



# miles™

Employment Group Ltd.

## Temporary Associate Information

### If You Have a Problem

Please communicate your concerns directly to a Recruitment Coordinator – never directly to the customer. You are an employee of Miles Employment Group and any issues, questions, time sheets, hourly pay, and hours of work are all to be discussed directly with a Miles Recruitment Coordinator.

**Call us immediately at 604-694-2500 if you are unable to make it to your scheduled assignment due to illness or personal emergency. Our office is open Monday to Friday 8:00am - 5:00pm.**

### Call Us

- To update your availability
- When you arrive on your first day we want to make sure that everything is going well
- Should you have any concerns on the job
- If your job duties are different from what we told you or your job duties change
- Towards the end of your assignment; we want to coordinate your next assignment

**Miles Employment Group**

**510 - 55 Water Street, Vancouver, BC, V6B 1A1**

**Tel: 604-694-2500 Fax: 604-998-2266 Email: info@miles.ca**

### Our Expectations

As an employee of Miles Employment Group, we expect certain behaviours from our representatives while working with our customers. Below are some Do's and Don'ts for your reference.

#### Do:

- Arrive early on the first day of the assignment, this will allow you to familiarize yourself with our client's procedures and office environment.
- Call your Recruitment Coordinator to let us know you have arrived at your assignment and if you have any questions regarding your assignment.
- Complete your assignment once you start it. Of course, emergencies and special circumstances can happen and if you must call in sick or have to leave the assignment for an emergency, it is imperative that you call your Recruitment Coordinator as soon as possible so we can find a replacement for you.  
**Consequences of not notifying us about your absence may result in the termination of your employment with the Miles Employment Group.**
- Always dress professionally.
- Turn your cell phone off during paid work hours.
- Be flexible and positive and willing to take on new tasks, ask for additional work when finished assigned work.
- Return all materials assigned to you by our customer, i.e. uniform, keys, security passes – failure to do so can result in you being billed for all recoverable costs.
- Know that your work performance will be assessed in writing by our customer .

#### Don't

- Make personal phone calls, text, go on Facebook or surf the net during paid work hours.
- Approach our customer for work – you are an employee of Miles Employment Group and our customer has a business contract with us. If you are interested in working with our customer further please advise your Miles Recruitment Coordinator and they will inform the customer on your behalf.
- Surf the Internet or use any client equipment or supplies for personal use.
- Be late.

# positive energy at work

## **Congratulations!**

You have been accepted to represent the Miles Employment Group as a Temporary Associate! This means you have successfully completed and met our requirements for career experience, skill level, interview results, and references. We are proud to have you represent our company at our client offices as a Miles Temporary Associate. Please remember that you are an employee of the Miles Employment Group and that certain requirements, guidelines, and expectations are a condition of your employment with us.

## **How Does Temping Work?**

We will offer you assignments that match your skills and interests. If you accept an assignment, we will provide you with the necessary information including your assignment start date, length of assignment, hourly wage, description of job duties, responsibilities, address, and the name of the contact person.

**You always have the option not to accept an assignment, however, if you do accept it, it's important to take the assignment seriously and commit to the full term of the assignment.**



## **As a Miles Temporary Associate You Will:**

- Gain access to the hidden job market
- Enjoy flexibility – work when you want
- Develop new skills
- Work in various industries
- Be able to test a position and company before committing to full-time employment
- Shorten gaps in employment and keep your resume current
- Work in different locations
- Experience a variety of work environments and discover what you enjoy the most.

## **How Do I get Paid?**

As your employer, we make the deductions and employer contributions to Income Tax, Canada Pension Plan, Employment Insurance, and Worker's Compensation.

### **Timesheets**

Timesheets can be downloaded from our website at [www.miles.ca](http://www.miles.ca)

- Please complete a separate timesheet for each assignment.
- The deadline for receiving your weekly time sheet is Monday at noon following the week you have worked.

Email your time sheet to [reception@miles.ca](mailto:reception@miles.ca), or fax it to 604-998-2266, or drop it off at our office before Monday at noon. Keep track of your hours for your records. Please call payroll at 604-694-2500 to confirm that we have received your time sheet(s).

### **Payday**

Payday is every Friday. You will be paid by direct deposit . Direct Deposit pay stubs will be emailed directly to you.

### **Statutory Holiday Eligibility**

To be eligible for statutory holiday pay, a Miles Temporary Associate must have been employed with Miles for at least 30 calendar days and have worked 15 or more out of those 30 days. This is in accordance with the BC Labour Laws.

### **Payroll Checklist**

- Your name
- Client name
- Hours worked – less lunch
- Client's authorization/signature

