



# RnR Guide to Service

## Event Staffing & Planning Edition - 2023

### 1 ABOUT US

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Rina Schaefer and Renee Laviolette are the founders of RnR Staffing & Consulting Inc. We met while working together in 2006 as temporary staff for conferences and events, and quickly became known to peers and colleagues as the R & R team. The inspiration behind 'RnR', came several years ago while working together leading a customer service division for an event staffing company in Toronto. In November 2014, RnR Staffing & Consulting was born and we have built the company from years of related work experience and passion for this industry. RnR Staffing & Consulting is a boutique event planning and staffing firm with years of experience organizing and coordinating events, finding outstanding and qualified staff and partnering with clients to ensure that every event is a success.

*'Our mandate is to make certain that every event or job placement we undertake meets or exceeds the client's expectations. We have the experience and knowledge to fulfill our client's needs by finding and staffing the right candidate for their organization or event.'*

### 2 EVENT SERVICES

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At RnR, we provide professional HR services for small businesses, as well as temporary staffing & logistics for events including conferences, trade shows, private functions, and promotional campaigns. We offer a full range of staffing services for our clients; human resource management, full scale recruitment, and consulting services for logistics and scheduling challenges.

Temporary Staffing and Event Services – with over 25 years' experience combined, we have the expertise and the capabilities to staff national promotional marketing campaigns, guerilla marketing and trade show exhibitions. We also provide staff for special events including corporate events, private functions and small – large conferences. We provide professional and reliable staff who have the experience in working for all types of events and promotions and will assist in the event's success. We can provide temporary event staff in many cities across Canada including Vancouver, Calgary, Edmonton, Toronto, Ottawa, Montreal and Halifax.

HR Services – We will source, screen, and interview candidates, hire and provide weekly scheduling, conduct performance reviews and appraisals, assist with onsite training, review policies, and offer payroll services for clients wishing to hire part time, temporary or full time employees.

Consulting Services – We will work within your budget to provide recommendations about number of staff needed, required hours of work (within Canadian Employment Standards), and logistics required in order to staff your event or business. We can also implement an appropriate marketing strategy in order to help clients promote their business.

For a more detailed list of our services please visit [www.rnrstaffing.ca](http://www.rnrstaffing.ca) or email us at [info@rnrstaffing.ca](mailto:info@rnrstaffing.ca).

### 3 GOING AHEAD WITH US

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We are delighted to work with you to help make sure your event is a success. Our goal is to surpass your expectations for service and quality of staff. Whether you've worked with other staffing companies in the past or if this is your first time using an agency, we want to make sure that this experience is positive one and that RnR will be your go to staffing partner for years to come.

#### **What we need from you:**

*\* An email or phone call requesting a quote listing as many details of the services and staffing needs that you require.*

*\* A signed copy of the Service Agreement Form with your payment information.*

*\* A confirmation by email that RnR is handling your staffing request and that both parties are happy to proceed. This may be with the Service Agreement Form.*

*\* Any questions, concerns or feedback that you may have regarding our services.*

Once we have received your staffing request, RnR will provide an estimate for your approval. We do our best to reply to all inquiries and staffing requests within 24 hours of receipt. Please ensure sure you have read all of our terms and conditions contained in this document. Any questions regarding our estimate should be asked directly to your RnR Representative. A signed copy of the Service Agreement Form must be sent back to RnR in order to proceed with booking. The form may be scanned/ emailed to us at [info@rnrstaffing.ca](mailto:info@rnrstaffing.ca) or to your RnR Representative directly.

#### **Changes to the Order**

Should there be any changes to the schedule or staffing requirements please notify your RnR representative as soon as possible. Changes given to us within 24 hours of the start of the shift may not be completed if it's too late to reasonably notify the staff members, however we will do our best to accommodate and work with your changes. Any changes should be sent by email. Depending on the degree of the change, additional costs may be applied.

#### **Last Minute Requests**

We understand that at Special Events there are often last-minute requests, and we will do our best accommodate this for our clients. Unfortunately, we cannot guarantee our ability to staff a last-minute request, however we will look at our resources on a case-by-case basis and will be able to take on your

request if we have suitable staff available. All last-minute requests will require a 75% deposit and a signed Staff Agreement Form for us to fulfill the request.

### **Overtime & Statutory Holidays**

In accordance with Canadian Employment Standards, the following overtime conditions will apply in each province:

*British Columbia* - Daily overtime after 8 hours of work per day, double time after 12 hours of work per day. Weekly overtime occurs after 40 hours of work in 1 week.

*Alberta* - Daily overtime after 8 hours of work per day. Weekly overtime after 44 hours of work in 1 week.

*Ontario* - No daily overtime. Weekly overtime occurs after 44 hours of work in 1 week.

*Quebec* - No daily overtime. Weekly overtime occurs after 40 hours of work in 1 week.

*Nova Scotia* - No daily overtime. Weekly overtime occurs after 48 hours of work in 1 week.

At RnR, our week runs from Monday to Sunday and overtime will be billed as required in the province where the work is taking place. If you are concerned about daily or weekly overtime hours we would be happy to work with you in order to find a solution to minimize the overtime costs.

Any RnR Staff Member scheduled to work on a Statutory Holiday proclaimed by the Province or Federal Canada shall be given time and a half pay for each hour worked or will be marked as 'overtime' hours on the invoice. Please keep that in mind when booking RnR Staff.

### **Cancellation of Service**

At times events may change and staffing needs may be decreased or eliminated altogether. At RnR we require a minimum of 60 hours of notice to cancel any shift. If this notice is not given, a 4 hour minimum per shift will be billed for each staff member that was scheduled to work the cancelled shift. For example, if the shift starts on Monday morning at 7am, notice of cancellation is required on Friday evening before 7pm in order to avoid cancellation charges. Any cancellation notice must be submitted by email to [info@rnstaffing.ca](mailto:info@rnstaffing.ca) or by calling your RnR Representative. Please note that if you have placed a deposit for the order, an administrative fee of 10% of the deposit will not be returned. For events not requiring a deposit, an administrative fee of 10% of the estimate will be charged should the event be canceled with less than 14 days of notice.

If the event is canceled due to COVID-19 or related COVID-19 restrictions or public health measures we will review the specific details and may be able to adjust cancellation fees.

### **Payment Terms**

On the Service Agreement Form it will indicate the total estimated cost of services plus the deposit required in order for us to continue with the order. Once the deposit has been made and you have signed off on the Service agreement form, we can proceed the booking of staff. Aside from last minute requests, all new orders are subject to a 50% deposit with your payment information in order for us to proceed. We accept Visa, MasterCard or American Express payments. Please note that a 2.9%

surcharge will apply for use of Amex. We also accept payment via e-transfers, wire transfer or cheque. Cheques may be made payable to RnR Staffing & Consulting Inc. and can be mailed to us at 4 Ben Doran Blvd, Scarborough, ON, M1H 1L8. Once the event has been successfully completed, a final invoice will be sent to you via email with the remainder of the amount owing. Payment of the final invoice is due within 30 days of which it was received. Invoices not paid within 30 days will be subject to additional interest charges.

### **The RnR Trust Account**

To request and be accepted into the Trust Account with RnR, a client must have completed a minimum of 3 staffing orders with us in which all fees have been paid with no amounts owing within the required 30 day terms. In this case, an invoice will be sent to you within 24 hours of the completion of the event. The amount owing must be received within 30 days of the invoice received, otherwise it will be subject to additional interest charges and will result in your removal from the RnR Trust Account status.

## **4 APPROVAL OF HOURS, TIMESHEETS & 4 HOUR MINIMUM**

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At each event we will have a timesheet for our clients to sign at the end of the event. A supervisor (required if more than 5 staff are scheduled) or a team leader (required for 2 – 4 staff members) will have a timesheet at hand for you to review and sign at the end of the shift. Any changes to the hours worked by an RnR staff member should be recorded on the timesheet. Our final invoice is generated and our staff are paid based upon the hours signed by our Supervisor/Team Lead and your final approval. Staff will be billed only for the time worked and any overpayment will be refunded. We calculate our payroll to the nearest 15 minute increment meaning that if a staff member is clocking out at 1:07, then they shall be paid until 1:15 and that will appear on the invoice in the calculations for the total hours worked per employee.

Please keep in mind that our staff work under a 4-hour minimum policy and any staff members who work under the 4 hours will still be billed for the 4 hour minimum (unless an exception was made in time of booking). If an RnR staff member is instructed to change positions at any point during their scheduled shift and the new rate is higher or lower, that may be included under the 4-hour minimum policy but the new rate for that position will apply for the remainder of the shift.

The 4-hour minimum policy also pertains to any training sessions or information sessions that are required of staff prior to the event day. If a staff member needs to leave their home and arrive onsite for a training session, you will be charged 4 hours minimum per employee. If the training or information sessions are organized and completed via web or phone teleconference at the convenience of one's home, then you will only be charged for the time spent on the call – minimum 30 minutes pay.

## **5 STAFF BREAKS**

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RnR follows Canadian Employment Standard guidelines that states that each person working over 5 hours in a row, shall be entitled to a 30 min break minimum after every 5 hours of work. For shifts that are under 5 hours it is up to our clients' discretion if an RnR employee will be granted a 15 minute break. If staff are on a shift longer than 2 (30) minute breaks must be scheduled for each employee working

over 10 hours. By law, staff have the right to refuse to work beyond 5 hours without a break. If a staff member decides to work through their break time, then your RnR Representative will be notified so that we have no issues from either parties. Our Supervisors or Team Leaders will work with you to determine break schedules and ensure all staff receive their required break time. The Supervisor or Team Lead can take lead on organizing the staff so that positions aren't left open or unattended while members are on break. At the time of scheduling your RnR representative will be more than happy to work with you on scheduling of additional staff to cover breaks if required.

## 6 STAFF APPEARANCE & ATTIRE

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During the onboarding process, each applicant is screened and informed of the professional appearance expected from each staff member. Our staff will be the 'face' of your brand or event and our policy is for all staff to appear ready to work when they arrive on site. At RnR, we don't have branded uniforms, but all conference staff are required to wear a white button down/collared shirt, black dress pants/skirt and closed-toed black dress shoes/boots, unless the client suggests a different attire requirement. For private functions and corporate affairs, our staff may wear blazers, tie (if required) or more formal attire if suggested. If you have your own uniform or other standard attire that you would like to provide for the staff to wear, please speak with your RnR representative and we can arrange this for you. If required we can provide staff sizes for shirts, jackets, pants etc.

## 7 SUPERVISOR SUPPORT

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As much as we would love to be present at all of our events, it is not always possible. Our solution is provide a Supervisor or Team Leader to be your go-to RnR representative when we cannot be there. They are there to sign people in and out when additional staff members arrive, help with the coordination of breaks, placing staff in the correction locations and to further assist you with your event needs. From our experience when there are more than 10-12 staff members working at one location, we do recommend that the Supervisor is not stationed at a single position but is instead able to perform additional duties and help our clients as the event goes along. This designated RnR Supervisor will arrive early, speak to you regarding the expectations for the day/event and will communicate to the staff when they arrive any policies, requirements and other information that each member shall know. Supervisor and Team Leaders are subject to a higher rate, but they are specifically there to take care of all the RnR staff and address any of their needs leaving you to focus on your event. Please let us know how we can help you and we'll make sure you have the right support for your event.

## 8 HEALTH & SAFETY & WORKING REQUIREMENTS

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The safety of our employees is a priority at RnR. Not at any time or place shall an RnR Staff Member work in unsafe conditions. If a staff member feels unsafe they have the right to refuse work. Should this happen, the Supervisor or Team Leader will notify RnR and we will do our best to remedy the situation. By having as many details about the event and the required duties as possible we can work with you to make sure that all precautions are taken prior to an event, whether it be the Supervisor doing a site walk around before staff arrive or an RnR Representative from the office visits the site prior to the event. We

will do our due diligence to make sure that all staff are safe. We will do our best to notify each staff of the nature of the work, the working conditions and environment, and trainings involved so that all staff members are well prepared. We also ensure staff have any required safety equipment. Also, in order to make sure that our staff receive enough rest in between scheduled shifts for the same event that continues the following day(s), we have a 10 hour minimum turn around between when a shift ends on one day to a new shift beginning the next day.

RnR will insure that any concerns or complaints regarding the working conditions, employee(er) violence, harassment, or work place discrimination and prejudice shall be quickly brought to our attention and addressed.

## 9 INSURANCE & OTHER IMPORTANT MATTERS

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### **Insurance Coverage**

RnR has taken the precaution to insure that all employees shall be maintained under Workplace Safety Insurance Board and Workers Compensation Board depending on the province in which they live in. We also sustained commercial liability insurance and errors & omission insurance to cover RnR and its employees against unforeseeable occurrences that may happen. We are happy to provide you with a certificate of insurance if required.

### **Code of Ethics**

RnR will operate our practices with the highest level of respect for our clients, employees and 3<sup>rd</sup> parties involved. We will perform our tasks and duties with professionalism, honesty and appreciation. We value each and every persons we work with and wish to exceed the standards and practices in the industry. RnR will respect and follow all applicable laws and regulations regarding employment, the environment and human rights in the treatment of our staff, clients and 3<sup>rd</sup> parties on site.

We kindly ask you to not solicit employment with our employees without discussing matters with an RnR Representative first. We take great lengths and recruitment tools to find amazing staff and if you wish to hire any of our staff for your own purposes aside from booking with RnR, please let us know and we would be happy discuss the matter with you and come up with a solution that works for both parties.

### **Confidentiality Agreement**

RnR will treat all information, ideas and details regarding the client's practices and event information confidential no matter which way the information was received. This statement also includes any personal gain or benefit that may be obtained with such information shall not be abused and must be kept in strict confidence. We will keep all personal information and data safely secured. We ask that this is mutually practiced with each of our clients and confidentiality shall be respected on both ends. We are your staffing partners.

We thank you for reading our Policies and Procedures and we are here to answer any questions that you may have. Thank you for choosing RnR Staffing & Consulting Inc. for your staffing needs.