



# Employment Policies Guide for Associates

What do you do?



Manpower®

This handbook is not intended to be a contract of employment or a guarantee of employment benefits or rights. Manpower reserves the right to modify, suspend, revoke, terminate or change in whole or in part, any of its policies, procedures, practices or benefits at any time, with or without notice.

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# Welcome

Every day, all around the world, millions of jobs are filled by Manpower Associates. Plus, we serve over 400,000 clients from our more than 4,000 offices worldwide. Working for a staffing leader provides you with opportunities and options you won't find elsewhere. If you are employed by Manpower, this reference guide is designed to help make your employment with us as mutually beneficial as possible. We expect that you will take the time necessary to review this guide in detail. After you review it, keep the link as a handy resource. Remember, your Manpower Representative is always available to answer your questions personally.

**Our Commitment/Our Brand.** When you become an associate of Manpower, you not only join a team that is committed to excellence but you also become a member of a company that:

- Rewards excellence and innovation
- Recognizes individual contributions
- Provides competitive pay and benefits
- Encourages professional growth and development that is consistent with interest and abilities
- Supports open communication

## Values.

- **People.** We care about people and the role of work in their lives. We respect people as individuals, trusting them, supporting them, enabling them to achieve their aims in work and in life. We help people develop their careers through planning work, coaching and training. We recognize everyone's contribution to our success - our staff, our clients and our candidates. We encourage and reward achievement.
- **Knowledge.** We share our knowledge, our expertise and our resources, so that everyone understands what is important now and what is happening next in the world of work - and knows how best to respond. We actively listen and act upon this information to improve our relationships, solutions and services. Based on our understanding of the world of work, we actively pursue the development and adoption of the best practices worldwide.
- **Innovation.** We lead in the world of work. We dare to innovate, to pioneer and to evolve. We never accept the status quo. We constantly challenge the norm to find new and better ways to doing things. We thrive on our entrepreneurial spirit and speed of response; taking risks, knowing that we will not always succeed, but never exposing our associates or clients to risk.

**Variety and Flexibility.** Working on assignments for Manpower enables you to work for one employer, but in many different environments. You may prefer the flexibility that different assignments provide, as well as the ability to explore different work environments. Or, you may be looking for a permanent opportunity. There are opportunities for both at Manpower.

**Predicting Success.** By using our Predictable Performance System, we're able to match your specific skills, abilities and work preferences to the work needs of our clients. So, when we offer you an assignment, we know you're the right person for it. You can begin work knowing you have the skills to perform well.

325,000

Per year,  
Manpower places  
about 325,000  
associates and  
consultants in  
North America.

# Assignments

When you accept an assignment with Manpower, we'll provide you with:

- The company's name and location
- Directions to the worksite
- Start date, time and projected length of assignment
- Work hours, lunch and break times
- Check-in procedures, if required
- Supervisor's name
- Description of what you'll be doing on the job
- Dress code, including any required safety equipment
- Pay rate
- Relevant safety information

This is your main source of information about your assignment, so feel free to ask as many questions as you wish. We won't pressure you to accept an assignment – the decision is always up to you. But when you do accept an assignment, remember that we're counting on you - we expect you to complete it.

**Assignment Availability.** In order to ensure we find you work when you are available, please keep us informed of your availability. When you complete an assignment, notify Manpower within 48 hours.

**Manpower Is Your Employer.** Whether you're on a short-term or long-term assignment with our client, you are still a Manpower Associate. Call your Manpower Representative to tell us if:

- You're going to be late or unable to report for work. **Reliable attendance is a critical component of your performance.**
- The work you're asked to do is different from the work described to you by your Manpower Representative, or the work environment appears unsafe.
- You're sick or injured on the job, or feel you can't complete a job.
- You're unavailable for a period of time. Let us know in advance if you're planning a vacation or time off for any reason.
- You've changed your contact information (mailing address, email address or telephone number).
- You've learned new skills that may qualify you for more assignments or higher pay.
- Your assignment ends

**If Injured on the Job.** It's our sincere hope that you're never injured on the job. However, if you are injured, we want you to receive the best, most appropriate care without delay. If you're injured at work, notify your supervisor immediately and call your Manpower Representative as soon as possible the same day. More information regarding Health and Safety is included in our Health & Safety Guide for Associates.

# Getting Paid

**Ensuring that you're paid correctly and on time is one of our most important commitments to you. But, we need your help. It's your responsibility to report your time by:**

- Accurately tracking the time you arrive and leave work, and how long you take for lunch.
- Reporting your time weekly (Manpower's standard work week is Monday through Sunday.)
- Submitting your time for approval by one of the methods included in this reference guide.
- Completing your report accurately and in a timely manner. **Reports submitted late or inaccurately will cause a delay in your pay.**

**About Your Pay.** You will be paid an hourly wage determined both by your skills and our client's work requirements. Your hourly wage may vary from assignment to assignment. Your Manpower Representative will tell you how much the job will pay before you accept the assignment. Your weekly pay is based on your completed and submitted time. As your employer, Manpower will deduct the necessary income tax, CPP/QPP and Employment Insurance. Only legally required deductions are withheld from your pay.

Please remember, Manpower is your employer. Any questions about your pay, or changes to your personal information must be directed to us. The **Manpower Service Centre** is a resource available to Associates to answer payroll related questions. Representatives can be reached via email at [manpower.servicecentre@na.manpower.com](mailto:manpower.servicecentre@na.manpower.com) or via telephone at 416.225.4357 or toll free at 1.888.322.1234.

**NOTE:** For those Associates in Alberta, Sudbury, Thunder Bay and Belleville franchises, please contact your local Manpower office.

**Manpower Direct<sup>SM</sup> Time.** Time Reporting via Manpower's automated system – Manpower Direct Time ensures accuracy and speeds the payroll process. Manpower Direct Time lets you enter hours in one of two ways – **online**, the easiest and fastest way or **over the phone**.

- **Web Time Entry** is the easiest and fastest way to enter your time, **go online to the web entry site:** <https://canada.time.manpowerdirect.com>.
- Alternatively, you can enter your time over the phone using a toll-free number: 1.888.698.5201.

# Forward Looking



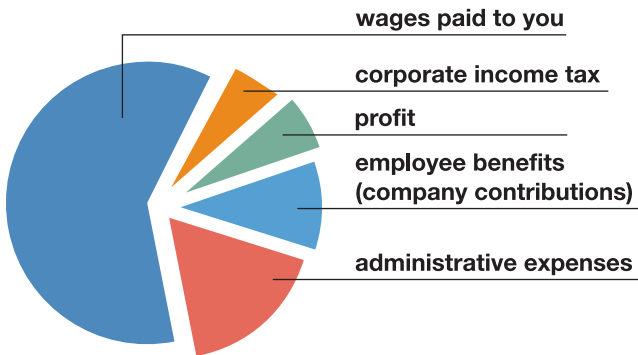
**Web and Phone-Based Submission Tips.**

- It is your responsibility to enter your time **before Sunday at midnight**. Time submitted after Sunday at Midnight is considered late and may not be paid in the current work week.
- Have your log in information ready – your Manpower Representative will provide you with this information when you receive your first assignment.
- Write down your confirmation number. **NOTE:** If you do not receive a confirmation number, your hours have not been submitted.
- Once you have entered time for all assignments and received your confirmation number, log out of the web entry site or hang up the phone.

**Alternative Time Submission Methods:**

- **Paper Timeslips** – Instructions for the completion and submission are included on your timeslip.
- **Kronos** – Swipe card system located at specific client sites. Your Manpower Representative, when required, will provide instructions.
- **Other Automated Time Systems** – Occasionally our clients use unique automated time reporting systems. Your Manpower Representative, when required, will provide instructions.

**Our Clients' Costs.** You should know that our clients are billed an hourly rate that's more than your hourly pay rate. Our bill rates include the additional costs of selection, administration, employer contributions for Employment Insurance, Workers' Compensation, insurance, corporate income tax and profit.



*\*Manpower franchise locations may not utilize this service. These services will vary by location.*

**Direct Deposit Convenience.** You don't need to wait for your paycheque to arrive in the mail, wait in line to deposit it and wait again for it to clear. Direct Deposit, Manpower's standard method of payment, offers you convenient, reliable, safe and easy access to your earnings. This chequeless payroll system automatically deposits your earnings into your chequing or savings account at the bank or credit union of your choice. You'll receive an Earnings Statement itemizing all deductions and telling you the exact amount that was deposited into your account. Your financial institution will provide a record of the deposits made to your account. Manpower provides you with Direct Deposit **at no charge**.

**epost Pay Statements.**

Your Direct Deposit Statement will be available via epost™, Canada Post's free online mail delivery service. You will be able to access your pay statement one day before the actual pay deposit is made to your bank account.

To enroll for this fully secure and personalized service, go to: [www.epost.ca](http://www.epost.ca) and follow the attached directions. You are referred to as the "User" and Manpower is referred to as the "Mailer".

To subscribe to this service you will be required to enter an email address. If you do not have an email address please enter 'email@email.com'.

Should you have any questions regarding this process, please contact our Manpower Service Centre at:

- Via email at [manpower.servicecentre@na.manpower.com](mailto:manpower.servicecentre@na.manpower.com)
- 416.225.4357 or toll Free at 1.888.322.1234

**NOTE:** For pay statement information, those Associates in Alberta, Sudbury, Thunder Bay and Belleville franchises, please contact your local Manpower office.



# 40%

of our associates are hired by our clients.





Manpower  
has been in  
business since

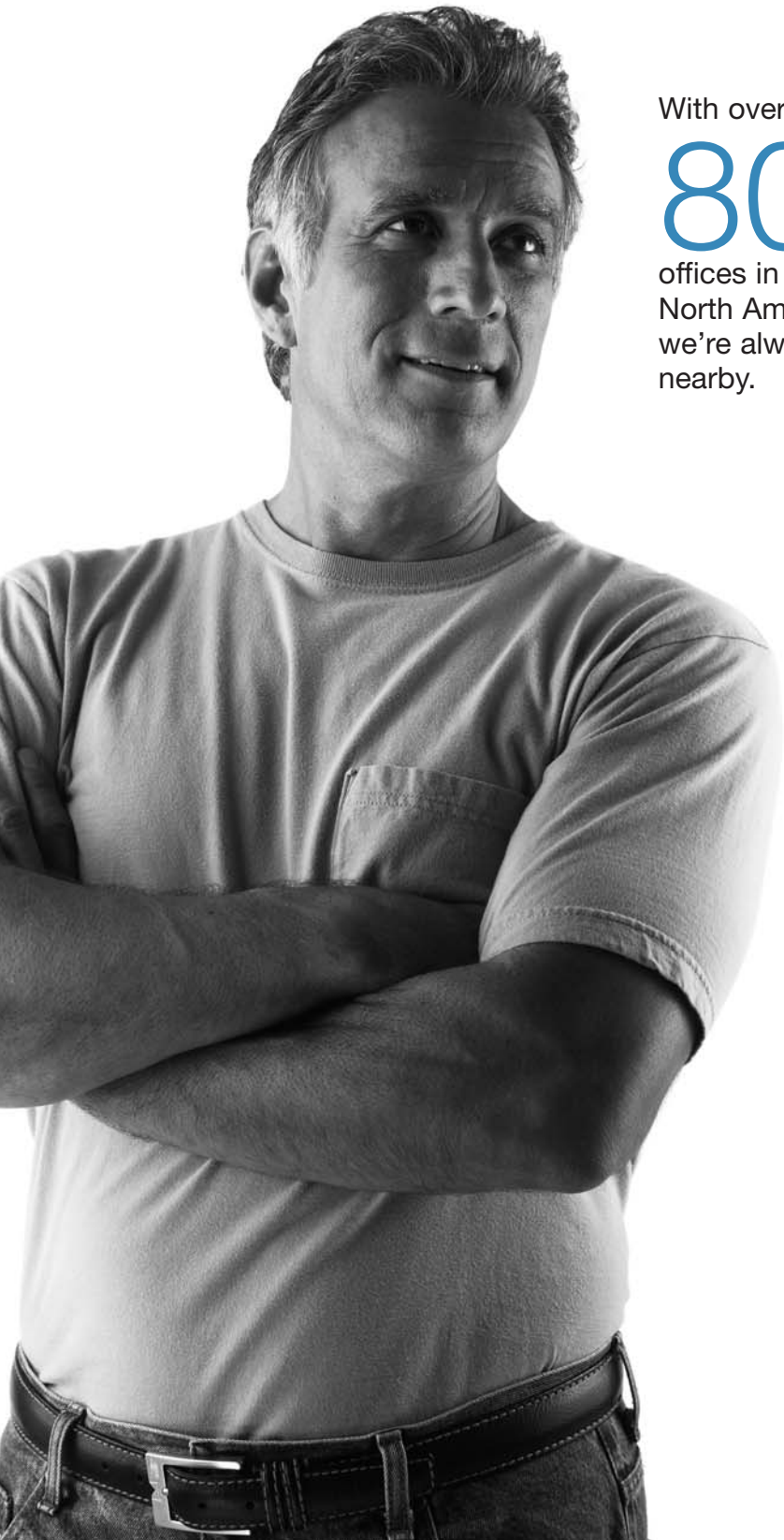
1948.

# Satisfaction & Recognition

## Circle of Excellence\*

It's important to experience a sense of satisfaction and pride in your work, as well as to receive recognition for a job well done. At Manpower, we periodically ask our clients to rate your work, productivity and work habits. When you achieve a consistent record of excellence and have worked the minimum required hours, you will receive our Circle of Excellence Award.

*\*Manpower, as employer, reserves the right to amend or withdraw these benefit programs in whole, or in part, at any time at its sole discretion.*



With over

800

offices in  
North America,  
we're always  
nearby.

# Benefits

Manpower offers a comprehensive benefits program. Your Manpower Representative will provide you with information outlining the specific benefits available for your area.

**Statutory Holidays.** If you qualify, Manpower will pay you for the Statutory Holidays in your province

**Vacation Pay.** You will receive vacation pay based on Employment/Labour Standards Legislation for the province in which you are employed. Please feel free to contact the Manpower Service Centre via email at [manpower.servicecentre@na.manpower.com](mailto:manpower.servicecentre@na.manpower.com) or via phone at 416.225.4357 or toll free at 1.888.322.1234 to request your vacation pay.

**NOTE:** For those Associates in Alberta, Sudbury, Thunder Bay and Belleville franchises, please contact your local Manpower office.

**Referral Bonuses\*** Manpower is always looking for talented people like you. You can earn extra money by helping us find them. When you refer someone to Manpower and he or she completes a specified number of hours of work, you'll receive a referral bonus. Your Manpower Representative can tell you the current bonus amounts being paid for various referrals.

*\*Manpower, as employer, reserves the right to amend or withdraw these benefit programs in whole, or in part, at any time at its sole discretion.*

**Career Development.** Because we're committed to enhancing the skills and careers of our Associates, we developed the Talent Development Center (TDC) at [www.manpowertdc.com](http://www.manpowertdc.com). The TDC offers free, 24/7/365 access to an extensive range of online courses. You can master one skill, or customize a complete learning path. The TDC also serves as a powerful on-the-job reference tool, which you can use to refresh your skills or quickly learn how to complete a task. Ask your Manpower Representative for more information about TDC courses in:

Ask your Manpower Representative for more information about TDC courses in:

- **End-User Software Applications** – the latest in word processing, spreadsheet, presentation graphics, project management, database, email and scheduling
- **Business Skills** – Contact Centre, Accounting, Marketing, Finance, Human Resources and more; plus courses covering professional development topics such as negotiation, leadership, delegation, coaching, managing project teams, problem solving and business writing, including grammar and punctuation

In addition to TDC courses, Manpower also offers training resources for Health & Safety.

See your Manpower Representative for additional information and registration details.

70,000

There are over  
70,000 students  
registered on the  
TDC worldwide.



We do  
business with

**98%**

of the

**Fortune 500.**

# Policies

It is essential that you thoroughly understand Manpower's policies. They are intended to be followed and applied in a reasonable manner and we therefore encourage you to use your common sense whenever possible.

## **Discrimination-Free Workplace**

Every associate and job applicant at Manpower has a right to be treated without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offenses, marital status, family status, disability, or any other protected ground under applicable Human Rights legislation.

## **Workplace Violence and Harassment Policy**

Manpower is committed to providing a safe and healthy workplace free from workplace violence and harassment. Manpower has adopted a zero tolerance policy. All employees have the right to expect a place of employment that is free from behaviour that can be considered harassing, abusive, disruptive or disorderly. Any form of behaviour that creates a climate of violence, hostility, or intimidation will not be tolerated.

This policy includes, but not limited to the following behaviours or situations:

- Violent or threatening physical contact;
- Threatening language or harassing comments;
- Possession of weapons on company property;
- Bullying, teasing, intimidating or offensive behaviour;
- Threatening acts of intimidation or abusive language that leads to tension in the workplace;
- Any vexatious comment or conduct against a worker in a workplace that is known or ought to be reasonably known to be unwelcome, sexual harassment or discriminatory conduct.

Manpower's workplace violence & harassment policy applies to all people involved in its operations and prohibits any such actions by an associate, customer or vendor of the company. Any employee of Manpower who violates this policy will be subject to disciplinary action up to and including termination.

Manpower recognizes that workplace violence and harassment is a health and safety and human resources issue and will take every reasonable precaution to protect employees at the workplace. The company has developed reporting procedures to encourage early reporting as well as prevention of violence and harassment. Any employee can report concerns or incidents to our Human Resources Department

## Purpose of Policy

The intended purpose and goal of the workplace violence and harassment policy is to:

- Create and foster a workplace free from workplace violence and harassment;
- Provide a clear definition of workplace violence and harassment for the purpose of this policy;
- Provide information to all employees regarding workplace violence and harassment;
- Outline and detail the responsibilities of all individuals in the workplace in order to maintain a workplace free from violence and harassment;
- Ensure that all incidents of workplace violence and harassment are reported to Manpower's Human Resources Department;
- Create and communicate a thorough reporting system to ensure that all complaints and/or concerns related to workplace violence and harassment are handled in a professional, timely and equitable manner as established by the company.

## Definitions

Workplace: For the purpose of this policy, the "workplace" is defined as any and all places where company business is conducted. This includes but is not limited to:

- Company property, whether leased or owned, including buildings, and surrounding areas including: parking lots, sidewalks, and driveways;
- All off-site locations where company business occurs;
- Company sponsored functions;
- Any location of travel for business purposes.

Workplace Violence: For the purpose of this policy, "workplace violence" includes, but not limited to:

- The exercise of physical force by a person against a worker that causes or could cause physical injury to the worker. This can include physical injury to the worker; physical acts such as pushing hitting, kicking or throwing objects;
- An attempt to exercise physical force against a worker, in a workplace that could cause physical injury to a worker;
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker in a workplace that could cause physical injury to the worker;
- Bringing a weapon of any sort to a company workplace or possessing a weapon of any kind while carrying out company business, or threatening to bring a weapon to the workplace.

Workplace Harassment: For the purpose of this policy, "workplace harassment" is defined as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought to be reasonably known to be unwelcome. This includes conduct that demeans, embarrasses or humiliates an employee. Workplace harassment does not include:

- Legitimate performance management;
- Application or delegation of management authority;
- Transfers, demotions and job assignments during the course of employment;
- Management mistakes;
- Basic operations management during the normal course of business;
- Any single action not considered harassment unless it involves a lasting impact on the employee.

## **Zero Tolerance**

Manpower is committed to the values of providing a safe workplace for all employees. The company strictly prohibits all incidents of workplace violence and harassment. Manpower has a “zero tolerance” policy against such behaviours by any employee, vendor, contractor, visitor, client or any other person at a company workplace that is involved in company business. The company may, where appropriate take any/all of the following actions where acts of workplace violence and harassment have been committed as defined by the policy:

- Remove the perpetrator from a company workplace by security or local authorities;
- Discipline any employee who violates this policy, up to and including termination;
- Report the conduct of any other person to their employer, supervisor and/or local authorities.

All physical assaults involving employees or occurring at the workplace will be reported to the local authorities as appropriate.

## **Domestic Violence**

Any employee experiencing violence outside of the workplace (i.e. Domestic violence) that may create a risk of danger to themselves or others in the workplace is encouraged to report such violence so that Manpower can take reasonable preventive steps to ensure the safety of all employees.

A complete version of this policy can be found on the Associate Resource Centre.

If you experience an actual or perceived threat of physical violence including intimidation, harassment, or coercion, immediately report the incident to your work-site manager/supervisor. In life-threatening or emergency situations, call your local police department or “911”.

## **Substance Abuse Policy**

Manpower’s primary concern and duty is to provide a safe workplace for all our employees. The use of illicit drugs and alcohol can have serious adverse affects on the safety and well being of all employees present at the workplace. Accordingly, Manpower maintains an alcohol and drug-free workplace. Manpower prohibits its employees’ involvement in the workplace consumption\*, manufacture, sale or purchase-or the attempted consumption, manufacture, sale or purchase of narcotics, drugs, alcohol, or any other illegal or controlled substances and their illegal possession and/or use. This prohibition applies equally to the consumption prior to an assignment and/or to reporting to the workplace.

Manpower recognizes the fact that a drug and alcohol dependency is a disease that can be successfully treated. Therefore no employee with a drug or alcohol dependency will be disciplined for requesting reasonable accommodation in conjunction with rehabilitation efforts. However, if an employee violates the provisions of this policy, or as a result of substance use, does not meet satisfactory standards of safety or work performance, appropriate disciplinary action will be taken.

Any known violation of Manpower's Substance Use Policy will be reported by Manpower to police authorities. If such violation should result in conviction of the employee under a criminate statute, the employee's employment with Manpower shall be terminated.

*\*Except at management approved Company-sponsored functions/activities.*

### **Purpose of Policy**

The intended purpose and goal of the Substance Use Policy is to:

- Support Manpower's responsibility and commitment to a safe and healthy workplace;
- Create and foster a workplace which is free of alcohol and drug use/abuse;
- Outline the company's expectations and requirements for creating and maintaining a workplace free of alcohol and drug use;
- Provide clear guidelines for company sponsored events where alcohol is served;
- Create and communicate the company's policy and programs intended to deal with substance abuse in the workplace.

A complete version of this policy can be found on the Associate Resource Centre.

### **Confidential Information Relating to Manpower and its Clients**

It is essential to Manpower's success that business information and affairs of both Manpower and that of its clients be kept in the strictest confidence. The unauthorized release or use of confidential information, whether intentional or unintentional, can cause harm to Manpower and its clients.

The relationship, which we have with our clients, is paramount to our success as a company. Releasing confidential information can affect our relationship with our clients as well as injure Manpower financially and competitively. This includes disclosing such information to fellow Manpower associates, except on a "need to know" basis.

The principle of mutual respect and civility which we have with you extends beyond the employment relationship. Many associates are privy to communications within Manpower and at clients of Manpower at which you work. These communications may include confidential information. Therefore, you shall not at any time, either during or after the termination of your employment with Manpower or the end of your assignment with a Manpower client for any reason, use, disclose or communicate in any manner to any person, firm or corporation any confidential information concerning any matters affecting or relating to the business of Manpower and any of its clients, except where authorized or required by law. The term "confidential information" includes, but is not limited to, information emanating from Manpower, its associates, affiliates, agents, suppliers or clients or conceived or developed by Manpower or its clients or by you in the performance of your employment, regarding research, developments, patents, copyrights, industrial property rights, marketing plans and strategies, employee lists, specialized business techniques, training and procedural manuals and material, national account and client lists, profits, costs pricing and sourcing.

On the termination of your employment or the end of your assignment with a Manpower client, you shall transfer and deliver to Manpower or the client all documents and information in your possession or control whatsoever.

## Avoiding Conflicts of Interest

It is important to the success of Manpower and its clients that we at all times avoid any actual or apparent conflict of interest. For example, an associate is in a conflict of interest whenever there is the potential for personal gain. It is important to use your common sense whenever you are in a situation where a potential conflict may arise.

## Intellectual Property

Any and all discoveries, inventions (including but not limited to improvements or modifications) or literary or other works relating to the work you perform while on assignment or suggested by matters disclosed in conjunction with your assignment, whether or not patentable, copyrightable or otherwise subject to registration or protection which are made or conceived by you, solely or jointly with others, are works made for hire and shall be the property of Manpower or its designee. You must agree to provide Manpower or its designee with a complete written disclosure of each invention, discovery, literary or other work and further agree to sign necessary documents and give Manpower or its designee all other reasonable assistance necessary to perfect and maintain whatever rights Manpower or its designee deem appropriate, without charge to Manpower or its designee but without expense to yourself.

**Use of Information Technology Resources.** Because you may be performing job tasks using various information technology (IT) resources (such as mobile telephones and email devices, laptops, and desktops) that belong to Manpower or our clients, you must comply with all of the rules below, except where they are inconsistent with any rules of Manpower's clients. It is your responsibility to keep up to date with any applicable client rules relating to information technology and follow them where required.

- Your computer system is the property of Manpower or its client and is to be used for business and work related purposes only.
- All messages and information contained on an email network are the property of Manpower or its clients. Email and internet communications are not private communications. Manpower or its clients reserve the right to access any electronic communication, or computer file created, sent, stored or received by you at any time and without notice.
- The use of Manpower or client equipment for the purpose of transmitting or receiving personal information is strictly prohibited, including email to random recipients. The computer system may not be used to conduct any commercial activity that is not authorized by and for the benefit of Manpower or its clients. You should only be sending confidential or proprietary information belonging to Manpower or its clients if it is in the course of your employment duties.
- You must never view or transmit by e-mail or internet (or in any other way or by any other means) or visit any websites containing information, images, statements or opinions that are libelous, slanderous, defamatory, discriminatory, offensive, pornographic, inflammatory, threatening, harassing, affects another individual's privacy or is in any way damaging to the reputation of Manpower or its clients. Should you accidentally connect to a website that contains any of this material, you must report this occurrence directly to your supervisor or manager.
- The e-mail and internet system should not be used to duplicate or transmit copyright material without the copyright owner's written permission.

- You must not use another person's I.D., attempt to use a user I.D. for unauthorized purposes, or give your user I.D. or password to an unauthorized person.
- Use of any computer resources for illegal activity is strictly prohibited.
- You must not add, change, delete, download, upload, copy or distribute without authorization any software, pirated or otherwise, on the client's or Manpower's system. You must not modify the software configuration (i.e. add a screensaver). You must not connect, remove, or insert technology components or equipment, including floppy discs, CDs, DVDs, modems, memory or processor chips/sticks or cards, or other storage devices, etc. unless specifically authorized. You must not move equipment without authorization.
- If common sense tells you that certain conduct is forbidden, it is best to err on the side of caution, and not engage in such conduct.

Manpower or its client reserves the right to access and monitor the use of e-mail or internet in any manner whatsoever to prevent abuse of these rules or its technology. **Violations of this policy could lead to termination for just cause and other significant disciplinary actions such as suspension (with or without pay) and/or legal action as appropriate.**

**Privacy Policy.** At Manpower, we take your privacy seriously. Manpower will take all reasonable steps to protect all personal information in its possession or control. For more information about Manpower's policy relating to personal information, to access your personal information, or to make a privacy related complaint, please see Manpower Canada's Personal Information Statement, a copy of which you have received and agreed to upon registration. Updated copies of this statement can be found on the Associate Resource Centre (ARC) at [www.manpowerjobs.com](http://www.manpowerjobs.com), [www.manpower.ca](http://www.manpower.ca), or [www.manpowerprofessional.ca](http://www.manpowerprofessional.ca).

# ISO 9001

Manpower is committed to quality. The majority of our offices worldwide have achieved ISO 9001 registration.

Trustworthy



# Tips for Success

Follow these guidelines to be productive and make your assignments with Manpower more enjoyable.

- Be on time every day that you work.
- Introduce yourself to the person to whom you are to report.
- Ask questions to ensure you understand what you're being asked to do. Try to avoid unnecessary conversation and delay.
- Be polite, cooperative and willing to help whenever you're asked.
- Maintain confidentiality. Don't discuss your work with anyone other than your supervisor.
- If you don't know how to operate a piece of equipment, ask for help before attempting to use it.
- Do not make or receive personal telephone calls at work. Except in the case of a true emergency, you are allowed to make telephone calls during breaks and lunch periods only.
- Notify your supervisor immediately when you finish your work. Ask if there's more work you can do. If none is given, use your free time constructively.
- Wear appropriate attire for your assignment.
- Don't walk off the job. If your job is not running smoothly, call Manpower. We – not the client – are your employer and can help you with any job-related problem. Please keep in close contact with us.

[www.manpower.ca](http://www.manpower.ca)