



WELCOME TO CREATIVE CIRCLE

# Assignment Employee Handbook

CANADA

# Table of Contents

<b>WELCOME</b>	3
----------------	---

<b>EMPLOYMENT POLICIES &amp; PRACTICES</b>	4
--	---

Right to revise handbook	4
Equal employment opportunity (EEO) policy	4
Assignment offers	4
Background checks & drug testing	5
Disability policy	5
Discrimination & harassment	5
Leaves of absence	6
Health & safety	6

<b>PAYROLL PRACTICES</b>	8
--------------------------	---

Timekeeping	8
Payday & taxes	8
Meal & rest periods	8
Overtime	9
Expenses	9
Stop payments	9

<b>EMPLOYEE RESPONSIBILITIES &amp; STANDARDS OF CONDUCT</b>	10
---	----

Attendance & punctuality	10
Dress code	10
Electronic media policy	10
Confidentiality	11
Drug & alcohol policy	11
Workplace violence	12
Standards of conduct	12

<b>KEEPING IN TOUCH</b>	14
-------------------------	----

# Welcome to Creative Circle!

---

Congratulations, you've just joined the roster of the best and brightest creative pros in Canada. We'd like to welcome you as the newest member of our incredibly talented team.

Our mission is simple: we'll provide you with rewarding long- or short-term assignments with the best marketing, advertising, entertainment, and multi-media companies in your area, and we'll always be here to consult with you on advancing your interests and career.

This handbook tells you more about what you can expect from us and what we'll expect from you. Of course, the contents of this handbook don't constitute a guarantee of continued employment. It doesn't alter the terms of your signed Employment Agreement, which will always take precedence.

A sincere thanks for your decision to join Creative Circle. We appreciate your confidence in us and we're proud to have you on our team.

# Employment Policies & Practices

---

## **RIGHT TO REVISE HANDBOOK**

From time to time, it may be necessary for the Company to revise any, or all of this Employee Handbook. The Company reserves the right to do so and will make every effort to advise employees of any changes.

All changes will be made in writing, however they may not mandate a reprint of the entire handbook. Please note that this handbook forms a part of your contract of employment with the Company along with the Employment Agreement you signed when you commenced employment or any subsequent agreement you enter into with the Company.

## **EQUAL EMPLOYMENT OPPORTUNITY (EEO) POLICY**

As an Equal Opportunity employer, the Company hires and promotes employees based on their qualifications for the position. In order to provide opportunities to all individuals, employment and advancement decisions will be based on merit, qualifications, and abilities. The Company does not discriminate in employment opportunities or practices because of any protected ground under the Ontario Human Rights Code.

If you have a question or concern about discrimination in the workplace, you are encouraged to bring this issue to the attention of your Client supervisor, your Creative Circle Recruiter, or a member of the Creative Circle Human Resources team. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to corrective action, up to and including termination of employment.

## **ASSIGNMENT OFFERS**

All offers of work with Creative Circle Clients will be made based on skills, experience, and availability. When we have an assignment that matches your background, we will contact you. If you are interested in the assignment, you should follow-up immediately. Assignments are often filled quickly so your timely response is always appreciated.

It is your responsibility to keep in touch with your Creative Circle Recruiter regarding your availability and to provide an updated resume when you acquire new skills or experience. This will ensure that your Recruiter is equipped to find you the best work opportunities. Once you have accepted an assignment, we expect that you will continue on that assignment until the project is completed or the assignment ends. Do not hesitate to decline assignments if you have prior commitments that will prohibit you from completing the assignment. Declining an assignment will not prevent you from being considered for other assignments better suited to your availability.

Please advise your Recruiter immediately if you are no longer available to accept assignments so that we can change your status in the database.

## **BACKGROUND CHECKS & DRUG TESTING**

Creative Circle complies with the policies and practices of Clients that require us to conduct pre-employment background checks on applicants who accept an offer of Assignment. Background checks may include verification of any information on the applicant's resume or application form. Background checks may also include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment. Finally, additional checks such as drug testing, driving record, or credit report may be required of applicants for particular job categories if appropriate and job related.

Assignments to Clients with any such prerequisites are conditioned on receipt of a background/pre-assignment check report that is acceptable to the requesting Company. All background/pre-assignment checks are conducted in conformity with all applicable laws, including the Ontario Human Rights Code. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead Creative Circle or the Client to deny employment, a copy of the report will be provided to you and you will have the opportunity to dispute the report's accuracy.

If you are offered an Assignment to a Client requiring any type of background or pre-assignment check and do not wish to undertake the background or other check, you may decline the Assignment.

## **DISABILITY POLICY**

The Company is committed to providing an accessible workplace that welcomes and celebrates diversity and strives to eliminate barriers that may restrict or exclude persons on the basis of their membership in a group that is identified by one of the protected grounds under the Ontario Human Rights Code.

Where any legitimate requirements, factors, or qualifications arise that are necessary to the business or operations of the Company or Client and any such requirement, factor, or qualification creates a barrier that restricts or may exclude you from employment based on a ground protected by the Ontario Human Rights Code, the Company will make every effort to work with the Client to accommodate your needs unless doing so would result in an undue hardship.

If you wish to request accommodation, contact your Creative Circle Recruiter or a member of the Human Resources team. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

## **DISCRIMINATION & HARASSMENT**

The Company is committed to providing a supportive work environment where individuals are treated with respect. It is the Company's policy, in accordance with applicable law, that all employees have the right to work in an environment free from all forms of discrimination and harassment, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, sexual orientation, gender identity, or any protected grounds under the Ontario Human Rights Code will not be tolerated.

Harassment includes verbal, physical, or other conduct directed at an individual(s) that is known or ought reasonably to be known to be unwelcome or be known to cause a person to be humiliated or intimidated, and may be based on the prohibited grounds set out above. Some examples include slurs, inappropriate jokes, offensive statements, or other similar conduct.

Sexual harassment may be directed toward both female and male employees alike and includes, but is not limited to, repeated offensive sexual flirtation, advances, requests for dates, or propositions; continual or repeated jokes, comments, or offensive language, whistling, or staring; repeated physical contact; comments about physical characteristics or an individual's body; and the display in the workplace of any sexually suggestive pictures or objects. Such activity will not be tolerated and will be subject to investigation and corrective action up to and including termination.

If you feel that you are, or have been, subject to discrimination or any form of harassment, keep detailed written notes of the incident(s) if possible and report it to your Creative Circle Recruiter, the Manager of the Creative Circle office you're working with, or to the Creative Circle Human Resources team. We will work with Client management or Human Resources to investigate your concerns thoroughly and promptly, and to take appropriate action.

The Company will not tolerate retaliation, coercion, intimidation, interference, discrimination, or harassment of or against any individual for making a good-faith complaint of discrimination or harassment or for providing information related to such a complaint. Further, abuse of this policy by using it as a means to address differences not related to the workplace, or by making false accusations against an employee is unacceptable and will not be tolerated.

## **LEAVES OF ABSENCE**

It is Creative Circle's intent to comply with the law in providing unpaid leaves of absence if it becomes necessary for you to take extensive time off from work. In providing this time off, there are specific legal requirements that must be followed, and the guidelines laid out in the ESA will govern.

## **HEALTH & SAFETY**

Creative Circle is committed to providing a safe work environment for its employees. Safety is also your responsibility and it is important that you follow certain basic safety guidelines while on assignment.

1. Get to know your job, including any associated hazards, and take precautions to ensure your safety and the safety of others.
2. Follow all instructions, signs, and warnings related to job health and safety.
3. Familiarize yourself with the Client's safety procedures related to your job, evacuation procedures, and location of fire extinguishers, first aid supplies, and emergency exits.
4. Use good judgment and common sense when operating any office equipment, machinery, lifting, or carrying objects.
5. Inform your Client Supervisor and your Creative Circle Recruiter of any safety hazards or unsafe working conditions.
6. Advise Creative Circle immediately if you are injured while on assignment.

While Creative Circle endeavors to learn everything about its Clients prior to sending out a member of its professional team, should you determine that your safety is in jeopardy or there are safety issues that concern you, please contact us immediately and we will take appropriate action.

Employees, who become aware of any health-related issue that may affect their ability to carry out their employment duties, should notify their supervisor or Human Resources. In such circumstances, the Company may require medical evidence at the time or shortly after notice has been given specifying whether the employee is able to perform regular duties as outlined in his/her job description, requires accommodation or requires a leave of absence.

# Payroll Practices

---

As a representative of the Creative Circle team, we know you will give 100% effort to each assignment. It is important to us that you are compensated fairly and receive your earnings in a timely fashion. Below is an explanation of our payroll process and other important timekeeping issues.

## TIMEKEEPING

The first time you begin a new assignment with Creative Circle, you will be given login credentials for our online timecard portal. With this access it is your responsibility each week that you complete work to:

- Fill out your timecard accurately and completely within the portal.
- Use the portal to submit your timecard to the Client Supervisor for authorization.
- Watch for an email confirmation that your timecard has been received by the payroll team.

## PAYDAY & TAXES

Creative Circle's pay period runs from Monday through Sunday, and employees are paid on a weekly basis. Paydays are every Friday of the week following the end of each pay period. Pay cheques are mailed to the address listed on your candidate profile.

In order to be paid each Friday, you must submit your timecard, and it must be electronically or physically signed by the Client and submitted to us, by 11:59pm Pacific Standard Time on the Monday following the end of each pay period. Timecards received after the Tuesday deadline are considered late and may be processed with the following week's payroll.

We offer Direct Deposit as a no-cost, safe, and efficient way to deposit your pay cheques to the financial institution of your choice. If you choose Direct Deposit, a weekly paystub confirmation is mailed to you each week. Contact your Creative Circle Recruiter if you are interested in Direct Deposit.

Payroll taxes will be deducted as per the TD1 and TD1ONT you submit. If you do not submit a completed tax form, we will default your deductions to the basic personal amount.

## MEAL & REST PERIODS

You must take an unpaid 30 minute meal break after five hours of work. This meal break can be 60 minutes provided the Client agrees. The Company does not provide any additional break periods except for this meal period. Please comply with your Client's guidelines in terms of scheduling and following your meal and rest period schedule.



## **OVERTIME**

Overtime is payable for all hours worked over 44 hours in one week at a rate of one and one-half times your regular hourly rate. Time off for personal time, holidays, vacation, or any leave of absence will not be considered hours worked when calculating overtime.

For purposes of computing overtime, the Company's workweek runs from Monday at 12:00 a.m. through Sunday at 11:59 p.m., and the workday runs from 12:00 a.m. through 11:59 p.m.

Client supervisors should approve all overtime in advance whenever possible.

## **EXPENSES**

While working for Creative Circle you may be required to travel or incur expenses on behalf of a Client. In the event that such a situation arises, ensure that your Client has approved the expense before it is incurred and notify your Creative Circle Recruiter. All expenses related to travel or other circumstances must be approved in advance. Employees may not be reimbursed for unauthorized expenses. Expense reports must be submitted to your Recruiter within 30 days of incurring the expense.

## **STOP PAYMENTS**

Pay cheques are mailed on Friday of each week. If you have elected to receive your pay cheque by mail and have not received your pay cheque within five business days from the date it was mailed, please contact the Creative Circle Payroll Department in order to process a stop payment and issuance of a replacement cheque. You may be asked to sign an affidavit stating that you have not received or cashed the original cheque.

Stop payments cannot be requested prior to the five business day timeframe mentioned above. Once a stop payment is processed and a new cheque is issued, the original cheque becomes invalid and you must return it to Creative Circle if you receive it in the future.

# Employee Responsibilities & Standards of Conduct

---

## ATTENDANCE & PUNCTUALITY

It is your responsibility to be on time and ready to work each day of your assignment and work your entire scheduled shift. Tardiness and excessive absenteeism reflects badly on you and Creative Circle. Accordingly, you must contact us immediately if you know you will be late or absent. We will contact the Client for you.

## DRESS CODE

As a representative of Creative Circle's professional team, it is important that you maintain the same expected image and standards, in terms of attire and grooming, as the Client you are assigned to. Some Clients observe a more casual dress code than others. If this is the case, you may dress accordingly. If you have any questions or concerns at any time regarding the dress code, please contact your Recruiter or the Human Resources department.

## ELECTRONIC MEDIA POLICY

Each Creative Circle Client uses various forms of electronic communication including, but not limited to, computers, email, voicemail, cellular phones, and Internet. All electronic communications, software, databases, hardware, electronic storage media, and digital files remain the sole property of the Client and are to be used only for the Client's business, not for personal use.

Our Clients reserve the right to monitor voice and email messages and to access and review electronic files, messages, mail, and other digital archives to ensure compliance with this policy, without notice to the Creative Circle employees assigned there. There should be no expectation of privacy.

Electronic media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Creative Circle's policies, the Client's policies, or not in the best interest of the Client. Employees are not permitted to access other employees' electronic communications unless directed to do so by their Client supervisor.

Employees who misuse electronic media or engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, or other violations of this policy will be removed from the assignment, terminated from Creative Circle, and/or may face legal action.

Any information about the Client, its products or services that might appear in the electronic media must be approved by the Client supervisor before the information is placed on any electronic media resource that is accessed by others.

## **CONFIDENTIALITY**

As a professional, you may learn or be entrusted with sensitive information of a confidential nature, including trade secrets. During your employment, certain information shall be considered “trade secrets,” including but not limited to: sales figures or projections, estimates, customer lists, customer purchasing habits, computer processes, programs and codes, marketing methods and related data, compensation paid and bonus programs provided to employees, tax records, personnel history or actions, or accounting procedures. Trade secrets shall be kept as the private and confidential records of the Company and/or Client, and you may use them only in performing work for the Company and/or Client.

All Client information obtained while on assignment is confidential and may not be shared with anyone outside the organization without the express permission of your Client supervisor. You may not misappropriate or divulge trade secrets or other confidential information to any firm, individual, or institution without the direct authorization of a Creative Circle Manager or your Client supervisor, nor shall it be discussed with anyone, including family friends or other employees who do not have a need to know as part of their job duties. Failure to honor this confidentiality policy may result in disciplinary action, up to and including termination.

In addition, any work product that is created by you directly for the Client, or as part of the project team you are assigned to, is the sole property of the Client. As such, copies, samples, and other hard copy versions of said work product may not be removed from the Client’s premises without the Client’s permission.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications.

## **DRUG & ALCOHOL POLICY**

Along with providing a safe and healthy work environment for its employees, the Company’s goal is to provide the best possible service to its customers. In order to achieve these goals, the Company has a “zero tolerance” policy regarding the use, possession, and sale of drugs and alcohol by employees. The illegal use, sale, distribution, or possession of narcotics, drugs, drug paraphernalia, or other illegal substances while on the job, at a client site, or on Company premises is strictly prohibited.

The use of medications, prescribed by a licensed physician, or that are available over the counter, are not prohibited by this policy. However, if use of a prescribed or over-the-counter medication is required and it impairs your ability to perform your job duties, or causes excessive absenteeism or tardiness, you may be asked to take time off work as unpaid sick days or apply for short term disability, as applicable and necessary.

In addition, the use of alcohol during working hours or on Company or Client property, or coming to work under the influence of alcohol, is also prohibited. An exception may be made for Company or Client sponsored events where alcoholic beverages are provided.

Breach of this policy will result in immediate corrective action up to and including termination.

## WORKPLACE VIOLENCE

Creative Circle is strongly committed to providing a safe workplace. This policy is to minimize the risk of personal injury to our employees. We specifically discourage you from engaging in any physical or verbal confrontation with a violent or potentially violent individual. We expect and encourage you to exercise reasonable judgment in identifying and informing management about potentially dangerous situations.

Threats, threatening language, or any other act of aggression or violence made toward or by any employee will not be tolerated. A “threat” includes, but is not limited to, any verbal or physical harassment or abuse, blocking an individual’s path, attempts to intimidate or to instill fear in others, menacing gestures, bringing weapons into the workplace, stalking or any other hostile, aggressive, injurious, and/or destructive action taken for the purpose of domination or intimidation.

All potentially dangerous actions by coworkers, external staff, customers, and their employees, or other visitors should be reported to Client management as well as to your Creative Circle Recruiter immediately. Reports of threats may be anonymous. All threats will be promptly investigated, and no employee shall be subject to retaliation or discipline as a result of reporting a threat in good faith.

The Company will take appropriate action once an investigation confirms that the threat or act of violence has occurred. Employees deemed to have engaged in threatening or violent behavior will be disciplined up to and including termination.

## STANDARDS OF CONDUCT

As a member of the Creative Circle team, you are expected to maintain the highest level of professionalism during work and to follow certain guidelines pertaining to your conduct and relationships. The following standards of conduct, while not intended to be all-inclusive, represent examples of behavior which are considered unacceptable and may result in cause for disciplinary action, up to and including termination.

Incidents of not adhering to our standards will be considered in light of a variety of factors, including but not limited to:

- The seriousness of the incident and circumstances;
- Your past conduct;
- The nature of previous incidents; and/or
- The general practice as it relates to the incident

The Company reserves the right to choose whatever corrective action it deems appropriate, including removing you from a Client assignment or terminating your employment.

Although not all inclusive, the following list includes examples of behavior that is considered unacceptable in the workplace or on the job.

1. Engaging in acts of dishonesty, fraud, theft, or sabotage.
2. Willfully damaging or destroying Company or Client property.
3. Possession, sale, or use of illegal drugs on Company or Client property or during working hours. If you must use a prescription drug that may impact your ability to safely perform your job, you must advise your Recruiter or Client supervisor immediately.
4. Being under the influence of drugs or alcohol while on duty or on Company or Client premises.
5. Possession of a firearm, explosive material, or other weapon on Company or Client property or during work hours.
6. Falsification or misrepresentation of information on any Creative Circle or Client document, e.g., timesheets, employment application, personnel forms, or Company or Client records or work product.
7. Failure to adhere to the terms of your Creative Circle Employment Agreement or Client policies or procedures.
8. Fighting, horseplay, practical jokes, or other disorderly conduct which may endanger the well-being of any employee on Company or Client premises or during working hours.
9. Sleeping on the job.
10. Use of obscene, hostile, or threatening language towards anyone including employees, customers, or other members of the public during work hours, on Company or Client premises, or at work related events.
11. Unauthorized use of Company or Client material, time, equipment or property including email, Internet, voicemail systems, photocopy, or fax machines.
12. Behaving in an unsafe fashion or causing unsafe working conditions for others.
13. Failure to report work-related injuries/illnesses when they occur.
14. Removing Company or Client property without authorization.
15. Damaging or destroying Company or Client property due to negligence.
16. Failure to follow directions of Client supervisor or other proper authority.
17. Failure to be courteous and polite at all times to co-workers, external staff, customers, vendors and other visitors.
18. Failure to notify your Client supervisor that you will be late or absent, within 30 minutes of scheduled start time.
19. Excessive absenteeism or tardiness
20. Failure to observe work schedules, including rest and meal periods, unless authorized.
21. Inefficiency, lack of productive effort, or other unsatisfactory work performance.
22. Failure to adhere to Client's dress code.
23. Refusal to cooperate with a Company or Client investigation.
24. Allowing unauthorized individuals access to Company or Client premises.
25. Accessing Company or Client premises after hours without prior authorization.
26. Engaging in such other practices that the Company determines may be inconsistent with the welfare of the Company, its employees, and Clients.

# Keeping In Touch

---

Now that you have completed our screening process and joined our team, it is important that you keep in touch with your Creative Circle Recruiter on a regular basis, even when you are on assignment.

## **YOU MUST CONTACT US IN A TIMELY MANNER...**

- To communicate your status regarding work availability.
- In response to an email or phone call regarding a possible assignment.
- If you will be late or absent, or if you must leave work early.
- If you have been asked to do work other than what was originally described to you or work for which you feel unqualified.
- If you are concerned about your safety while on assignment or if you are injured on the job.
- If you will be unable to complete the assignment.
- If you feel you are being treated unfairly or harassed or feel uncomfortable in any way.
- If the Client extends the assignment past the original timeframe.
- If the Client offers you regular, full-time employment.
- If the Client refers you to another Company for freelance, temporary, or full-time employment.
- If you have any questions regarding the assignment, timecard or pay cheque.

# Assignment Employee Handbook Acknowledgment

---

I acknowledge that I have received a copy of the Creative Circle Assignment Employee Handbook. I understand that it contains important information about the Company's general personnel policies and about my privileges and obligations as an employee. I further understand and acknowledge that I am governed by the contents of the Employee Handbook and that I am expected to read, understand, familiarize myself with, and comply with the policies contained in it.

I understand that the Company may change, rescind, or add to any of the policies or practices described in the Employee Handbook in its sole and absolute discretion, with or without prior notice as permitted by law. I also understand that the Company will advise employees from time to time of material changes to the policies, or practices described in the Employee Handbook.

Please indicate your acknowledgment by signing below.

---

Employee Name (please print)

---

Employee Signature

Date