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THE SUPERHR DIGEST



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From the Get-Go

Set it Straight, Even for One Day

When a current employee agrees to perform a one-time task that differs from their regular duties—whether in role, pay, or schedule—it is essential to document the temporary change appropriately. Even if the task is short in duration and voluntary in nature, proper documentation protects both the employer and the employee, and ensures clarity in payroll, employment standards compliance, and occupational health and safety considerations.

In these cases, it is not necessary to issue a new employment contract. Instead, an internal pay adjustment form should be completed. This form should clearly outline the nature of the temporary assignment, the applicable date and time, and the pay rate that will apply during the assignment. It should also confirm that the employee's standard rate and role will resume immediately after the temporary duty is completed.

Alongside the internal form, the employee should sign a one-time assignment acknowledgement. This should confirm their understanding and agreement to the change in duties and pay, as well as the temporary scope of the assignment. The acknowledgement ensures that expectations are clear and that consent is formally recorded.

Both the adjustment form and the acknowledgement must be retained in the employee's file. This documentation serves as a reference for payroll accuracy, protects against misclassification or disputes, and helps fulfill legal obligations related to compensation and duty of care.



Are You Keeping the Right Employment Records?

In the world of HR and compliance, keeping proper employment records isn't just a best practice—it's a legal requirement. The Employment Standards sets clear expectations for every employer in the province. Regardless of your business size, industry, or team structure, these records are non-negotiable and must be part of your day-to-day operations.

Think of it this way, these documents are more than paperwork—they are proof that you're upholding your responsibilities as an employer and treating your people fairly and transparently.

To help you stay compliant, here's a quick guide to the basic employment records you are expected to keep for each employee:



Employee Profile - Personal Info; Employee's full name, date of birth, residential address, phone number, and job title.



Employment Start and Pay Details - Start date and current wage rate.



Hours of Work - Daily hours worked — yes, even for salaried employees!



Wages and Deductions - Gross and net pay for each pay period, all deductions with reasons, and any benefit payments.



Statutory Holidays & Vacation - Dates and pay for statutory holidays and annual vacation taken or owing.



Time Bank (if applicable) - Dates and amounts taken/paid from the bank, and current balance.

Also keep a copy of the following agreements for four years - Agreements for employees who clean or maintain special clothing. Agreements to substitute another day for a statutory holiday. Averaging agreements for work hours.

Maintaining these records isn't optional—it's a baseline expectation under employment laws. Without them, your business risks non-compliance, penalties, or disputes that are hard to defend.

But more than that, good recordkeeping sends a powerful message: We care. We're organized. We respect our people.

Musculoskeletal Injuries (MSIs) continue to be one of the most frequently reported workplace injuries across Canadian industries. From office settings to warehouses and clinics, MSIs impact not only individual well-being but also organizational productivity and culture.

The key to prevention? Ergonomics—the science of adapting work to people, not forcing people to adapt to work.

What Are MSIs? MSIs affect the muscles, tendons, ligaments, joints, nerves, and blood vessels, usually resulting from:

- Repetitive motions, forceful exertions
- Awkward or static postures
- Poorly designed workspaces or tools
- Insufficient recovery time between tasks

While symptoms like discomfort, pain, or reduced range of motion may start small, they can escalate into serious health conditions if left unaddressed.



The Role of Ergonomics in Preventing MSIs - A proactive ergonomic program addresses task design, equipment use, and employee education.

Workstation Adjustments - Monitor height should align with eye level to avoid neck strain. Chairs should support the lower back and promote neutral posture. Desks and tools must allow for relaxed shoulders and elbows close to the body.

Movement and Recovery - Take microbreaks every 30–60 minutes to stretch and reset your posture. Change tasks throughout the day to reduce repetitive strain. Incorporate light stretching into your daily routine—even 2 minutes counts!

Manual Handling Techniques - Lifting, pushing, or carrying? Keep loads close to your body. Use leg strength—not your back—to lift. Use assistive devices when possible.

Ergonomics isn't just about comfort—it's a smart business strategy. Organizations that invest in ergonomic practices often see a significant reduction in workplace injuries, absenteeism, and workers' compensation claims. It leads to higher productivity, improved work quality, and lower turnover.

When employees feel physically safe and supported, engagement and morale rise. More importantly, ergonomics sends a clear message: “We care about our people.” This message strengthens trust, reinforces a positive safety culture, and positions the organization as an employer of choice. Simply put, ergonomics is not an expense—it's a long-term investment in people and performance.







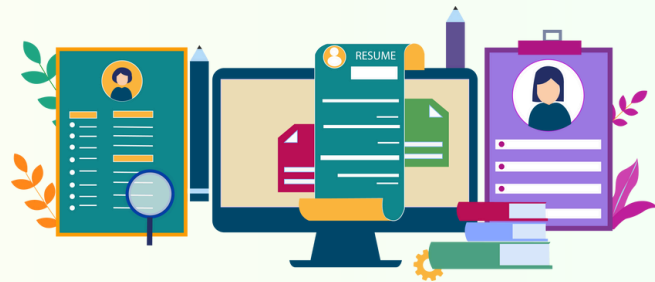
Interpersonal Strategies for the Modern Workplace

We're thrilled to announce this month's SuperHR Academy training—designed to help you grow both professionally and personally. This is your chance to strengthen your workplace relationships and communication skills with no cost to you.

Course of the Month - Interpersonal Strategies for the Modern Workplace

In today's fast-paced and diverse work environment, strong interpersonal skills are more important than ever. This inspiring and practical training will help you:

-  Communicate with confidence and clarity
-  Navigate differences with empathy and respect
-  Strengthen collaboration across teams
-  Build a more supportive, inclusive, and productive workplace



Whether you're working with clients, colleagues, or cross-functional teams, these strategies will empower you to thrive. We are sending the free access course invitation via email and it will be available until May 20th. The course comes with a certificate of completion to recognize your commitment to personal and professional growth.

Let's continue to build a workplace where we listen, support, and grow together. We believe in your potential—and we're excited to see how you'll put these tools into action!

Micro-learning Video of the Month

This month's **Learning Never Ends** feature is our Micro-learning Video on **Pay Equity**. Understanding pay equity helps ensure employees are compensated fairly for their work, regardless of gender or other characteristics. This video provides key insights into the importance of pay equity, and the positive impact it can have on your organization's culture and reputation.



Titles Don't Make Managers – Trust Does

In the world of small and mid-sized businesses, it's not uncommon to reward loyal employees with promotions that include titles like "Manager" or "Supervisor." It's a natural step in recognizing someone's contribution and commitment. But when it comes to employment standards compliance—especially around exemptions from overtime—titles alone aren't enough.

In Canada, to legally classify someone as a "manager" exempt from overtime pay, the role must meet certain criteria beyond just conducting interviews or being salaried. True managerial status involves making independent decisions, managing others, or having direct influence over operations such as hiring, training, scheduling, and performance management.

The Compliance Piece

If the goal is to offer a fixed salary and avoid overtime obligations, employers must establish clear working hours and carefully monitor schedules to ensure compliance. This remains the safest way to protect the organization from potential financial and reputational risks. Why? Because the Ministry of Labour can discover ESA (Employment Standards Act) violations through random inspections or employee complaints. Either scenario can result in significant penalties and public listings of non-compliant employers—something that can quickly tarnish your reputation among clients, partners, and suppliers.

This highlights an important truth; compliance is more than ticking boxes—it's about creating roles and environments that make sense legally and culturally. Before granting a title or tweaking responsibilities for the sake of exemption, ask yourself:

Is this person genuinely seen as a leader? Will this change build or break team trust? Are we promoting compliance and engagement?

At the end of the day, great HR isn't just about policy—it's about people. Let's make sure both are aligned.

The Human Side

Interestingly, it's often very easy to build a legitimate case for a management exemption by assigning additional responsibilities—such as onboarding new hires or leading training initiatives. These tasks can elevate the role in both scope and substance. However, this solution only works when there is internal trust. Without the support of their colleagues, employees placed in leadership roles without peer respect may face resistance, resulting in engagement issues, reduced morale, and division within the team.





Thunder Clean is a professional cleaning company serving the Lower Mainland's residential and commercial markets. We are committed to delivering top-quality customer service at affordable prices, with a strong commitment to eco-friendly practices by using environmentally safe cleaning products that promote your health. Our team is highly trained and skilled in efficient, effective cleaning techniques, enabling us to quickly manage a wide range of cleaning tasks across various settings.

What unique services or solutions does your business offer that could benefit other organizations in our network?

We offer unique, eco-friendly cleaning solutions tailored for both residential and commercial clients, using environmentally safe products that promote health and sustainability. Our highly trained team employs advanced, efficient techniques to deliver consistent, high-quality cleaning services, including specialized offerings such as AirBNB turnover, post-construction cleaning, and comprehensive maintenance for offices, retail, and restaurants.

With flexible scheduling, affordable pricing, and a strong commitment to customer satisfaction, we help organizations maintain clean, safe, and welcoming environments while supporting their sustainability goals and operational efficiency.

How has our collaboration with SuperHR contributed to your organization's growth and team development, and what specific feature or aspect of SuperHR's services do you find most valuable in this process?

The most valuable aspect has been their quick response and exceptional customer service. Thanks to SuperHR, my company has received the support needed to grow as expected, evident in our well-trained team and streamlined hiring process. They offer customized agreements when required, ensuring a seamless partnership that adapts to our specific needs.

If other organizations want to learn more about your services, what's the best way for them to reach out?

Please reach out to us at: info@thunder-clean.com Follow us on Social Media

Facebook: www.facebook.com/thundercleanca | **Instagram:** [thunderclean_van](https://www.instagram.com/thunderclean_van)

