

**IN THE MATTER OF
THE CONSUMER PROTECTION ACT**

THIS UNDERTAKING is made pursuant to Section 152 of the *Consumer Protection Act*.

By: Global Hire Placement Services Inc.
4935 55 Avenue Suite 210
in the City of Edmonton
in the Province of Alberta

(hereinafter called the "Supplier")

To: The **DIRECTOR OF FAIR TRADING**

(hereinafter called the "Director")

WHEREAS:

- (A) The Supplier operates a business that is licensed to engage in provision of employment agency activities in Alberta.
- (B) The Supplier has confirmed with the Director that it understands the issues and circumstances surrounding the Undertaking.
- (C) The Supplier acknowledges that, in the ordinary course of business in the past, employees and agents of the Supplier caused the supplier to contravene the *Consumer Protection Act* (the Act) and Employment Agency Business Licensing Regulation (the Regulation), including:
 - i) Failing to create and maintain appropriate records in relation to employment agency activities established by section 9 of the Regulation.
 - ii) Failing to enter into agreements with consumers that were compliant with the requirements established for employment agency agreements with job seekers as required by section 10 of the Regulation.
 - iii) Failing to provide written offers of employment to consumers as required by section 11 of the Regulation.
 - iv) Engaging in activities that were likely to deceive or mislead a consumer in contravention of section 6 (4)(a) of the Act and section 13 (2)(b) of the Regulation.
 - v) Exerting undue pressure on a consumers in contravention of section 13 (2)(a) of the Regulation.
- (D) The Director asserts that he has reason to believe that the acts or practices of the Supplier described in recital C hereof constitute contraventions of the Act and the Regulation.

NOW THEREFORE THIS UNDERTAKING WITNESSES THAT:

- 1 The Supplier acknowledges and admits that, through employees and agents, it failed to comply with provisions of the Act and the Regulation and undertakes to the Director that the Supplier will make every effort to ensure that its business practices comply with the requirements of the Act and Regulation, including:
 - (a) establishing clear direction and policies related to creating and maintaining records required by the Act and Regulation;
 - (b) establishing clear direction and policies related to entering into agreements with job seekers as required by the Regulation; and
 - (c) establishing clear direction and policies related to providing written offers of employment as required by the Regulation.

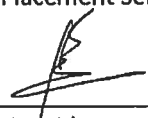
- 2 The Supplier asserts that it has developed enhanced training for employees and agents that will be engaged in employment agency activities and it will ensure, to the best of its ability, that all officers, employees, representatives and agents will be familiar with the requirements of the Act and Regulation.
- 3 The Supplier asserts that it has established processes to ensure that, to the best of its ability, employees, representatives and agents engaged in employment agency activity are properly supervised and compliant with the requirements of the Act and Regulation.
- 4 This Undertaking will be binding upon the Supplier unless:
- (a) terminated by the Director or varied with the consent of the Supplier;
 - (b) varied by an Order of the Judge of the Court of Queen's Bench where the Judge is satisfied that the circumstances warrant varying the provisions of the Undertaking; or
 - (c) terminated by an Order of the Judge of the Court of Queen's Bench where the Judge is satisfied that the act or practice that the Supplier has undertaken to refrain from engaging in was not a contravention of the Act or Regulation.

however, in any such case, the termination or variance does not invalidate anything done under this Undertaking prior to termination or variance.

- 6 The Supplier acknowledges that the Director may, upon breach by the Supplier of any term of the Undertaking, institute such proceedings and take such action under the Act or the Regulation as he may consider necessary.
- 7 The Supplier acknowledges that this Undertaking is a public document and will be maintained in the public record by the Director of Fair Trading as required by section 157.1 of the Act.
- 8 The Supplier will pay to the Government of Alberta the sum of \$10,000, an amount that represents a portion of the costs associated with investigating these matters. Such payment shall be made within 45 days of the signing of the Undertaking.
- 9 The Supplier acknowledges that it was advised by the Director and is aware that it is entitled to seek independent professional advice regarding the signing of this Undertaking and the Supplier acknowledges that it is entering into this Undertaking voluntarily.

IN WITNESS WHEREOF the Supplier, has on the 13 day of ¹³ ~~May~~ ^{June}, 2022 signed this document.

Global Hire Placement Services Inc.

Per: 
Rishi Mittal, President

ACCEPTED BY the Director of Fair Trading this 5th day of ~~June~~ ^{July}, 2022.

Per: 
Director of Fair Trading (as delegated)