frequently asked questions

Welcome to e2r! We look forward to assisting you with your human resources and employment/labour law matters.

We have prepared this Frequently Asked Questions document to answer many of the commonly asked questions we receive from clients. That said, if we do not address your questions below, or if you would like to discuss anything in greater detail, we are more than happy to do so.

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1. **Is the information we share with you kept confidential?**
   Yes. Unlike a traditional consulting firm, as a law firm, the information you share with us falls under "solicitor-client privilege" and is therefore confidential and cannot be shared with anyone else. We also cannot be compelled to testify against your organization in any situation, as doing so would be a breach of this privilege. So feel free to be as open and candid with us as you would like!

2. **Who do I contact and how does the service work?**
   e2r is predominantly a telephone-based service. To ensure the highest level of customer support, our Client Care Team will arrange for a mutually convenient time for yourself or other authorized contacts to speak with one of our Advisors. By utilizing this method, we ensure that your requests are handled in a timely and efficient manner, and also ensure that you are never left playing "phone tag". You will notice we are very punctual! If your call is booked for 2:00pm, you can set your watch by it, your phone will ring at 2:00pm!

   Client Care Team

   ✉ clientcare@e2rsolutions.com

3. **What is an Advisor?**
   e2r is comprised of a highly dedicated team of Human Resources Professionals and Employment/Labour Lawyers, referred to collectively as "Advisors". They are available to assist you with all of your human resources and employment/labour law needs.

4. **Can I authorize more than one contact within my organization?**
   Yes! There is no limit to the number of authorized contacts within your organization. If you wish to make a change to your organization's authorized contacts at any time, simply contact our Client Care Team.

5. **Are you a call centre?**
   We are <u>not</u> a call centre. While we are a telephone-based service, all service requests are scheduled through our Client Care Team who will find a mutually convenient time for the call.

6. **Do I always have to schedule a call to speak with an Advisor?**
   We understand that your time is valuable and our goal is to be as respectful of your time as possible. Scheduling calls in advance eliminates games of phone tag and, more importantly, affords us the opportunity to speak with you and ask questions to gain a firm understanding of your issue. This, in turn, allows us to provide more timely focused advice.

7. **What is e-Learning? Do I need to register for a session in advance?**
   Our e-Learning is a series of webinars on topics of interest related to human resources and employment/labour law. Invitations are emailed to all clients approximately one week before each webinar. No advance registration is required - simply log on and dial-in to our conferencing facility at the scheduled time of the webinar.

   Please be sure to register for the e-learning invite list by emailing ClientCare@e2rsolutions.com using subject line: "e-learning register me"

8. **What is the By-Law 7.1 form that is sent to our organization?**
   As a member of the Law Society of Ontario, we are obligated to obtain particular information from our clients. We ask all new clients to complete and return the form to us, which will be maintained as part of our records.