



CORPORATE SUPPLY ARRANGEMENT
**TEMPORARY HELP SERVICES & AUXILIARY
RECRUITMENT REFERRAL SERVICES**
CORPORATE SUPPLY ARRANGEMENT REFERENCE NUMBER: CS-000XXX

THIS CORPORATE SUPPLY ARRANGEMENT is made the 1st day of May, 2014

[Offeror's name
Address,
Telephone & facsimile number
Contact Name]

(the "Offeror")

HEREBY OFFERS TO SUPPLY, AS, IF AND WHEN REQUESTED, THE SERVICES DESCRIBED IN SCHEDULE "A", TO HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA AND THE PUBLIC SECTOR ENTITIES, ON THE TERMS AND CONDITIONS DESCRIBED BELOW.

THE OFFER IS AS FOLLOWS:

DEFINITIONS

1.1 In this Corporate Supply Arrangement:

- a) "Administrative Fee" means the administration fee described in Schedule "F", Section 6;
- b) "Administration Requirements" means those requirements set out in Schedule "F";
- c) "Contract" means the contract that is formed on receipt by the Offeror of a Draw Down for the Services described in the Draw Down, and which is on the terms and conditions set out in the Province's General Services Agreement, a copy of which may be found at http://www.pc.gov.bc.ca/psb/GSA/General_Service_Agreement.doc, as may be updated from time to time, and which includes as Schedules to the General Services Agreement the completed Schedules A, B, C, D, E, F, and G attached to the CSA, and if applicable, any addendum entered into between Public Sector Entities and the Offeror pursuant to section 3.2 (c);
- d) "Contractor" means the Offeror who is in receipt of a Draw Down requesting the Services under this CSA;
- e) "Corporate Supply Arrangement" or "CSA" means this CSA;
- f) "Draw Down" means a written draw down form issued by a Purchaser to an Offeror against this CSA for the provision of a specified quantity of Services at the prices set out in this CSA;
- g) "Offeror" means [Insert legal name] also identified as [Insert doing business as name if applicable];
- h) "Offeror's Representative" means the representative and designated back-up assigned by the Offeror to administer the CSA;
- i) "Prices" means the prices for the Services set out in Schedule "B" to the CSA;
- j) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and

includes Procurement Services and any ministries of the Province;

- k) “**Province Representative**” means Ralph Keenan, Procurement Specialist, or such other individual designated from time to time by the Province to administer this CSA on behalf of the Province;
- l) “**Public Sector Entity**” or “**Entities**” means an eligible broader public sector organization listed at the Procurement Services’ website that is eligible to issue a Draw Down against a CSA;
- m) “**Purchaser**” means the Province or a Public Sector Entity that has issued a Draw Down;
- n) “**Procurement Services**” means the Procurement Services Branch, Ministry of Technology, Innovation and Citizens’ Services; and
- o) “**Services**” means those services described in Schedule “A”.

1.2 All references to dollars, currency, and money must mean Canadian dollars (\$CAD).

EXPIRY

2.1 This CSA will expire on **April 30, 2016** unless withdrawn in accordance with section 3.1 (F) or Section 9, or renewed by the Province for up to two additional two-year periods.

CORPORATE SUPPLY ARRANGEMENT - GENERAL

- 3.1 The Offeror makes the offer set out in this CSA on the following understandings:
- a) the establishment of this CSA does not oblige the Province or any Public Sector Entity to authorize or order all or any of the Services from the Offeror;
 - b) a Contract is formed only on receipt of a Draw Down by the Offeror;
 - c) a Draw Down will form a Contract only for those Services in respect of which a Draw Down has been issued by a Purchaser, provided always that such Draw Down is made in accordance with the provisions of this CSA;
 - d) the Contract will be on the terms and conditions set out in the Province’s General Services Agreement, a copy of which may be found at http://www.pc.gov.bc.ca/psb/GSA/General_Service_Agreement.doc, as may be updated from time to time, and will include as Schedules to the General Services Agreement the completed Schedules A, B, C, D, E, F, and G attached to this CSA and if applicable, any addendum

entered into between Public Sector Entities and the Offeror pursuant to section 3.2;

- e) the Province and any Public Sector Entity each reserves the right to procure the specified Services by any other means, including the use of other agreements, or by other procurement or contracting methods;
- f) the liability of a Purchaser will be limited to that which arises from a Contract made prior to the expiry date described in Section 2.1;
- g) the Province reserves the right to set aside this CSA, for whatever reason, and not make it available for any Draw Downs. The Province will promptly notify the Offeror of such action;
- h) any changes to this CSA are to be documented by way of a written addendum between the Offeror and the Province;
- i) the Offeror’s Representative, and a designated back-up individual, will be available during the Province’s normal business hours, and will have the authority to represent the Offeror with respect to all issues arising under this CSA;
- j) the Offeror will reimburse the Administration Fee in accordance with Schedule “F”;
- k) if the Offeror offers a lower Price to others in the British Columbia public sector for substantially the same services and terms and conditions of a Contract during the term of this CSA, that lower Price will also apply to this CSA. For the purposes of this section, a lower Price is a price that is lower than the unit price in Schedule “A”, exclusive of the Administration Fee;
- l) the Offeror will provide the Province’s Representative with 60 days written notice of any changes to the list of Services included in Schedule “A”, and the Province will determine, in its sole discretion, whether to accept such changes; and
- m) individual Draw Downs must not exceed \$75,000.00.

CORPORATE SUPPLY ARRANGEMENT - PUBLIC SECTOR ENTITIES

- 3.2 With respect to Draw Downs by Public Sector Entities, the Offeror acknowledges that:
- (a) Public Sector Entities are solely responsible for all payments and other obligations to the Offeror incurred through making a Draw Down against the CSA;
 - (b) nothing in this CSA or any resulting Contract will impose any liability whatsoever on the Province in respect of any obligation of a Public Sector Entity to the Offeror, and the Province

disclaims any and all liability in respect of any Draw Down made by a Public Sector Entity against this CSA;

- (c) neither a Public Sector Entity utilizing the CSA nor the Offeror will be required to agree to any terms and conditions other than those set out in this CSA. However, Public Sector Entities will have the option of renegotiating the terms and conditions set out in the Province's General Services Agreement, including the Schedules, to the extent necessary to address the Public Sector Entity's specific travel reimbursement and other policies, insurance, indemnification, limitation of liability requirements, privacy, confidentiality and security requirements. All changes to the terms and conditions of the General Services Agreement are to be set out in an addendum to the CSA entered into with the Offeror; and
- (d) the Offeror reserves the right to refuse to enter into an addendum as contemplated in subsection (c) that would vary the terms and conditions of the Contract from that set out in this CSA.

DRAW DOWN MECHANISM

- 4. The Services may be ordered by various methods, including: in person, telephone, facsimile, or email, so long as a written Draw Down is presented that includes at a minimum:
 - (a) the reference number for this CSA;
 - (b) the name/description of the Purchaser;
 - (c) the specified quantity of the Services that are being ordered; and
 - (d) the maximum amount payable for the Draw Down.
- 5. Draw Downs against a CSA paid for with the Province's Corporate Purchasing card must be accorded the same Prices and be subject to the same terms and conditions as any other Draw Down.

SIGNED by the Offeror

(Authorized Signatory)

Print Name

Date

- 6. If the Purchaser establishes a Draw Down to the Offeror prior to the expiry of this CSA and receives the Services, then the Purchaser will pay to the Offeror the amounts payable as described in Schedule "A".
- 7. If there is any conflict or inconsistency among any of the provisions of the following documents:
 - a) this CSA; and
 - b) a Draw Down,then the order of precedence will be (a) and then (b), unless the Offeror and a Public Sector Entity have entered into an addendum revising the terms of the General Services Agreement in accordance with section 3.2(c) of this CSA, in which case, any terms in such addendum stated to apply notwithstanding the terms of the General Services Agreement will take precedence.

GENERAL TERMS AND CONDITIONS THAT APPLY TO DRAW DOWNS OF SERVICES

- 8. The terms and conditions contained in the Province's General Service Agreement, a copy of which can be found at http://www.pc.gov.bc.ca/psb/GSA/General_Service_Agreement.doc, and Schedules A to G of this CSA will constitute the full and complete agreement (the "Contract") between the parties. In the Province's General Service Agreement, "you" means the Contractor and "we" means the Purchaser.

NOTIFICATION OF WITHDRAWAL

- 9. In the event that the Offeror wishes to withdraw this CSA, the Offeror will provide no less than thirty (30) days' prior written notice to the Province Representative, and such withdrawal of this CSA will not be effective until receipt of such notification by the Province Representative and the expiry of such notice period.
- 10. The Offeror will fulfil any Draw Downs made before the expiry of such notice period.

SCHEDULE "A" **SERVICES**

This CSA is for the provision of Temporary Help Services and Auxiliary Recruitment Referral Services for administrative purposes.

Ministries may acquire services from the agency that in the Ministry's opinion offers best value and service to the Ministry in a specific location.

The term of the Corporate Supply Arrangement(s) will be for a two year term for the period of May 1, 2014 to April 30, 2016, with an option to renew for two additional two year terms, at the discretion of the Province.

Screening & Testing Requirements – All Services

The Contractor will:

- ensure that assigned Temporary Help Services workers and Referral candidates for auxiliary recruitment positions meet the following eligibility criteria:
 - Are Canadian citizens or permanent residents of Canada (as defined by Citizenship & Immigration Canada) or have authorization from the Government of Canada to work in Canada on a time-limited basis in the capacity required to provide the relevant services. If they have this authorization they are only eligible for employment in the Province if the length and location of the appointment and the nature of the work with the Province meets the conditions specified in the federal authorization documents;
 - Are a minimum of 16 years (*Employment Standards Act/Public Service Act*);
 - Possess the Public Service Competencies: Service Orientation, Results Focus, Teamwork and Cooperation, Concern for Order, and Planning, Organizing and Coordinating as assessed by applying the Public Service Competencies matrix as the criteria. See Appendix D.
- ensure that the qualifications of the assigned Temporary Help Services workers and Referral candidates equal or exceed the job requirements defined for the applicable Job Classification and Functions listed in Appendix E;
- conduct testing in the following areas according to the guidelines set out below:
 - Five Public Service Competencies. See Appendix D;
 - The following skills to be tested on a computer using industry standard software and must not be a self-administered test:
 - Keyboarding;
 - Spreadsheet applications;
 - Word Processing applications;
 - Data entry;
 - Database applications;
 - Stenographic skills – skills to be tested using industry standard equipment and must not be self-administered test;
 - Literacy skills – Must have a working knowledge of English. Evaluate the following: knowledge of fundamental rules of grammar, spelling and punctuation. Must not be a self-administered test;

- Clerical ability – Evaluate the following abilities: filing, coding, checking and arithmetic, looking at both speed and accuracy. Must not be a self-administered test.
- have all Temporary Help Services Workers and all Auxiliary Referral candidates complete and sign an up-to-date Declaration of Previous Government Employment. See Appendix K.
- Note: Individual ministries acquiring services from the Offeror will require criminal records checks, Criminal Records Review Act checks and/or enhanced criminal records checks be conducted for Temporary Help Workers or Auxiliary Workers, as described in Schedule G of the CSA.

Requirements – Temporary Help Services

The Contractor will:

- meet the requirements as listed above in Section 3.1;
- provide, on request, in the case of bargaining unit referrals, Temporary Help Services to the requested Manager, in accordance with the terms regarding employment agencies, which are identified in the Master Agreement between the Government of the Province of British Columbia and the BC Government and Service Employees’ Union (BCGEU). See Appendix F;
- monitor, in the case of bargaining unit referrals, usage of Temporary Help Services provided by the Contractor to ensure services do not exceed the terms identified in the Master Agreement between the Government of the Province of British Columbia and the BC Government and Service Employees’ Union (BCGEU) and refuse any requests for services that are not in accordance with these provisions. Failure to comply with the terms identified in the Master Agreement may, at the discretion of the Province, result in the Contractor being removed from the approved list of CSA providers. See Appendix F;
- ensure that any Temporary Help Worker provided under the terms of this CSA that is unable to fulfil the obligations of their assignment will have a replacement Temporary Help Worker assigned within two hours of notification by the Manager to the Contractor;
- replace the Temporary Help Worker where the initiating Manager lodges a reasonable complaint of quality within the first four hours of the Contractor’s Temporary Help worker assuming their duties; and forego billing for the first four hours. Under exceptional circumstances, the four-hour warranty may be extended by mutual agreement where the Contractor and the Manager believe on-the-job experience may resolve the issue. The extension may not cause the warranty period to exceed the two working days. If the initiating Manager is still dissatisfied, the Contractor will replace the Temporary Help Worker and forego 50% of the billing accrued to date;
- On request, provide an up-to-date Declaration of Previous Government Employment for the worker, to the Manager.

Note: The Province reserves the right at its sole discretion to refuse to accept any Temporary Help Services worker at the time the worker is first referred to a Ministry and to request another worker.

Requirements – Auxiliary Recruitment Referral Services

The Contractor will:

- meet the requirements for “All Services” listed above in Section 3.1;
- provide, on request, Auxiliary Recruitment Referral Services to the requesting Managers, in accordance with the terms set out in Appendix J;

- refer a minimum of three candidates in response to each request for services, unless more are requested in the Referral request. Where the minimum number of referrals cannot be supplied, the Manager must be contacted to discuss;
- ensure all Referral requests are responded to by sending eligible qualified candidates' resumes, list of references, which may be used by the Manager, and copies of their up-to-date Declaration of Previous Government Employment to the requesting Manager.

Note: The Province will be under no obligation to hire any candidate referred to it.

Note that auxiliary referrals are for administrative support positions only and may not exceed 7 months. If the term is known to be less than 30 calendar days, the manager may appoint an individual as a "Limited Term Employee".

Reporting/Billing

All Services

The Contractor will report and account to:

- The Manager authorizing the Temporary Help Services or Auxiliary Recruitment Referral Services in matters relating to a specific request for service; and
- The Province's Contract Manager in matters related to management and administration of the CSA.

Temporary Help Services

The Contractor will:

- meet the reporting/billing requirements as listed above in Section 3.4.1;
- ensure that appropriate procedure; e.g. time cards, is in place to record time worked;
- promptly settle outstanding debts to Temporary Help workers, relating to payroll and statutory benefit payments;
- submit invoices for Temporary Help Services, weekly or at the termination of an assignment at the Contractor's discretion, to the initiating Manager. The invoices will refer to the authorizing Manager placing the order, stating dates service was performed, name of worker, classification and hourly rate of temporary service assignment. Invoices are to provide a breakdown of the elements including a clear identification of any overtime charges and be accompanied by copies of the time record for the temporary help services performed;

The Contractor will ensure that prior authorization for overtime was received from the Manager before submitting overtime charges;

- bill a minimum of two hours for a completed Temporary Help Services assignment;

Note: The maximum assignment length for temporary help is 30 calendar days for bargaining unit positions.

- bill the Manager the "Retained Hire Fee" if the Ministry wishes to retain a Temporary Help Services worker (i.e. hire the worker as an auxiliary employee). See Auxiliary/Regular Recruitment Referral Services section below in Section 4.3.4.3 for invoicing and reporting details;
- provide the Province with a monthly record of completed Temporary Help Services assignments. The record will identify the CSA number, and for each completed Temporary Help Services assignment provide: Ministry, division/branch, work location (work city and address), job classification, calendar dates of utilization (start and end dates), Contractor's name, Contractor's

worker's name, total hours worked, rate, if position is or is not excluded. Monthly reports are to be submitted electronically, using Excel, in the same format as shown in Appendix G, within 4 working days following the end of the month.

Note: At a future date the Province may require Contractors to submit monthly reports on-line using a secure Internet form.

Auxiliary Recruitment Referral Service

The Contractor will:

- meet the reporting/billing requirements for the services listed above in Section 3.4.1;
- submit invoices to the initiating Manager for Auxiliary Recruitment Referral Services upon receipt of written notification from the initiating Manager confirming the successful hire of a candidate. The invoices will refer to the authorization Manager placing the order, stating date of referral request, name of successful candidate, classification and the rate for referral services rendered;
- submit invoices for "Retained Hires" (a Temporary Help Services worker who is hired as an employee) to the initiating Manager upon receipt of written notification from the Manager confirming a Retained Hire. The invoices will refer to the authorizing Manager retaining the Temporary Help Services Worker stating the date the hire was effective, name of the former Temporary Help Services Worker, classification and the Retained Hire Fee;
- provide the Province with a monthly record of Temporary and Auxiliary Referral Services provided, whether a hire was made or not. The record will identify for each referral the: CSA number, Ministry, division/branch, work location (work city and address), job classification, date of referral, Contractor name, referred candidate's name, hired status, Hire Rate if applicable, if position is or is not excluded, if position is Auxiliary or Temporary. All candidates referred must be listed. Monthly reports are to be submitted electronically, using Excel, in the same format as shown in Appendix H, within 4 working days following the end of the month. Additionally, if a Temporary Help Services worker is retained by the Ministry (i.e. hired as an auxiliary employee) include this information on the report, completing all fields and noting the Retained Hire Fee charged;

Note: At a future date the Province may require Contractors to submit monthly reports on-line using a secure Internet form.

Conflict of Interest

The Contractor, its agents, employees or assigns will not:

- perform activities that appear to be an official act, or represent a government opinion as policy;
- allow the Contractor activities to interfere with the assigned duties of the Temporary Help Services Worker; and
- use government premises, equipment or supplies to undertake work for the Contractor that is unrelated to the services and to the benefit of the Contractor.

Confidentiality

The Contractor will:

- ensure each Temporary Help Services Worker assigned to a government ministry executes a confidentiality agreement as prescribed by the Province. See Appendix I. Signed agreements are to be kept on file and made available to the Province upon request. Confidentiality agreements are not required for Referral candidates until they become Temporary Help Services Workers.

Audit Requirements

The Contractor will:

- maintain time sheets and records of work performed for all Temporary Help Services Workers, and records of all Auxiliary Recruitment candidates referred, under the Agreement;
- make available, upon request, to the Province, all such records which are maintained, including screening documents, testing documents, reference checks, etc.

Insurance Coverage

Any Contract resulting from this Request for Corporate Supply Arrangement will require the Contractor, without limiting its obligations or liabilities and its own expense, provide and maintain throughout the Contract term, the following insurances with insurers licensed in British Columbia in forms acceptable to the Province. All required insurance will be endorsed to provide the Province with 30 days' advance written notice of cancellation or material change. The Contractor will provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance upon notification of award of the CSA, or as requested by the Province.

Comprehensive Commercial General Liability in an amount not less than \$2,000,000 inclusive per occurrence insuring against bodily injury and property damage and including liability assumed under the Contract. The Province is to be added as an additional insured and the policy shall contain a cross liability clause.

Security

The Contractor will ensure that the security standards described in the CSA (see in particular, Schedule "G" – Security Schedule) have been met for all individuals providing services to the Province pursuant to a CSA.

The Contractor is responsible for conducting all security screening required under the CSA and maintaining adequate records of the security screening conducted. Upon request by the Province, the Contractor must provide adequate evidence that security screening has been conducted within the last 12 months, including the results of the security screening and the grounds upon which the service worker has been cleared.

The Province will have the right to conduct a security-focussed interview of any individual proposed by the Contractor to provide services under the CSA, and to conduct further security screening, at its discretion.

The Province may, at its discretion, request that the Contractor replace any individual providing or proposed to provide services under the CSA, based upon the results of the Contractor's security screening or any security screening performed by the Province.

Security screening requirements such as Criminal Records Check, Criminal Records Review Act Checks and/or Enhanced Criminal Records Check, may be designated by position or separately described in the applicable Draw Down.

Further information on the Province's Security Screening Policy can be found at:
<http://www2.gov.bc.ca/myhr/article.page?ContentID=d9b9eaf5-bad9-bd4a-8081-ed381e6273e3&PageNumber=5>.

Registration with WorkSafe BC/Workers' Compensation Board

The Contractor and any approved sub-Contractors must be registered with WorkSafe BC/Workers' Compensation Board, in which case WCB coverage must be maintained for the duration of the CSA. Prior to receiving any payment, the Contractor may be required to submit a WCB Clearance Letter indicating that all WCB assessments have been paid. The Contractor will adhere to all WorkSafeBC requirements, such as legal requirements contained in the Workers Compensation Act and Occupational Health and Safety Regulation. The Contractor is responsible for ensuring all individuals providing services to the Province are familiar with current WorkSafeBC policies regarding workplace bullying and harassment, workplace conduct and violence in the workplace.

SCHEDULE "B-1"
Pricing – Temporary Help Services

Offeror Name: NAME

Location for which rates apply: Greater Victoria

All pricing will be firm for the term of the CSA including optional renewal years.

***NOTE:** Term refers to a 2 year period:
 Term 1 (May 1, 2014 – Apr 30, 2016)
 Term 2 (May 1, 2016 – Apr 30, 2018)
 Term 3 (May 1, 2018 – Apr 30, 2020)

CLASSIFICATION	HOURLY RATE (in dollars per hour; exclusive of GST)			OVERTIME RATE #1 (as defined above; in dollars per hour; exclusive of GST)			OVERTIME RATE #2 (as defined above; in dollars per hour; exclusive of GST)			RETAINED HIRE FEE (in \$)		
	Term 1	Term 2	Term 3	Term 1	Term 2	Term 3	Term 1	Term 2	Term 3	Term 1	Term 2	Term 3
Office Assistant 6												
Office Assistant 7												
Clerk 9												
Clerk 11												
Clerk Stenographer 9												
Clerk Stenographer 11												
Stockworker 6												
Stockworker 7												

SCHEDULE "B-2"
Pricing – Auxiliary Referral Services

Offeror Name: **NAME**

Location for which rates apply: **Greater Victoria**

The Hire Rate will be paid upon successful hire of an Auxiliary Referral Candidate and is paid per hire.

***NOTE:** Term refers to a 2 year period:
 Term 1 (May 1, 2014 – Apr 30, 2016)
 Term 2 (May 1, 2016 – Apr 30, 2018)
 Term 3 (May 1, 2018 – Apr 30, 2020)

Hire Rates must be provided for each classification listed below and for each of the three years. Pricing will be firm for the term of the Contract including the optional renewal years.				
CLASSIFICATION	AUXILIARY HIRE RATE (In dollars – exclusive of GST)			Intentionally left blank
	Term 1	Term 2	Term 3	
Office Assistant 6				
Office Assistant 7				
Clerk 9				
Clerk 11				
Clerk Stenographer 9				
Clerk Stenographer 11				
Stockworker 6				
Stockworker 7				

SCHEDULE "C"
APPROVED SUBCONTRACTORS

Not applicable

SCHEDULE "D"

INSURANCE

1. The Contractor must, without limiting the Contractor's obligations or liabilities and at the Contractor's own expense, purchase and maintain throughout the Term the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:
 - (a) Commercial General Liability in an amount not less than \$2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must
 - (i) include the Province as an additional insured,
 - (ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change, and
 - (iii) include a cross liability clause.
2. All insurance described in section 1 of this Schedule must:
 - (a) be primary; and
 - (b) not require the sharing of any loss by any insurer of the Province.
3. The Contractor must provide the Province with evidence of all required insurance as follows:
 - (a) within 10 Business Days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance;
 - (b) if any required insurance policy expires before the end of the Term, the Contractor must provide to the Province within 10 Business Days of the policy's expiration, evidence of a new or renewal policy meeting the requirements of the expired insurance in the form of a completed Province of British Columbia Certificate of Insurance; and
 - (c) despite paragraph (a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.
4. The Contractor must obtain, maintain and pay for any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in this Schedule in the Contractor's sole discretion.

SCHEDULE E

PRIVACY PROTECTION SCHEDULE

Definitions

1. In this Schedule,
 - (a) “**access**” means disclosure by the provision of access;
 - (b) “**Act**” means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
 - (c) “**contact information**” means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
 - (d) “**personal information**” means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the “control of a public body” within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
 - (a) enable the Province to comply with the Province’s statutory obligations under the Act with respect to personal information; and
 - (b) ensure that, as a service provider, the Contractor is aware of and complies with the Contractor’s statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor’s obligations, or the exercise of the Contractor’s rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor’s collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 Business Days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must correct or annotate the information in accordance with the direction.
9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.
10. Within 5 Business Days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.
11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Notice of foreign demands for disclosure

18. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.2 of the Act, if in relation to personal information in the custody or under the control of the Contractor, the Contractor:
- (a) receives a foreign demand for disclosure;
 - (b) receives a request to disclose, produce or provide access that the Contractor knows or has reason to suspect is for the purpose of responding to a foreign demand for disclosure; or
 - (c) has reason to suspect that an unauthorized disclosure of personal information has occurred in response to a foreign demand for disclosure

the Contractor must immediately notify the Province and, in so doing, provide the information described in section 30.2(3) of the Act. In this section, the phrases “foreign demand for disclosure” and “unauthorized disclosure of personal information” will bear the same meanings as in section 30.2 of the Act.

Notice of unauthorized disclosure

19. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in the custody or under the control of the Contractor, the Contractor must immediately notify the Province. In this section, the phrase “unauthorized disclosure of personal information” will bear the same meaning as in section 30.5 of the Act.

Inspection of personal information

20. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor’s premises to inspect any personal information in the possession of the Contractor or any of the Contractor’s information management policies or practices relevant to the Contractor’s management of personal information or the Contractor’s compliance with this Schedule, and the Contractor must permit and provide reasonable assistance to any such inspection.

Compliance with the Act and directions

21. The Contractor must in relation to personal information comply with:
- (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
 - (b) any direction given by the Province under this Schedule.
22. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

23. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

24. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

25. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.
26. Any reference to the “Contractor” in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.
27. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.
28. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.
29. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 30, the law of any jurisdiction outside Canada.
30. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE F

ADDITIONAL TERMS

ADMINISTRATIVE REQUIREMENTS

The Contractor will comply with the following administrative requirements and procedures:

PROCUREMENT SERVICES CSA CONTACTS

1. For further information or clarification regarding:

Administration and Representative (Province):
Ralph Keenan, Procurement Specialist
Email: ralph.keenan@gov.bc.ca
Phone: 250-387-7328

REPORTING PROCEDURES

Monthly Draw Down Reports

2. Offeror is required to submit Drawdown reports to Procurement Services. Draw Down reports must be submitted on a monthly basis.
3. Monthly Draw Down information must be sent either by mail, courier, fax or email by the Offeror to:

Procurement Services Branch
Shared Services BC
Attn: Ralph Keenan, Procurement Specialist
PO Box 9476 Stn Prov Govt
Victoria BC V8W 9W6
Fax: 250-387-7309
Email: ralph.keenan@gov.bc.ca

4. The report must contain at a minimum:
CSA #;
Purchaser
Draw Down Form number;
Service(s) ordered
Quantity ordered
Total price for individual Draw Downs

The information should be provided in columns in the following order:

CSA #	Purchaser	Draw Down #	Services	Quantity	Price
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5. The Offeror shall provide a monthly report regardless of whether or not any Draw Downs are received in that month, and in each monthly report will provide an explanation for any missing data.

Quarterly Fee Remission

6. **Administration Fee.** Each quarter, the Contractor must submit to Procurement Services Branch a cheque for one percent of all sales (exclusive of taxes and travel expenses) that were reported to Procurement Services on the monthly Draw Down report, including sales to any Public Sector Entity. The cheque must be payable to the Minister of Finance, and sent to Shirley Boon at the above noted address. The cheque must clearly identify each CSA and the months represented in the payment. The cheque must be submitted no more than 1 month after the end of the quarter:

The fee for:	Is due:
January, February, March	April 30
April, May, June	July 31
July, August, September	October 31
October, November, December	January 31

7. Draw Down reports will be checked against the Procurement Services Branch copies of the Draw Down to verify accuracy. Procurement Services shall promptly notify Offeror of any discrepancy, and will be given one month to respond to or rectify the report.
8. More than two occurrences of inaccuracies may result in the CSA being suspended, until such time as the supplier can demonstrate to Procurement Services that they are capable of managing the terms of their CSA agreement.
9. Failure to submit a reimbursement cheque for the Administration Fee within two months of the end of a quarter in which sales were reported may result in the CSA being suspended until such time as reimbursement is received.

SCHEDULE G

SECURITY SCHEDULE

Temporary Help Services CSA Security Schedule

Definitions

1. In this Schedule,
 - (a) "Equipment" means any equipment, including interconnected systems or subsystems of equipment, software and networks, used or to be used by the Contractor to provide the Services;
 - (b) "Facilities" means any facilities at which the Contractor provides or is to provide the Services;
 - (c) "Information" means information
 - (i) in the Material, or
 - (ii) accessed, produced or obtained by the Contractor (whether verbally, electronically or otherwise) as a result of the Agreement;
 - (d) "Record" means a "record" as defined in the *Interpretation Act*;
 - (e) "Sensitive Information" means
 - (i) Information that is "personal information" as defined in the *Freedom of Information and Protection of Privacy Act*, or
 - (ii) any other Information specified as "Sensitive Information" in Appendix G6, if attached; and
 - (f) "Services Worker" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include
 - (i) the Contractor or a subcontractor if an individual, or
 - (ii) an employee or volunteer of the Contractor or of a subcontractor.

Schedule contains additional obligations

2. The obligations of the Contractor in this Schedule are in addition to any other obligation in the Agreement or the schedules attached to it relating to security including, without limitation, the obligations of the Contractor in the Privacy Protection Schedule, if attached.

Services Worker confidentiality agreements

3. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Sensitive Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Sensitive Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

4. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to have access to Sensitive Information or otherwise be involved in providing the Services if, after having subjected the Services Worker to the personnel security screening requirements set out in Appendix 1 and any additional requirements the Contractor may consider appropriate, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk. The Contractor must create, obtain and retain Records documenting the Contractor's compliance with the security screening requirements set out in Appendix 1 in accordance with the provisions of that appendix.

Services Worker activity logging

5. Subject to section 6, the Contractor must create and maintain detailed Records logging the activities of all Service Workers in relation to:
 - (a) their access to Sensitive Information; and
 - (b) other matters specified by the Province in writing for the purposes of this section.
6. The Records described in section 5 must be made and maintained in a manner, and contain information, specified in Appendix G2, if attached.

Facilities and Equipment protection and access control

7. The Contractor must create, maintain and follow a documented process to:
 - (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and
 - (b) limit access to Facilities and Equipment of the Contractor
 - (i) being used by the Contractor to provide the Services, or
 - (ii) that may be used by someone to access Information

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

8. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Sensitive Information access control

9. The Contractor must:
 - (a) create, maintain and follow a documented process for limiting access to Sensitive Information to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons; and
 - (b) comply with the information access control requirements set out in Appendix G3, if attached.

Integrity of Information

10. The Contractor must:
 - (a) create, maintain and follow a documented process for maintaining the integrity of Information while possessed or accessed by the Contractor; and
 - (b) comply with the information integrity requirements set out in Appendix G4, if attached.
11. For the purposes of section 10, maintaining the integrity of Information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the Information has:
 - (a) remained as complete as when it was acquired or accessed by the Contractor; and
 - (b) not been altered in any material respect.

Documentation of changes to processes

12. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 7, 9 and 10.

Notice of security breaches

13. If Contractor becomes aware that:
 - (a) unauthorized access, collection, use, disclosure, alteration or disposal of Information or Records containing Information; or
 - (b) unauthorized access to Facilities or Equipment

has occurred or is likely to occur (whether or not related to a failure by the Contractor to comply with this Schedule or the Agreement), the Contractor must immediately notify the Province of the particulars of that occurrence or likely occurrence. If the Contractor provides a notification under this section other than in writing, that notification must be confirmed in writing to the Province as soon as it is reasonably practicable for the Contractor to do so.

Review of security breaches

14. If the Province decides to conduct a review of a matter described in section 13 (whether or not the matter came to the attention of the Province as a result of a notification under section 13), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Retention of Records

15. Unless the Agreement otherwise specifies, the Contractor must retain all Records in the Contractor's possession that contain Information until directed by the Province in writing to dispose of them or deliver them as specified in the direction.

Storage of Records

16. Until disposed of or delivered in accordance with section 15, the Contractor must store any Records in the Contractor's possession that contain Information in accordance with the provisions of Appendix G5, if attached.

Audit

17. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect and, at the Province's discretion, copy:
 - (a) any Records in the possession of the Contractor containing Information; or
 - (b) any of the Contractor's Information management policies or processes (including the processes described in sections 7, 9 and 10 and the logs described in sections 5 and 12) relevant to the Contractor's compliance with this Schedule

and the Contractor must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section.

Termination of Agreement

18. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

19. In this Schedule, unless otherwise specified:
 - (a) references to sections are to sections of this Schedule; and
 - (b) references to appendices are to the appendices attached to this Schedule.
20. Any reference to the "Contractor" in this Schedule includes any subcontractor retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors comply with this Schedule.
21. The appendices attached to this Schedule are part of this Schedule.
22. If there is a conflict between a provision in an appendix attached to this Schedule and any other provision of this Schedule, the provision in the appendix is inoperative to the extent of the conflict unless the appendix states that it operates despite a conflicting provision of this Schedule.
23. If there is a conflict between:
 - (a) a provision of the Agreement, this Schedule or an appendix attached to this Schedule; and
 - (b) a documented process required by this Schedule to be created or maintained by the Contractorthe provision of the Agreement, Schedule or appendix will prevail to the extent of the conflict.
24. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

Appendix 1 – Security screening requirements

The personnel security screening requirements set out in this Appendix 1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

- The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of “primary identification” of the Services Worker and at least one piece of “secondary identification” of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
<p>Issued by ICBC:</p> <ul style="list-style-type: none"> • B.C. driver’s licence or learner’s licence (must have photo) • B.C. Identification (BCID) card <p>Issued by provincial or territorial government:</p> <ul style="list-style-type: none"> • Canadian birth certificate <p>Issued by Government of Canada:</p> <ul style="list-style-type: none"> • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record 	<ul style="list-style-type: none"> • School ID card (student card) • Bank card (only if holder’s name is on card) • Credit card (only if holder’s name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver’s licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner’s signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

- The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

- The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant

personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

[The following provisions are specific to the Temporary Help Services RCSA and are not intended to be applied to other services contracts without such services contracts first being reviewed by Legal Services Branch]

Criminal history check

5. The Contractor must arrange for and retain documented results of a criminal history check on a Services Worker obtained through the Services Worker's local policing agency. Criminal history checks must be repeated as necessary to ensure that at all times the most recent criminal history check on a Services Worker was completed within the previous twelve months.

Enhanced Security Screening

6. Where the Province indicates in a Draw Down that a position to be filled by a Services Worker requires enhanced security screening in addition to the criminal history check required under paragraph 5 and the personnel screening requirements set out in this Appendix 1, the Contractor must arrange for and retain documented results of any enhanced security screening required before offering that Services Worker for the position in response to the Draw Down.

Province Screening

7. In the event that the Contractor is unable to determine from a criminal history check or enhanced security screening whether or not a Service Worker constitutes an unreasonable security risk, the Contractor may, after obtaining the written consent of the Service Worker, refer the results of the criminal history check and enhanced security screening to the Province for review.
8. If the Contractor refers a matter described in paragraph 7 to the Province, the Province may, in its sole discretion, conduct additional security screening on a Service Worker to determine whether or not the Security Worker constitutes an unreasonable security risk.

APPENDIX A Public Service Competencies Required for this CSA

Public Service Competencies
<p>Service Orientation: implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.</p>
<p>Results Focus: is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement); or a unique accomplishment.</p>
<p>Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.</p>
<p>Concern for Order reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.</p>
<p>Planning, Organizing and Co-ordinating involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.</p>

Refer to the following pages for details on each competency.

SERVICE ORIENTATION (SVO)

Service Orientation implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

1. Follows Up:

- Follows through on customer/client inquiries, requests, complaints.
- Keeps customers/clients up-to-date about progress of projects.

2. Maintains Clear Communication:

- Maintains clear communication with customers/clients regarding mutual expectations, monitors client satisfaction.
- Distributes helpful information to clients/customers.
- Ensures professional and courteous Service.

3. Takes Personal Responsibility:

- Takes personal responsibility for correcting customer/client-Service problems.
- Corrects problems promptly and undefensively.

4. Takes Action for the Customer/Client:

- Makes self fully available, especially when the client/customer is going through a critical period.
- For example, takes actions beyond normal expectations or may change the process to ensure accessibility to information or assistance.

5. Addresses Underlying Customer/Client Needs:

- Knows the customer's/client's issues and/or seeks information about the real underlying needs of the customer/client, beyond those expressed initially.
- Matches these to available (or customized) Services.

6. Uses a Long-term Perspective:

- Works with a long-term perspective in addressing a customer's/client's problems.
- May trade off immediate costs for the sake of the long-term relationship.
- Looks for long-term benefits to the customer/client.
- Acts as a trusted advisor; becomes involved in customer's/client's decision-making process.
- Builds an independent opinion on client/customer needs, problems, or opportunities and possibilities for implementation.
- Acts on this opinion (e.g., recommends approaches that are new and different from those requested by the client/customer).

RESULTS ORIENTATION (RO)

Results Orientation is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.

1. Wants to Do Job Well:

- Tries to do the job well or right.
- May express frustration at waste or inefficiency, but does not initiate specific improvements.

2. Creates Own Measures of Excellence:

- Uses own specific methods of measuring outcomes against a standard of excellence.
- May focus on new or more precise ways of meeting goals set by management.

3. Improves Performance:

- Makes specific changes in the system or in own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale), without setting any specific goal.

4. Delivers to Meet Challenging Goals:

- “Challenging” means it is a definite stretch, but not unrealistic or impossible.
- Delivers to specific goals and improves performance.

5. Makes Cost-Benefit Analyses:

- Makes decisions, sets priorities or chooses goals on the basis of calculated inputs and outputs: makes explicit considerations of return-on-investment or cost-benefit analysis.
- Analyzes for relevant organizational outcomes.

6. Takes Calculated Entrepreneurial Risks:

- Commits significant resources and/or time (in the face of uncertainty) to increase benefits, (i.e., improve performance, reach a challenging goal, implements innovative solutions, etc.).

TEAMWORK AND CO-OPERATION (TW)

Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

1. Co-operates:

- Participates willingly, is a “good team player,” does his/her share of the work.
- Supports team decisions.
- As a member of a team, keeps other team members informed and up-to-date about the group process, individual actions, or influencing events; shares all relevant or useful information.
- Reiterates information to check understanding before responding or drawing conclusions.
- Reads body language and other non-verbal cues to structure appropriate responses.

2. Expresses Positive Expectations of Team:

- Expresses positive expectations of others in terms of their abilities, expected contributions, etc.; speaks of team members in positive terms.
- Shows respect for others’ intelligence by appealing to reason.
- Responds to people’s concerns in a proactive manner that promotes long-term solutions.
- Demonstrates to others that they see things from another’s perspective.

3. Solicits Input:

- Genuinely values others’ input and expertise, is willing to learn from others (including subordinates and peers).
- Solicits ideas and opinions to help form specific decisions or plans.
- Promotes team co-operation.

4. Encourages Others:

- Publicly credits others who have performed well.
- Encourages and empowers others, makes them feel strong and important.

5. Builds Team Spirit:

- Acts to promote a welcoming, productive climate, good morale and co-operation.
- Resolves team conflicts.
- Protects/promotes group reputation with outsiders.

CONCERN FOR ORDER

Concern for Order reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.

1. Shows General Concern for Order and Clarity:

- Works for clarity, wants, roles, expectations, tasks and data to be crystal clear and often in writing.

2. Checks Own Work:

- Double-checks the accuracy of information or work.

3. Monitors Own or Others' Work for Order:

- Monitors quality of others' work, checks to ensure that procedures are followed or keeps clear detailed records of own or others' activities.

4. Monitors Data or Projects:

- Monitors progress of a project against milestones or deadlines.
- Monitors data, discovers weaknesses or missing data and seeks out information to keep order.

PLANNING, ORGANIZING AND CO-ORDINATING

Planning, Organizing and Co-ordinating involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.

1. Prioritizes Own Work:

- Efficiently uses time and completes tasks/projects on time through the routine planning of own work and organization of resources.
- Develops workplans considering the workgroup's objectives, responsibilities, accountabilities, timelines and resources.
- Keeps appropriate people informed on progress of tasks/projects.

2. Prioritizes and Develops Plans for Other's Work:

- Organizes and co-ordinates the allocation of staff, funds, technology, process and facilities.
- Analyzes and interprets organizational goals and develops supporting objectives.
- Monitors and evaluates the impact of the project on others and effectively communicates at appropriate stages.

3. Develops and Implements Plans for Complex Projects:

- Develops operational plans and provides contingencies.
- Establishes measures to assess progress against the plan.
- Adjusts the plan appropriately and takes initiative to follow through rather than wait for problems to arise.
- Recognizes problems, takes corrective/preventive action and keeps people informed of plans, progress, and decisions.

4. Helps Groups Plan, Organize and Co-ordinate their Work Effectively:

- Develops and implements efficient work plans for complex projects.
- Demonstrates a strong understanding of the relationships among various components of large-scale programs that cut across groups, organizing them so that resources are used most effectively.
- Is prepared for, anticipates, and effectively deals with problems and roadblocks.
- Demonstrates an in-depth understanding of the relationships between organizations and takes timely, strategic actions in facilitating groups and diverse areas working together effectively.

APPENDIX B List of Job Classifications and Sample Job Titles/Duties/Qualifications within each Job Classification

The following is a list of classifications, by Service, to be provided under this RCSA:

	Provision of a Temporary Help Worker	Referrals for an Auxiliary or Limited Term Position
Office Assistant 6	X	X
Office Assistant 7	X	X
Stockworker 6	X	X
Stockworker 7	X	X
Clerk Stenographer 9	X	X
Clerk Stenographer 11	X	X
Clerk 9	X	X
Clerk 11	X	X

The following are some sample jobs within each classification level. The specific duties / qualifications are to be discussed with the manager upon submission of a request for service. In addition, sample job profiles have been provided as separate attachments to this RCSA to provide additional information.

1.0 Office Assistant 6

1.1 File Clerk

- Updates files with correspondence, documents etc. on a coded system, Arc & Orcs, QRMS preferred;
- Retrieves and delivers files and correspondence as required;
- Photocopies and distributes correspondence, manuals and amendments;
- Performs other duties.

Special knowledge, Skill or Physical Requirements

- Knowledge in the operation of photocopier equipment
- General knowledge of filing systems, Arc & Orcs, QRMS preferred
- Basic experience in windows based applications preferred
- May be required to lift 13 – 22 kg. (30 – 50 lbs)

1.2 Mail/Stock Clerk

- Opens, date stamps, sorts and delivers mail;
- Seals and bags outgoing mail;
- May be required to drive a van to pick up and deliver mail;
- Stocks shelves;
- Performs other duties.

Special knowledge, skill or physical requirements

- Good working knowledge of office procedures, and mail handling and stock as required
- May be required to lift over 25 kg (over 50 lbs)
- Valid BC driver's license required

2.0 Office Assistant 7

2.1 Receptionist

- Receives and screens incoming telephone calls, directs calls to the appropriate unit or staff, or takes messages;
- Responds to general inquiries over the phone or at the counter;
- Directs clients and visitors entering the facility to the appropriate area;
- Books appointments;
- Monitors staff in/out board;
- Signs for packages and other deliveries made to the reception desk;
- Calms upset or angry clients;
- Opens, sorts and distributes incoming mail and prepares outgoing mail; ;
- Types letters, memoranda, reports and schedules and forwards to appropriate staff;
- Books meeting rooms and audio-visual equipment for staff and outside agencies;
- Ensures building is secured at closing time;
- Enters information and data on computer systems;
- Carries out records management duties such as filing documents and preparing files for offsite storage;
- Compiles and updates reports, files and logs;
- Purchases office supplies and processes corresponding paperwork;
- Photocopies information packages, updating and/or assembling manuals.

Special knowledge, skill or physical requirements

- Secondary school graduation or equivalent;
- Experience working in an office setting (e.g. clerical, secretarial, receptionist, or administrative support);
- Demonstrated skills in dealing with the public;
- Professional telephone manners;
- Must be able to communicate clearly and effectively;
- Experience / training in keyboarding, and standard computer applications (e.g. word processing, spreadsheets, data bases, and/or the internet);
- Basic experience in windows based word processing applications;
- 50 wpm keyboarding speed if frequent typing is required.

2.2 Data Entry Clerk

- Accesses and updates data in database;
- Enters data from files and forms, using alpha and numeric entries according to pre-formated data fields;
- Reviews forms to ensure completeness and accuracy and contact appropriate staff to provide missing information;
- Identifies incorrect codes and legibility problems and refers to the supervisor;
- Completes production sheets;
- Verifies data characters entered to ensure accuracy and completeness;
- Makes changes and completes data and correction slips;
- Provides receptionist and administrative support relief as required including screening incoming calls and performing word processing services;
- Assists with maintenance of records systems by filling or culling records.

Special knowledge, skill or physical requirements

- Grade 12 graduation or equivalent;
- Experience working in an office setting (e.g. clerical, secretarial, receptionist, or administrative support);
- Demonstrated skills in dealing with the public;
- Professional telephone manners;
- Must be able to communicate clearly and effectively;
- Experience / training in keyboarding, and standard windows computer applications (e.g. word processing, spreadsheets, data bases, and/or the internet);
- 50 wpm keyboarding speed if frequent typing is required;
- Experience working with large databases.

2.3 Administrative Assistant

- Receives incoming calls, identifies nature of calls, takes messages and directs calls to appropriate staff;
- Responds to general enquiries regarding the work unit and provides information such as brochures, packages, forms or applications;
- Makes travel arrangements and appointments for staff, books meetings and conference rooms;
- Carries out record management duties such as making, filing and retrieving files, and preparing for offsite storage;
- Keyboards to produce a variety of documents such as correspondence, minutes, forms, reports, spreadsheets, and presentations; proof-reads documents and corrects errors;
- Enters data on computer systems;
- Processes program related forms;
- Sends, receives and forwards messages by electronic mail;
- Receives, checks and tracks basic financial transactions;
- Photocopies information packages and other documents, and sends and receives facsimiles;
- Updates and / or assembles manuals;
- Arranges for maintenance / repair of photocopier and maintains stock of paper;
- Requisitions stationary and office supplies and processes corresponding paperwork;
- Opens, date stamps and distributes incoming mail and prepares outgoing mail.

Special knowledge, skills or physical requirement

- Secondary school graduation or equivalent;
- Experience working in an office setting (e.g. clerical, secretarial, receptionist, or administrative support);
- Demonstrated skills in dealing with the public;
- Professional telephone manners;
- Must be able to communicate clearly and effectively;
- Experience / training in keyboarding, and standard windows computer applications (e.g. word processing, spreadsheets, data bases, and/or the internet);
- 50 wpm keyboarding speed if frequent typing is required.

2.4 Clerk Typist

- Using computer applications produces and edits reports and correspondence from a variety of source documents, e.g. hand-written, Dictaphone;
- Sets up, maintains, retrieves files;
- Receives incoming calls and clients, provides information or refers to a staff member;
- Arranges travel and meetings for staff;
- Performs other duties;

Special knowledge, skill or physical requirement

- A combination of 1 year of related experience, education and/or training (e.g. clerical, secretarial, receptionist, or administrative support);
- Demonstrated skills in dealing with the public;
- Professional telephone manners;
- Must be able to communicate clearly and effectively;
- Experience / training in keyboarding, and standard computer applications (e.g. word processing, spreadsheets, data bases, and/or the internet);
- Basic experience in windows based word processing applications;
- 50 wpm keyboarding speed if frequent typing is required.

2.5 Assistant Accounts Clerk

- Co-ordinates and batches payment documents;
- Checks calculations, verifies payment authorities;
- Processes routine reconciliations;
- Data enters batch information;
- Performs other duties.

Special knowledge, skill or physical requirement

- A combination of 1 year of related experience, education and/or training (e.g. clerical, secretarial, receptionist, or administrative support);

- Demonstrated skills in dealing with the public;
- Professional telephone manners;
- Must be able to communicate clearly and effectively;
- Experience / training in keyboarding, and standard windows computer applications (e.g. word processing, spreadsheets, data bases, and/or the internet);
- 50 wpm keyboarding speed if frequent typing is required;
- Speed and accuracy in data entry;
- Experience in CAS and Oracle preferred.

3.0 Stockworker 6

- Loads and unloads containers;
- Picks and packs to fill orders;
- Replenishes stock;
- Moves furniture, components, etc.;
- Provides messenger/courier duties; Receives, stores and records incoming materials;
- Checks contents of shipments received and records damage and shortages;
- Verifies materials received against purchase orders;
- Locates goods, picks and packs into containers;
- Performs other duties.

Special knowledge, skill or physical requirements

- May be required to lift weights of 13-22kg (30-50 lbs.)
- May require the ability to push and pull heavy freight dollies (over 18 kg, 40 lb.)
- Ability to use computer to enter data and locate stock items
- May require experience using forklift
- Valid BC driver's license may be required

4.0 Stockworker 7

- Loads and unloads containers;
- Picks and packs to fill orders;
- Replenishes stock;
- Moves furniture, components, etc.;
- Provides messenger/courier duties;
- Receives, stores and records incoming materials;
- Checks contents of shipments received and records damage and shortages;
- Verifies materials received against purchase orders;
- Locates goods, picks and packs into containers;
- Performs other duties.

Special knowledge, skill or physical requirements

- A combination of 1 year of related experience, education and/or training e.g. inventory management, accounting, shipping and/or receiving;
- Experience and/or training with materials-handling equipment (e.g. forklifts, order pickers, horizontal carousels);
- 1 year stores, warehouse or related experience required;
- May be required to lift weights of 13-22kg (30-50 lbs.);
- May require the ability to push and pull heavy freight dollies (over 18 kg, 40 lb.);
- Ability to use computer to enter data and locate stock items;
- Valid BC driver's license may be required.

5.0 Clerk 9 and Clerk Stenographer 9 Positions

TITLE: FINANCE CLERK – Clerk 9

To provide financial support services that includes processing accounts payable, accounts receivable, financial reconciliation of commitments and expenditures, contract administration and providing cost data for budget preparation. Candidates must have training or experience in basic accounting or bookkeeping.

TITLE: LICENSING CLERK – Clerk 9

To process all new license applications or renewals and respond to inquiries from Government staff, licensing applicants and other stakeholders. The position will be required to enter data and maintain files.

TITLE: RECORDS CLERK – Clerk 9

To provide records management support services to a program area for a large and/or complex records management system(s). The position typically reports to a supervisor with limited involvement in records management. Functional direction/guidance may be provided by Information Access Operations. Candidates must have knowledge or experience in records management.

TITLE: TRAINING ASSISTANT – Clerk 9

To provide administrative support related to a training/education program. The primary focus of the work is the administrative processes specific to a training program. These positions often provide general administrative support to the unit such as maintaining training resources/systems, book venues and coordinate preparation of training materials.

TITLE: DATA INTEGRITY CLERK - Clerk 9

To monitor the quality, accuracy and consistency of data contained in information systems and identify and correct data discrepancies. This position is typically located in a program area which has accountability for a large widely accessed database. The work is focused on ensuring the quality and consistency of data typically entered by other positions in the organization into the database.

TITLE: INTAKE SUPPORT CLERK - Clerk 9

To receive, review and validate incoming submissions and clarify case information with clients. This position works in a program concerned with determining client status in relation to government programs, legislation and regulations. This may include determining entitlement/rights to benefits, services, licenses/permits, refunds, grants, or determining requirements related to taxes or other funds owing. Work may also include consideration of appeals to previous rulings, decisions or assessments. At this level, the work is focused on reviewing submissions to determine if the issue is within the jurisdiction of the program and that sufficient information has been provided to make a determination. Candidates must have experience applying regulations or policies.

TITLE: PROGRAM ASSISTANT CLASSIFICATION - Clerk Stenographer 9

To provide a variety of office administrative, secretarial and financial support services for the branch and coordinate the day to day priorities of the director, including providing liaison with ministry executive offices. This position requires the ability to keyboard with speed and accuracy at approximately 40 to 50 words per minute.

Candidates must have the ability to keyboard with speed and accuracy at approximately 40 to 50 words per minute.

CORE JOB REQUIREMENTS

- Secondary school graduation or equivalent.
- One year administrative support/clerical experience (eg. Clerical, secretarial, receptionist, or administrative support).
- Experience/training in word processing, spreadsheets and other standard computer applications.
- Experience providing exceptional customer / client service

Other education, experience or training may be required for specific positions.

TYPES OF ABILITIES APPLICABLE TO ONE OR MORE POSITIONS:

- Ability to perform basic clerical and administrative functions
- Strong attention to detail
- Ability to communicate efficiently and effectively both orally and in writing
- Working knowledge of routine office practices and procedures

- Ability to organize workload, set priorities and meet deadlines
- Strong computer skills in Standard Microsoft Office Computer Applications
- Ability to identify problems and situations, refer to applicable policies and guidelines, identify options and determine appropriate courses of action.

6.0 Clerk Stenographer 11

6.1 Legal Secretary

- Provides legal assistance and support by drafting/typing legal documents and ensures legal documentation complies with statutory/judicial legal standards and Rules of Court;
- Sets down case management conferences, hearings, trials, pre-trials, examinations for discovery, examinations in aid of execution, mediations and arbitrations in consultation with opposing counsel, trial coordinator offices, clients and lay litigants;
- Conducts on-line searches using various registries and legal databases (i.e., Land Titles registry, Personal Property Registry, QP LegalEze and QuickLaw) and prepares reports on findings;
- Notifies civilian and police witnesses by subpoena, explains legal rights and responsibilities, sets up interviews, arranges for witness travel and attendance in Court, and calculates fees and expenses;
- Coordinates meetings and appointments and makes logistical arrangements, such as booking meeting rooms, travel and accommodation;
- Maintains a diary system of assigned legal counsel to ensure timely response to correspondence, compliance with limitation periods and attendance at appointments;
- Maintains a records management system including disposal, archiving, retrieving and security of electronic and hardcopy files;
- Proofreads, edits and prepares a variety of commercial contracts;
- Prepares documentation for retainer contracts for ad hoc legal counsel.

Special knowledge, skill or physical requirements

- Grade 12 graduation, plus courses related to legal secretarial services or equivalent;
- 50 wpm keyboarding speed;
- One year of experience working in a legal office;
- Experience / training in keyboarding, word processing and other standard computer applications (e.g. spreadsheets, data bases and/or the internet);
- Must be able to communicate clearly and effectively;
- Good working knowledge of office procedures required;
- Understand legal terminology.

7.0 Clerk 11

7.1 Senior Clerk

- Types reports, charts, etc. from a variety of source documents, using advanced functions or complex/uncommon word processing packages uncommon to the marketplace;
- Corrects, reformats, combines and revises stored data to produce correspondence, report summaries, charts and tables;
- Proofreads, types and / or formats correspondence and documents from drafts or written notes;
- Inputs data using data base software and maintains files;
- May receive, acknowledge and review information and submissions received from clients to determine if complete or within the program jurisdiction;
- Organizes regular meetings, provides summarized reports, identifies and brings forward issues;
- Performs other duties.

Special knowledge, skill or physical requirements

- Secondary school graduation or equivalent;
- A combination of 4 years of related experience, education and/or training (e.g. clerical or administrative support);
- Working knowledge and experience with complex/uncommon systems relative to the marketplace or advanced functions of common word processing packages or specialized software packages for spreadsheets or graphics;
- Experience / training in keyboarding and other standard computer applications (e.g. word processing, spreadsheets, data bases, and/or the internet);

- Must be able to communicate clearly and effectively;
50 wpm keyboarding speed if frequent typing is required.

7.2 Accounts Receivable/Payable Clerk

- Processes invoices, purchase orders, requisitions and other financial documents;
- Receives fees, issues receipts, makes deposits for revenue;
- Maintains petty cash accounts;
- Checks travel expense claims and processes for payment;
- Other related duties.

Special knowledge, skill or physical requirements

- A combination of 4 years of related experience, education and/or training (e.g. clerical or administrative support);
- Working knowledge and experience in basic accounting procedures;
- Working knowledge of office procedures and experience in office accounts;
- Experience / training in keyboarding, and other standard computer applications (e.g. word processing, spreadsheets, data bases, and/or the internet);
- Experience in windows based accounting applications, CAS, Oracle preferred;
- Must be able to communicate clearly and effectively;
- 50 wpm keyboarding speed if frequent typing is required.

APPENDIX C BCGEU: Article 36

36.1 Limited Employment

(a) *Definitions* - In Clause 36.1 of this Article:

"Limited Term Employee" means:

(1) a person appointed pursuant to Section 1(1)(j) of the *Public Service Labour Relations Act ("PSLRA")* or;

(2) a person described in Appendix II, *"Excluded Classes"*, of the Master Agreement between the Employer and the Union as "persons appointed on a temporary limited basis for a specific term of less than **30** calendar days pursuant to Section 1(1)(j) of the PSLRA".

(b) *Reporting Procedures*

(2) (i) The Employer agrees to provide the Union with written reports every three months of each calendar year regarding usage of service of employees from employment agencies.

(ii) Reports will be forwarded as follows:

- a) by April 15 for the period January 1 to March 31;
- b) by July 15 for the period April 1 to June 30;
- c) by October 15 for the period July 1 to September 30;
- d) by January 15 for the period October 1 to December 31.

(iii) Each report shall include:

- a) the name of the employment agency and individual concerned;
- b) the location and Ministry at which such services are provided;
- c) the dates of utilization.

(c) *Limited Term Employee*

(1) No individual will be permitted to work on a subsequent appointment of less than **30** days without the elapse of a period of **30** days since the expiry of that individual's most recent appointment of less than **30** days. If a person is appointed pursuant to section 1(1)(j) of the PSLRA and the person's appointment extends beyond **30** days, that person shall be re-appointed as an auxiliary employee effective the date the appointment is extended, however, seniority shall be credited for hours worked pursuant to the Section 1(1)(j) appointment.

(2) For the purposes of Clause 36.1 of this Article non-working periods in excess of seven days within a period of **90** days shall not be counted for purposes of calculating whether an appointment is for a period of less than **30** days.

(d) *Employment Agencies*

(1) An "*employment agency*" is defined as a person or business organization who is in the business of recruiting and providing the services of individuals to other persons or organizations, including the Employer.

(2) No assignment of work to any one individual from an employment agency shall exceed **30** days.

(e) *Combination Usage*

The Employer agrees that it will not utilize limited-term employees and individuals from employment agency(s) or a combination of either, in succession to perform the same duties for a period in excess of **30** days within a period of **90** days.

(f) *Waiver*

Nothing in this Article prohibits the Union from waiving any term or condition of this Article. A waiver may only be granted by the President of the Union in writing, and such waivers will not be unreasonably withheld. The President of the Union shall respond to requests for a waiver within 10 calendar days of a request.

APPENDIX D Monthly Reporting Form for Temporary Help Service Assignments

An electronic copy of an Excel spreadsheet in the format below is to be submitted monthly, within four working days following the end of the reporting month.

The spreadsheet is to provide details of each assignment completed during the reporting month (note all end dates should fall within the reporting month). Assignments still underway at the end of the month are to be reported only when completed.

CSA No. _____

Offeror Holding CSA _____

Month: _____

Company Name	CSA #	Start Date	End Date	Surname	First Name	Ministry	Division/ Branch	Ministry Address		Classification	Excluded Position? Yes/No	Total Hours Worked Regular Time	Hourly Rate at Regular Time	Total O/T Hours Worked @ Overtime Rate #1	Hourly Overtime Rate #1	Total O/T Hours Worked @ Overtime Rate # 2	Hourly Overtime Rate #2	Total Billing	
								Work City	Work Address										
Totals																			

APPENDIX E Monthly Reporting Form For Auxiliary Referrals/Retained Hires

An electronic copy of an Excel spreadsheet in the format below is to be submitted monthly, within four working days following the end of the reporting month.

Enter information for each Referral request, listing all candidates referred to the Province, including those who were not hired.

The spreadsheet is also to include temporary help workers retained by the Ministry (i.e. hired as an auxiliary employee). If a temporary help worker is retained complete all fields and note the Retained Hire Fee in the Retained Hire Fee Section.

Name of Offeror Holding CSA: _____

Month: _____

Auxiliary Referrals

Company Name	CSA #	Date Referral Request Received	Ministry	Division/ Branch	Ministry Address		Classification Requested	Excluded Position? Yes/No	Referral Surname	Referral First Name	Hired? Y/N	Rate Charged	Date Referral Request Closed
					Work City	Work Address							

Retained (Auxiliary) Hires

Company Name	CSA #	Date of Request	End Date of Assignment as temporary worker	Effective Date of Auxiliary Hire	Ministry	Division/ Branch	Ministry Address		Classification	Excluded Position? Yes/No	Referral Surname	Referral First Name	Retained Hire Fee Charged
							Work City	Work Address					

APPENDIX F Confidentiality Agreement

Note: this Confidentiality Agreement applies only to individuals seeking Temporary Services work.

BETWEEN:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the _____ (the "Province")

AND: _____
(the "Employee", the "Subcontractor", or "I")[print name]

AND: _____
(the "Contractor")

WHEREAS:

- A. The Contractor and the Province have executed an agreement dated _____ for the provision of Temporary Help Services (the "Contract") under the terms of which any employee or subcontractor of the Contractor to whom confidential information is disclosed is required to first execute a confidentiality agreement; and
- B. I, _____, am an employee or subcontractor of the Contractor.

NOW THEREFORE THIS AGREEMENT WITNESSETH that in consideration of \$1.00 and other valuable consideration the receipt and sufficiency of which is acknowledged, I agree as follows:

1. I acknowledge, confirm and agree that I will treat as confidential all information disclosed to me by the Province and any information obtained by me, or which comes to my knowledge directly, or indirectly, as a result of the Contract (the "Information") and will not release or disclose, either before or after the expiration or sooner termination of the Contract, except to the extent that such publication, release or disclosure is necessary to enable the Contractor to fulfil its obligations under the Contract. Accordingly, I covenant and agree with the Province and the Contractor that I will not at any time during my employment/subContract or thereafter:
 - a) divulge any such Information to any person or authorize the disclosure of any such Information, other than to the Contractor or an employee or subcontractor of the Contractor who has signed a confidentiality agreement in this form; or
 - b) be, directly or indirectly, or cause permit any other person to use any such Information except as required in order to provide the Services described in the Contract.
2. I further covenant and agree that all documents including all copies and extracts of documents in my possession or produced by me which in any way pertain to the Contract will be the exclusive property of the Province and will be delivered up to the Province as required by the Contractor or as stipulated by the Contract.
3. I covenant and agree that I will not, without the prior permission of the Province, alter, modify, or remove from the location at which I am directed by the Province to perform the Services under the Contract, any documents or Material (as defined in the Contract).
4. I hereby affirm and represent to the Province and to the Contractor that I am under no obligation to any former employer or to any other person which is in any way inconsistent with my obligations under this confidentiality agreement.

IN WITNESS WHEREOF I set my hand this _____ day of _____, 20 ____.

Witness

Employee (or Subcontractor)

APPENDIX G Terms for Auxiliary Recruitment Referral Services

Offerors will provide, on request, Auxiliary Referral Services in accordance with the following terms:

- Compliance with all federal and provincial labour and employment laws and regulations;
- Adherence to all applicable human rights laws and regulations;
- Equal access, free of all barriers, hidden or otherwise, must be available to all applicants for Auxiliary Recruitment Referral Services positions;
- Referral Candidates for Auxiliary Referral Recruitment Services positions must not be requested or required to pay a fee of any kind to be included on a list of potential Referral Candidates; to undertake screening, interviewing and testing; or to be referred to the Province. Fees that would not be acceptable include criminal record checks, initial registration fees, testing fees, referral fees, or reimbursement to the Contractor of a portion of the wages paid by the Province to a successful Referral Candidate;
- Referral Candidates for Auxiliary Recruitment Referral Services positions must not be requested or required to work as Temporary Help Services workers in order to be included on a list of potential Referral Candidates; to undertake screening, interviewing and testing; or to be referred to the Province;
- Screening, interviewing, testing and selection activities must be non-partisan and based on competence and ability to do the job;
- Incentives, monetary or otherwise, must not be offered, provided, paid etc, to any potential applicant/candidate in order to entice or solicit their application to the Offeror; and,
- The Offeror may identify and advertise themselves to the public and potential employees as a company holding a CSA for Auxiliary Recruitment Referral Services but in doing so must not state or imply that they are the sole, exclusive, preferred or leading provider of such Services to the Province.

APPENDIX H Declaration of Previous Government Employment

Offerors will have all Temporary Help Services workers and Auxiliary Recruitment Referral Candidates complete and maintain an up to date declaration of previous government employment in the following format. A declaration must be provided to the requesting Ministry for each Referral Candidate and may be requested for Temporary Help Services workers.

Have you worked in the past for the BC Public Service in any capacity, e.g., Contractor, Temporary Help Services worker, Auxiliary, Regular or Order in Council employee?

1. If No, please sign and date. If yes, proceed to question #2:

Signature Printed Name Date

2. If Yes, please list all government employment information:

Start Date	End Date	Job Title	Ministry/Agency Name	Supervisor's Name
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-----	-----	-----	-----	-----
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----

If you have worked for the British Columbia government you are requested to complete the following:

I consent to the disclosure of my government employment information to the Government of British Columbia. I agree that the Government of British Columbia may contact my previous government employers listed above for the purposes of obtaining past work performance evaluations.

Signature Printed Name Date