Complainant visits <https://www.speakupfeedback.eu/web/integrityatrandstad/ca>, to leave a message by entering text, and they will receive a unique case number. The external provider sends a copy of the web message to the Local Integrity Officer.
- Via the unique case number, the Local Integrity Officer can leave a reply message for the Complainant to confirm receipt of the complaint and, if necessary, with verification questions or a conclusion.
- The Complainant may log in again using the case number and will be able to see the reply from the Local Integrity Officer. The Complainant can choose whether to answer questions immediately or at a later stage.

21. Non Compliance with this orientation booklet manual

An employee in breach of the policies set forth in this manual may be subject to disciplinary action, up to and including dismissal.

Acknowledgement Form

Please complete, sign and return the acknowledgement form below to your Randstad consultant. If you have any questions, please contact your Randstad consultant, who will be happy to help you. Good to know you!

I confirm that I have read, understood, and agree to all of the terms and conditions, including all policies and regulations, contained in this orientation booklet. I further confirm that I have had the opportunity to consult with legal counsel prior to signing below, and that I am signing freely and voluntarily, and not on any representations or promises other than those contained in this orientation booklet.

Candidate Signature _____

Date: _____

Public Holidays Agreement

Due to the nature of our client's business, they run a continuous operation, this includes operating on days designated as public holidays (e.g. Christmas, Easter, Labour Day). In accepting this assignment, you understand that you may be scheduled to work on a public holiday.

If you are requested to work on a public holiday you will be provided with one (1) of the following arrangements, to be mutually agreed upon:

Option 1: Public Holiday Pay and Premium Pay for the day worked, OR

Option 2: Regular Pay for the day worked, plus a *Substitute Holiday* with Public Holiday Pay

Note - If you are unable to work your shift on a public holiday, it is your responsibility to notify your supervisor, in writing, a minimum of 72 hours in advance. Failure to appear, or failure to call-in to notify your Randstad Supervisor of your absence in advance of your scheduled shift, without a reasonable explanation, may be subject to disciplinary action.

*A Substitute Holiday is another working day off that is designated to replace the holiday worked. Employees and their Randstad Supervisor should agree in advance, in writing, on the date the substitute holiday is to be taken.

Please sign below to accept the aforementioned terms:

ACCEPTANCE:

Employee Signature: _____

Date: _____

Confidentiality and Intellectual Property Agreement

(a) You will treat all information, which comes to your attention in the course of performing your duties, as confidential to Randstad or its clients. You will take all reasonable steps to preserve the confidentiality of such information. In particular, you will disclose the information only to those employees or contractors of Randstad or its customers who have a legitimate need to know the information or in accordance with Randstad's usual practice.

(b) You will not use any such information for your own benefit or for the benefit of any person who is not entitled to receive it. You acknowledge that such information is and shall remain the property of Randstad or Randstad Interim Inc. or its clients.

(c) Any programs, discoveries, inventions, or similar things which you make using facilities provided by Randstad or its clients in the course of performing your duties are and shall remain the property of Randstad or its client, as the case may be. You hereby assign to Randstad, or its client all of your rights in such things including any patent, copyright, trademark or other industrial property rights, and waive any related moral rights.

(d) You will sign such other documents and do such other things as Randstad or its customers may reasonably request to clarify or implement the above obligations. You hereby grant to Randstad the right to assign all its rights, obligations, and interest in this Agreement to any subsidiary or affiliate, whether now in existence and all covenants, agreements, and conditions of this Agreement shall be binding upon and ensure to the benefit of such assignee.

AGREED AND CONFIRMED this _____ day of _____, 2023.

Print Name

Sign Name

Date