



# CLASP

## COMMUNITY AND LEGAL AID SERVICES PROGRAM

### THE PROBABILITY OF EMPLOYMENT STANDARD VIOLATIONS AGAINST TEMPORARY HELP AGENCIES IN NORTHWEST TORONTO

2017

## Acknowledgements

The Community and Legal Aid Services Programme (CLASP) prepared this report in collaboration with members of Jane Finch Action against Poverty (JFAAP). The impetus for this work began with the \$15 and Fairness campaign and continues to be a vital topic for marginalized communities experiencing precarious work. Members of the research team volunteered their time and expertise to assist with development, outreach, and implementation of this report. Their commitment to this work is highly valued and their passion for social justice is unwavering.

In addition to this report, JFAAP will soon be publishing a Citizen Journal that will tackle this issue critically from the perspectives of community residents and activists.

### **Research Team and Collaborators (in alphabetical order):**

Connor Allaby, Jane Finch Action against Poverty

Errol Young, Jane Finch Action against Poverty

Ezra de Leon, Jane Finch Action against Poverty

Farid P. Chaharlangi, Jane Finch Centre

Giovanna Paolucci, Community and Legal Aid Services Programme

Jennifer Black, Community and Legal Aid Services Programme

Nicola Holness, Community and Legal Aid Services Programme

Rachele Clemente-Gottardi, Jane Finch Action against Poverty

Sabrina GoPaul, Jane Finch Action against Poverty / Black Creek Community Health Centre

Umair Muhammad, Jane Finch Action against Poverty

**Written by:** Nicola Holness, Community and Legal Aid Services Programme

**Photos by:** Errol Young

**Funders:** This research report was funded by a York University TD Community Engagement Centre Catalyst Grant.

We would like to sincerely thank the many community residents who participated in the research project and Workers' Action Centre for their ongoing support.

## Table of Contents

Acknowledgements.....	1
Background .....	3
Introduction .....	3
Methodology.....	4
Research Questions .....	4
Data Collection.....	4
Findings .....	6
Responses from Interviews .....	6
Ministry of Labour Data .....	7
Synergies – Proactive Inspections.....	9
Discussion.....	10
Limitations: .....	11
Conclusion.....	12
Recommendations: .....	13
Research Recommendations: .....	13
Bill 148, <i>Fair Workplaces, Better Jobs Act</i> , 2017, Recommendations:.....	13
References .....	14
Appendix A: Brief Summary of All Employment Standards Claim Filed Against Several Named Companies .....	15





# The Probability of Employment Standard Violations against Temporary Help Agencies in North West Toronto

---

## Background

Advocating for better working conditions for precarious workers is an issue that resonates with low-income communities, and has been of particular interest in the Jane Finch community (encompassing the Black Creek and Glenfield-Jane Heights neighbourhoods). The Community and Legal Aid Services Programme (CLASP) is an interdisciplinary Student Legal Aid Services Society committed to the realization of social justice through Education, Advocacy, and Community Engagement. Jane Finch Action against Poverty (JFAAP) is a resident-led grassroots coalition of community residents, activists, workers and organizations working to eliminate poverty in their community and around the world. CLASP, JFAAP and other community partners such as Jane Finch Centre and the Black Creek Community Health Centre, have been supporters of the \$15 and Fairness campaign championed by Workers Action Centre (WAC). In advocating for a \$15 minimum wage, the subject of precarious work and use of temporary help agencies has been a topic of dialogue that has taken place in resident settings, such as JFAAP monthly meetings and the Conversation Café that takes place in the Jane Finch community. Community dialogues identified particular work place issues within temporary help agencies that we felt require additional research and awareness. As a result, CLASP and JFAAP collaborated on a community-based participatory research project aimed at identifying work place violations specifically towards temporary help workers residing in the North West region of Toronto. The results of the research indicated a low rate of complaints filed with the Ministry of Labour, thus demonstrating the need for more outreach, advocacy, and education on workers' rights.

## Introduction

There is a misconception in most developed countries that with hard work and determination, you are able to achieve success and prosperity. While achieving prosperity may be more realistic for upper-class households, the working poor and low-income households work multiple jobs with long and/or sporadic work hours and yet cannot make ends meet. Work that is unstable, unprotected, temporary, and unable to support a household is known as precarious work and is often associated with poverty. The recent trend has been towards employers obtaining workers through intermediaries such as Temporary Help Agencies (THA) or subcontracting in order to save on the costs of hiring employees directly. THAs function by sending candidates to client companies ("Clients") to work on temporary assignments. This is a particular trend in the Jane Finch community where there are high unemployment rates, high rates of immigrant families, high rates of single parent families, and high rates of concentrated poverty (City of Toronto, 2014). According to frontline workers in the community, THAs treat employees unfairly in

relation to Ontario's *Employment Standards Act (ESA)*. However, the awareness of this problem is based mainly on anecdotal evidence (oral or undocumented reports) and thus a barrier to improving THA workplaces.

Ontario's *Employment Standards Act, 2000 (ESA)* was enacted in 1968 to establish minimum conditions of employment for most workers in the province. The ESA governs concerns related to wages, hours of work, overtime pay, vacations, public holidays, termination and severance. In order to assess the significance of ESA violations by THAs in the Jane Finch community, CLASP collaborated with the Jane Finch Resident Action Group, a subgroup of JFAAP, to conduct a research project with the following objectives:

- Educate the local community on workers' rights in relation to Employment Standards and Health and Safety violations.
- Consult on the Changing Workplaces Review Interim Report – released on July 27, 2016
- Determine the rates of ESA violations in North West Toronto
- Engage with residents and temporary workers to identify workplace issues
- Disseminate research results to the community through the participation in May Day festivities, a day to commemorate the solidarity of the working class.

The end goal of the project is to bring awareness to the issues experienced by temporary workers and accountability and liability to THAs in North West Toronto that violate workers' rights. Based on the data collected it is evident that further education is necessary to inform the community about the prevalence of agency violations and their rights as temporary workers.

## Methodology

### Research Questions

Below are the research questions that were considered for this project.

1. Who are violating THAs in Jane Finch?
2. What types of violations are happening in Jane Finch?
3. How do violations in Jane Finch compare to other areas in Ontario?
4. What are the concerns of Jane Finch residents regarding THAs?
5. How is the Ministry of Labour and other government bodies responding to THA violations?
6. What should be done by different levels of government to respond to THA violations?

### Data Collection

A four stage data collection process was conducted including qualitative and quantitative methods. The first stage involved outreach to potential THA workers. Members of JFAAP organized an outreach plan to gain the attention of THA workers by stationing themselves at the corners of Jane St. and Steeles Ave. W, Jane St. and Finch Ave. W, Steeles Ave. W and Adesso Dr., and Finch Ave. W and Weston Rd from



5am – 8am and 3pm – 5pm on various occasions. These intersections were identified as popular intersections that THA workers would travel to get to and from work – mainly due to their proximity to industrial areas and bordering the City of Vaughan. The purpose of this outreach was to engage THA workers and inform them of upcoming workers' rights workshops and the \$15 and Fairness campaign.



The second stage of the data collection process was through the delivery of workers' rights workshops facilitated by CLASP. Three workshops were held, two of which focused on the ESA, Occupational Health and Safety Act (OHSA), protections as a temporary worker, and dismissals; the third workshop focused on systemic advocacy to combat employment rights violations. These workshops were an opportunity to 1) educate the community about their rights and 2) encourage participants to share their experience working as a temporary worker.

The third stage involved interviewing community residents with experiences as THA workers. Data collected from these sources include type of work assigned, location of assignment, alleged violations, and employers' response to the alleged violations. All identifying information remained anonymous, and participants consented the purpose of the interview and the dissemination of the data collected. Five volunteers were interviewed throughout this process.

The submission of a Freedom of Information (FOI) request to the Ministry of Labour (MOL) was the fourth stage of the data collection process. Initially a more thorough request was submitted targeting both ESA and OHS violations filed against THAs within the City of Toronto. However, given the data collection practices of the MOL and their Employment Standards and Ontario Health and Safety programs, such data could not be provided. Alternatively, a list of THAs within the Etobicoke, North York, Woodbridge, and Concord areas were provided to the MOL due to their proximity to the Jane Finch community and the surrounding factories and industrial work environments. The period of January 1<sup>st</sup>, 2010 – December 31<sup>st</sup>, 2016 was specified to account for the THA related amendments to the ESA in

Bill 139, *Employment Standards Amendment Act (Temporary Help Agencies)*, 2009. <sup>1</sup>Highlights of Bill 139 include:

- Restriction of fees that temporary help agencies could charge their assignment employees;
- Restriction of temporary help agencies from limiting their assignment employees from entering into employment relationships with clients of the temporary help agencies; and,
- Clarifying temporary help agencies' obligations with respect to assignment employees' entitlement to public holiday pay, as well as termination and severance pay.

The following information was requested through the FOI:

1. The nature of the complaint(s) made against the THA under the ESA;
2. Whether any violations of the ESA were found by the MOL and, if so, what the violations were; and
3. The result of the complaint(s) (i.e., whether there was a fine levied, order(s) or ticket(s) issued or Conviction(s) made)

The data received from the MOL was compiled in to a chart (Appendix A) identifying the following information:

- Company name and address
- Date claim was filed
- Number of claimants
- Alleged violations
- Employment Standards Officer's decision
- Date claim closed
- Employment Standards Officer's decision appealed?
- Have collection efforts been initiated?

## Findings

### Responses from Interviews

All interviewees identified as residents from the Jane Finch community and as THA workers.

When asked about type of work assigned, interviewees identified factories within the food and cosmetics industry as well as the retail industry. Though all the interviewees were registered with THAs in the Jane Finch community, all the assigned work was located in the Greater Toronto Area (GTA) . The location of assigned work was often cited as a major challenge for accessing work. Interviewees expressed frustrations with not knowing where they would be assigned to work until the last minute. This resulted in transportation issues due to distance and the cost of double bus fare for travelling

---

<sup>1</sup> This is not an exhaustive list of Bill 139 amendments.

outside the City of Toronto to work – namely Concord and Woodbridge, Ontario. Interviewees also talked about pick-up locations where temporary agencies would have vans or buses to pick employees up at a certain time to bring them to the work site. While this form of transportation was useful in getting to and from work, the cost of this service was deducted from the workers' pay.

Regarding unfair workplace conditions, the most common issues identified include:

- Inconsistent pay schedules
- Loss of hours due to mechanical work issues
- Receiving less than the minimum wage
- Uncertainty of work shifts
- Lack of communication
- Not enough time to sit and eat lunch
- Limited safety training (paired with someone with more seniority)
- Failing to provide Records of Employment
- No holiday pay

Not being permanently hired on by a client company following a 3-month probationary period was another major challenge identified by the interviewees. Most workers were of the impression that following a 3 month probationary period they would be hired on by the company which would include equal pay as non-temporary agency workers.

Interviewees were also asked about their employer's (client company) response to the alleged violations. Despite all the challenges that were identified, workers were unlikely to raise the issues with their supervisors for fear of reprisal, mainly in the form of termination. Interviewees recounted instances when employees were terminated on the spot or stopped receiving a work schedule after an issue was raised.

One person reported satisfaction working for a THA mainly due to fact that they received the correct amount of compensation and on time.

## **Ministry of Labour Data**

A list of 46 THAs within the Etobicoke, North York, Woodbridge, and Concord areas were provided to the MOL, in the form of an FOI request, inquiring about ESA violations from January 1<sup>st</sup>, 2010 – December 31<sup>st</sup>, 2016. Out of the 46 THAs, 18 claims, and 5 proactive inspections resulting in ESA violations, were filed against 10 THAs. Of the 10 THAs, 5 were repeat violators making up 78% of total claims filed (including proactive inspections resulting in ESA violations).

The most common ESA violation was the non-payment of wages, including regular pay, vacation/overtime pay, and public holiday pay. Other ESA violations identified were incorrect wage statements, reprisals, and lack of required signage in the workplace.

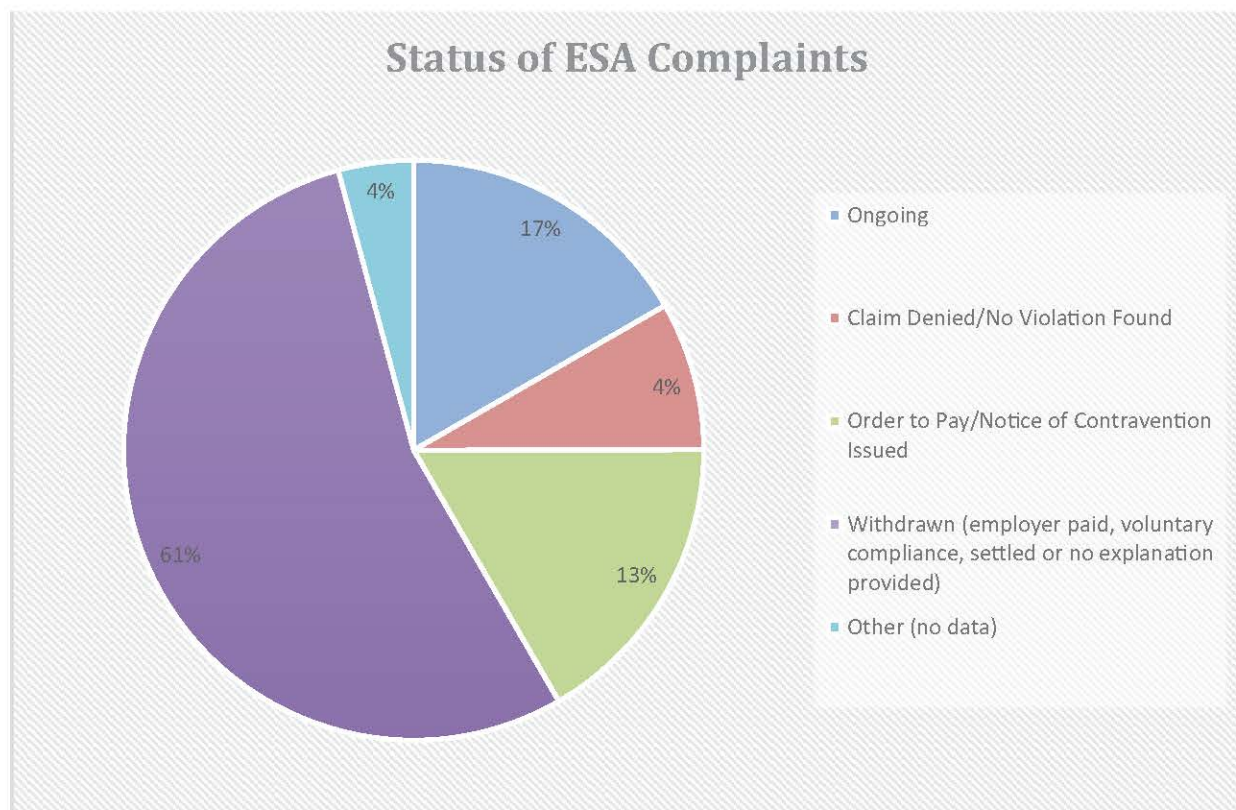


The MOL identified additional claims through proactive inspections. The alleged violations include vacation pay, excess of daily or weekly hours of work, minimum wage, record keeping, wage statement, and posting of posters.

When considering the status of ESA claims, over half of all claims (61%) were withdrawn. Due to privacy reasons, information regarding the withdrawal of an ESA claim could not be disclosed by the MOL but may include employer paying out, voluntary compliance, or settling. This could also be attributed to the current status of employees filing claims. Vosko, Noack, and Tucker (2016) found that “employees that are still working for the employer that they filed the complaint against are more likely to withdraw their complaints than other complainants” (p. 28). Whether employees were simply able to negotiate with their employers or employers pressured employees to withdraw the claim is unknown.

In addition to withdrawn claims, 13% of complaints were resolved via orders to pay or notices of contravention; 17% of claims are still ongoing; 4% of claims filed were denied with no violations found; and no data was provided for 4% of claims filed (See chart 1).

**Chart 1: Status of the 24 Complaints (percentages have been rounded up)**



## Synergies – Proactive Inspections

In addition to investigating reported violations, the MOL also conducted 2 proactive inspection blitzes directly targeting THAs. The first blitz was reported in 2013 and covered the period of June 1, 2010 – August 31, 2012. The second blitz was reported in 2015 and covered the period of January 1, 2015 – February 28, 2015. There appears to be no significant improvement from 2013 to 2015 regarding the percentage of non-compliant employers, 74% to 72% respectively. This is despite changes to the ESA specific to THAs which had been in effect since 2009. In 2013, the most common ESA violations included hours of work, written agreements regarding vacation pay, not providing information sheets, and insufficient record keeping. In 2015, the most common ESA violations included public holiday pay, vacation pay, overtime pay, record keeping, and hours of work (See chart 2).

**Chart 2: Comparison of Proactive Inspections of THAs from 2013 – 2015**

	<b>2013 REPORT PROACTIVE INSPECTIONS OF THAs</b>	<b>2015 REPORT PROACTIVE INSPECTIONS OF THAs</b>
<b>No. of Inspections</b>	105	50
<b>No. of compliant employers</b>	27	14
<b>No. of non-compliant employers</b>	78	36
<b>Percentage of non-compliant employers</b>	74%	72%
<b>Most Common ESA violations</b>	Hours of Work Written Agreements re: vacation pay Information Sheet not provided Record Keeping	Public Holiday Pay Vacation Pay Overtime pay Record Keeping Hours of Work
<b>% of THAs that were previously inspected for ESA violations</b>	Approx. 30% of THAs inspected during blitz had been inspected previously for ESA violations	Unknown
<b>Advance notice of Blitz given to THAs</b>	Notification Letters about THA inspections were mailed out in advance (May 2012) to over 550 THAs across the province	Unknown

This information was compared to a more recent blitz by the MOL released in January 2017 outlining the results of the MOL's Zero Tolerance blitz on repeat violators. These proactive inspections covered the period of September 1 to October 31, 2016. Notably, these results focused broadly on all employers who were repeat offenders across Ontario, not THAs specifically. Nonetheless, 77% of the 104 employers inspected were found to be non-compliant and the most common violations included public holiday pay, overtime pay and vacation pay. Thus, the non-compliance rate for THAs is closely in line with the general non-compliance rate identified in the January 2017 report.



## Discussion

The information gathered from the workers' interviews, as well as the FOI request, suggest a discrepancy between qualitative and quantitative data. While members of the community identified a plethora of issues as temporary workers, many of those issues did not result into formal complaints made to the MOL. There are few reasons as to why this may be happening.

For one, the first step to starting an ESA claim is to bring the issue up with the employer. For many temporary workers, there is confusion about "who" the employer is. Workers may be addressing concerns to "client companies" of THAs about ESA related issues when in fact their employer is the THA. Secondly, workers may not feel comfortable bringing issues up with their employer due to the possibility of reprisal (i.e. loss of work hours, shift changes, termination, etc.), despite the fact that employers should not penalize workers for asserting their rights. The fear of reprisal is also a particular issue for undocumented workers who often depend on THAs to secure work. The Jane Finch community (Black Creek and Jane-Glenfield Heights) is home to a large immigrant population, majority of which are racialized newcomers many of whom with no official status in Canada. This poses additional challenges and threats as undocumented workers often become victim to unfair work requirements and working conditions, in addition to being targeted by immigration enforcement officers and police.

Third, because those who access THAs are predominately from low-income communities, workers simply do not have the time or the trust to participate in the ESA claims process. When workers leave one job, for whatever reason, their goal is to secure something new as soon as possible. Though workers may know they were treated unfairly, there is minimal motivation to address the systemic issue. Filing ESA claims can be a long drawn out process that could last months with little recourse in the end. Nevertheless, when looking at the status of ESA complaints, it is evident that employers tend to voluntarily comply or settle the issue prior to receiving a formal compliance order from the MOL. While this can shorten the ESA claims process and satisfy the needs of the former employee, it may not be a deterrent for repeat violators.

The data from the FOI also highlighted the fact that proactive inspections may result in more reports of ESA violations. While direct complaints to the MOL likely focus on 1 or 2 particular issues from employees, proactive inspections are more likely to uncover multiple violations. Given the vulnerability of THA employees, proactive inspections provide a more accurate depiction of ESA violations and repeat offenders than claims made to the MOL. However, the infrequency of proactive inspections specifically targeting THAs, coupled with the notification of proactive inspections, is evident of the MOL's reactive rather than pro-active approach to addressing ESA violations.

While there are advocacy groups fighting for the fair treatment of workers, especially those who do not have union protection, including THA workers, this work has been significantly limited. More concerted efforts are needed in this area to encourage and support THA workers to make formal ESA claims to the MOL. Without more comprehensive advocacy work, campaigns, and an increase of formal ESA claims, the MOL may not feel obliged to intervene.



## Limitations:

Some limitations are evident in the research that prevent a more accurate picture of the precariousness of temporary work. A significant limitation was the minimal participation from residents in sharing their experience as THA workers. The outreach efforts and public legal education workshops were meant to engage workers to learn their rights as THA employees and participate in one-on-one interviews; however, the turnout was miniscule. This is a disadvantage as many frontline workers from the Jane Finch community hear overwhelming stories of ESA violations from clients, but this was not evident in the MOL data. The lack of participation from workers could be attributed to different factors such as the scheduling of workshops. The workshops were scheduled during evening hours and majority of the outreach took place first thing in the morning. Workers starting early in the morning may not have the time to participate in evening workshops due to family responsibilities, a second job, or fatigue. In addition, workers scheduled for afternoon/evening shifts would not be available to attend evening workshops. Proposing alternate workshop dates, including weekends, may have garnered more participations from temporary workers. Furthermore, unfamiliarity with community organizations and advocacy groups as well as the fear of attending public events on such charged topics are factors that may have contributed to low worker turnout.

This research aimed to target the Jane Finch community, particularly with its proximity to industrial areas that depend on THAs. However, there was an inability to collect geographical data within Ontario to be used as a comparison. This was due to the MOL's data collection methods. The MOL can only provide data on claims made against specified THAs, not by geographical areas in Ontario; thus not being able to assess geographical trends. Moreover, Jane Finch residents may be assigned to work in areas other than Etobicoke, North York, Woodbridge, and Concord, and this information could not be captured.

In addition to ESA violations, Jane Finch residents have often discussed health and safety issues in the workplace. However, there was also an inability to collect health and safety data without identifying 'client companies'. Without an inventory of client companies, there is no way to connect Health and Safety claims to THA workers. Furthermore, it may be impossible to differentiate health and safety claims of THA workers from permanent workers employed at the same client company.

Notification of pro-active inspections by the MOL is another limitation of the data. Notifying THAs about upcoming inspections allows agencies to tighten up their paperwork and other requirements in anticipation of an inspection. Completing pro-active inspections without prior notification would demonstrate an interest in preventative rather than reactive reform by the MOL.

## Conclusion

Precarious employment is a strong predictor of poverty and a contributor to the ongoing cycle of poverty. THAs in particular are high in demand but fail to provide a living wage for Toronto's most vulnerable populations. THA workers have expressed concerns about unfair or unsafe working conditions, yet this data is not reflected in formal complaints filed with the MOL. Additional effort is needed to get workers' experiences reflected in qualitative data as a means to raise awareness of ESA violations and address the barriers associated with reporting ESA violations. There is also a need for workers to be more educated on their rights as temporary workers and learn to advocate on their own behalf without fear of reprisal.

The recommendations from [The Changing Workplaces Review](#), released May 2017, followed by the introduction of [Bill 148, Fair Workplaces, Better Jobs Act, 2017](#), demonstrates a positive move towards the fair and equal treatment of workers, including THA workers. Bill 148 is currently in second reading. In July 2017, CLASP was able to make submissions to the Standing Committee of Finance and Economic Affairs in support of Bill 148. CLASP, JFAAP, WAC, and other community groups and advocates are committed to continue pushing the \$15 and Fairness campaign to ensure progressive changes to the ESA are legislated in the fall.

## Recommendations:

In addition to the legislative changes proposed in Bill 148, there are additional recommendations that should be considered to better address precarious employment in Ontario. This first set of recommendations are indicative of the research while the second set of recommendations are directly related to bill 148 as proposed by Workers Action Centre and allies.

### Research Recommendations:

- Empower workers to know their rights by providing additional access to legal information and community resources
- MOL should track geographical data to assess for trends
- Refrain from notifying THAs of upcoming inspections
- Continue outreaching to THA workers to get more qualitative data

### Bill 148, *Fair Workplaces, Better Jobs Act, 2017*, Recommendations:

- Legislate seven (7) paid sick days per year, extend job-protection to all workplaces for 10 days of unpaid emergency leave and provide three weeks of paid vacation to all workers
- End exemptions or exceptions in the Employment Standards Act (ESA) and Labour Relations Act (LRA) – the rules apply to everyone and protect everyone
- Expand the definition of employer in both the ESA and LRA, including joint and several liabilities as well as related and joint employers
- Legislate equal pay and benefits for equal work (including temporary agency, part-time, casual and contract workers) and eliminate sub-minimum wage rates established in the ESA
- Provide at least two weeks of advanced scheduling notice
- Expand the definition of employee to stop the misclassification of workers
- Invest in stronger enforcement of the ESA and LRA and prosecute employers who flout the law
- Extend just cause protection within the LRA and to ESA
- Enshrine the right to free association through protection for concerted activity
- Restore card-check certification; provide early disclosure of workplace information (neutral, online or telephone voting); remedial certification; and expedited and extended power to reinstate workers before the first agreement
- Provide access to first contract arbitration
- Extend successor rights to protect workers in the case of contract flipping
- Consolidate bargaining units in the case of the same certified bargaining agent
- Provide a framework for broader-based bargaining
- Guarantee the right to strike – including prohibiting the use of replacement workers, safeguarding the rights of workers who have been involved in a labour dispute (including reinstatement after six months and prohibiting employers from unilaterally deciding to “clean house” after a strike)
- Mandate paid leave for domestic and sexual violence survivors



## References

- City of Toronto. (2014). *Neighbourhood Improvement Area Profiles*. Retrieved on September 11, 2017. <https://www1.toronto.ca/wps/portal/contentonly?vgnextoid=e0bc186e20ee0410VgnVCM10000071d60f89RCRD&vgnnextchannel=5bcb52cc66061410VgnVCM10000071d60f89RCRD>
- Ontario Ministry of Labour. (2013). *Temporary Help Agency Blitz Results*. Retrieved on August 14, 2017. [https://www.labour.gov.on.ca/english/es/inspections/blitzresults\\_tha.php](https://www.labour.gov.on.ca/english/es/inspections/blitzresults_tha.php)
- Ontario Ministry of Labour. (2015). *Blitz Results: Temporary Help Agencies*. Retrieved on August 14, 2017. [https://www.labour.gov.on.ca/english/es/inspections/blitzresults\\_tha2015.php](https://www.labour.gov.on.ca/english/es/inspections/blitzresults_tha2015.php)
- Ontario Ministry of Labour. (2017). *Blitz Results: Repeat Violators / Zero Tolerance 2016*. Retrieved on August 14, 2017. [https://www.labour.gov.on.ca/english/es/inspections/blitzresults\\_rvzt2016.php](https://www.labour.gov.on.ca/english/es/inspections/blitzresults_rvzt2016.php)
- Vosko, Leah F., Noack, Andrea M., and Tucker, Eric. (2016). *Employment Standards Enforcement: A Scan of Employment Standards Complaints and Workplace Inspections and Their Resolution Under the Employment Standards Act, 2000*. All Papers. 265. Toronto, ON: Queen's Printer for Ontario.

## Appendix A: Brief Summary of All Employment Standard Claims Filed Against Several Named Companies in North West Toronto

	Company Name & Address Claim Filed Against	Date Claim Filed	# of Claimants	Alleged Violations	Employment Standards Officer's (ESO) Decision	Date Claim Closed	ESO's Decision Appealed?	Have Collection Efforts been Initiated?
1)	First Choice Employment 1735 Kipling Ave. #209, Etobicoke, ON M9R 2Y8	Nov 3/2014	1	Non-Payment of Wages	Closed/Withdrawn Employer Paid	Jan 1/2015	No	N/A
2)	First Choice Employment 1735 Kipling Ave. #209, Etobicoke, ON M9R 2Y8	Sept 26/2016	1	Termination Pay Poster not posted Poster not provided	Not yet assigned	Ongoing	N/A	N/A
3)	First Choice Employment 1735 Kipling Ave. #209, Etobicoke, ON M9R 2Y8	Oct 30/2016	1	Non-Payment of Wages	Not yet assigned	Ongoing	N/A	N/A
4)	Extra Industrial Personnel 2140 Kipling Ave. Etobicoke, ON M9W 4K5	May 6/2015	1	Non-monetary Temporary help agency did not provide required information Reprisal by the employer (which includes a temporary help agency)	Closed/No order issued Claim denied	Sept 10/2015	No	N/A

5)	Alliance Employment Services 1620 Albion Rd. Etobicoke, ON M9V 4B4	Dec 20/2011	1	Non-Payment of Wages	Closed/Voluntary Compliance/Employer paid	April 18/2012	No	N/A
6)	Alliance Employment Services 1620 Albion Rd. Etobicoke, ON M9V 4B4	Dec 21/2016	1	Other, hours owed	Not yet assigned	Ongoing	N/A	N/A
7)	Express Employment Professionals 1110 Finch Ave. W #518, North York, ON M3J 2T2	Nov 9/2012	1	Regular Pay	Closed/Settlement /Claimant withdrew case	Jan 10/2013	No	N/A
8)	Express Employment Professionals 1110 Finch Ave. W #518, North York, ON M3J 2T2	Oct 15/2013	1	Termination Pay	Closed Settlement / Employer Paid	May 27/2014	No	N/A
9)	Express Employment Professionals 1110 Finch Ave. W #518, North York, ON M3J 2T2	Dec 23/2016	1	Payment of Wages Wage Statements Limits on Hours of Work Claimed: Eating Period	To be assigned to an Officer	N/A	N/A	N/A



<b>10)</b>	M.S.M. Group 2777 Steeles Ave. W #100, North York, ON M3J 2K5	Feb 9/2016	INSPECTION	N/A	Closed – No Violation	Apr 12/2016	No	N/A
<b>11)</b>	Employment Panache 201-1575 Lawrence Ave. W, North York, ON M6L 1C3	July 22/2012	1	Public Holidays/Public Holiday Pay	Closed/Order to Pay Issued / Paid	Apr 29/2013	No	N/A
<b>12)</b>	Employment Panache 201-1575 Lawrence Ave. W, North York, ON M6L 1C3	Aug 8/2012	1	Payment of wages, Minimum wage, termination pay, temp help agency did not provide required info, Reprisal by the client business of the temporary help agency	Closed/Voluntary Compliance	Jan 2/2013	No	N/A
<b>13)</b>	Employment Panache 201-1575 Lawrence Ave. W, North York, ON M6L 1C3	Sept 27/2015	1	Wage Statements Overtime Pay	Closed/Claimant withdrew claim	Oct 30/2015	N/A	N/A
<b>14)</b>	Employment Panache 201-1575 Lawrence Ave. W, North York, ON M6L 1C3	Oct 26/2015	1	Payment of Wages Other/time sheet	Closed/Settled	Mar 31/2016	No	N/A

15)	Employment Panache 201-1575 Lawrence Ave. W, North York, ON M6L 1C3	Mar 30/2015	INSPECTION	Vacation Pay Excess Daily of Weekly Hours of Work	Compliance Order issued Closed/Voluntary Compliance	June 22/2015	No	N/A
16)	Employment Panache 201-1575 Lawrence Ave. W, North York, ON M6L 1C3	Mar 28/2013	INSPECTION	Minimum wage; wage statement; record keeping; poster/posting; Other	<b>ISSUED:</b> Notice of Contravention: Public Holiday Pay  <b>Order to Comply</b> with Record keeping, hours of work, written agreements, public holiday pay, and vacation pay	July 9/2013 Compliance Ordered	No	No
17)	Canadian Employment Agency 301-795 Wilson Ave. Toronto, ON	Nov 9/2010	1	Payment of Wages	Closed - withdrawn	Nov 19/2010	No	N/A
18)	Canadian Employment Agency 166 Shorting Rd. Scarborough	Jun 7/2013	1	Termination Pay, Reprisal	Closed – Voluntary Compliance during investigation	Dec 23/2013	No	N/A
19)	Canadian Employment Agency 166 Shorting Rd. Scarborough	Jan 22/2015	INSPECTION	Vacation Pay / Agreement Vacation Time	Closed – Voluntary Compliance	May 6/2015	N/A	N/A

<b>20)</b>	Canadian Employment Agency 166 Shorting Rd. Scarborough	Nov 1/2016	1	Payment of Wages	Closed – Withdrawn	Dec 19/2016	N/A	N/A
<b>21)</b>	Office Team 1500-5140 Yonge St. North York	May 27/2016	1	Unpaid Wages	Closed – Withdrawn	June 16/2016	No	No
<b>22)</b>	Let's Work Labour Force 9-3000 Langstaff Rd. Concord	Aug 25/2015	1	Unpaid Wages	Claim Withdrawn	Nov 3/2015	No	N/A
<b>23)</b>	York Staffing Solutions Inc. 221-1750 Steeles Ave. Concord	Feb 25/2015	INSPECTION	Vacation Pay – Written Agreements, Vacation Time, Hours or work, Record Keeping	Compliance Order Issued	Mar 25/2015	No	N/A



## This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There is no handwriting or other markings on the paper.

