

important terms & conditions



Taylor'd Cambridge
Ergonomics London
Incorporated Mississauga

Terms and Conditions - (the fine print)

What is Taylor'd Ergonomics responsible for?

Based on the scope of work provided in our quote or proposal, our ergonomist will collect data, analyze the data, draft a report, share the draft with you (electronically or in person), edit the report, and provide a final copy. If the project involves training, our ergonomist will prepare for and facilitate training, pack up, and summarize outcomes. We will keep you informed about the status of open projects.

What are you responsible for?

The client assumes some responsibility for the success of the project, as outlined:

- To provide requested background information on the first day of the project.
- To review draft reports promptly so that we can issue final copies for distribution. The ergonomist will issue final reports on the first "Taylor'd Ergo" day (alternate Fridays) after your draft report has been submitted to you. If you require additional time to review the report, or if you request edits after a report has been issued in "final" draft, we may charge for additional time.
- To advise of scheduling plans and changes. You will provide at least one full weeks' notice to cancel or postpone confirmed dates.
- To make space available for the ergonomist to work. The ergonomist will need a table or desk, an electrical outlet, and access to WIFI.
- You acknowledge that our consultants are an integral part of our business. You agree that for a period of two years following termination of our last project with you, you will not either directly or indirectly solicit our consultants for the purpose of employment with your company, or for the purpose of providing the same or similar services as provided by Taylor'd Ergonomics.
- To confirm audiovisual and other logistical details for training, at least one week prior to any scheduled training.

How will you be invoiced?

Invoices will be generated at the beginning of each month, for work completed in the previous month. Each invoice includes a detailed summary of all work performed by the ergonomist and our staff. Payment will be due within 30 days. Fees outlined in the quote are guaranteed to the end of the calendar year. Mileage will be charged from our London, Mississauga, or Cambridge office, depending on which ergonomist is assigned to your project. Travel requiring more than two hours total in one day will be billed at the travel rate quoted, in addition to mileage. Clients outside a one-hour radius of the ergonomist's office usually schedule two-day site visits, with food and accommodation charged as reimbursable expenses.

When might additional charges apply?

Fees were outlined in your quote, or on a document describing our training. Under some conditions, additional charges may apply. These conditions are:

- When you cancel dates with short notice. Cancellation charges of \$500/day apply for dates that are *canceled or postponed* within 7 calendar days' notice. (i.e. to cancel Tuesday, December 12 without penalty, you would need to notify us by the end of Monday, December 4.) If we can fill the schedule gap with another project, you will not be charged. Note that projects within the "on-site ergo" program (more than 12 days total) require 4 weeks' notice to cancel.
- When you do not meet your obligations to provide background information, or to complete timely review of draft reports. When the ergonomist has to re-do analyses because the input data was not available when it was needed, the project requires more time.
- When you want us to work evenings (after 6:00 p.m.), early mornings (before 7:00 a.m.), or weekends (subject to availability). A 25% surcharge applies to work performed on off-shift hours.
- If delays beyond our control cause the project to take more time than we have quoted. This might occur if your production is stopped during the time we had planned to collect data.
- If you request additional work beyond the quoted scope of work. For example, you may want the ergonomist to return after the reports are completed to review the results with employees, or to analyse other options after the report has been completed.

When can we get started?

Taylor'd Ergonomics can usually begin a project within 2 weeks, but not later than six weeks after approval is obtained.

What is the difference between a "Certified" and "Associate" Ergonomist?

In short, experience. An "Associate Ergonomist" (AE) has a relevant degree (typically Kinesiology), including at least 300 hours of coursework in foundational areas such as physical demands, human performance, and design, plus at least 100 hours specifically focused on ergonomics or human factors, plus at least 150 hours of field or lab work. A "Certified Ergonomist" (CCPE) has this education, plus four years of full-time ergonomics experience, including one year of mentored work. All of our ergonomists are certified or associate ergonomists, or candidates; a "candidate" is awaiting approval of a submitted AE application. For information on ergonomics certification in Canada, please visit the Canadian College for the Certification of Professional Ergonomists website (cccpe.ca). Taylor'd ergonomists are members of the Association of Canadian Ergonomists. Carrie is also certified in the USA under the BCPE, and in Ontario as a Registered Kinesiologist.

How is confidentiality protected?

Any information divulged to Taylor'd Ergonomics by the client during the course of this contract will be regarded as confidential. Taylor'd Ergonomics will not use or disclose any such information to any person during or after the period of this agreement. Project files are stored for a minimum of four years.

How does copyright apply?

Taylor'd Ergonomics Incorporated maintains copyright for the format of all reports, and all training materials. Reports will be provided electronically in a "read-only" format. The contents of the reports must never be altered without our involvement, as we hold responsibility for the integrity of the data contained in the reports. Materials provided (e.g. bulletin boards, "ergo extras") are for use within your local facility, during the term of our contract with you.

How does a license work?

If you purchase a license to distribute our intellectual property (as identified in the quote), you are free to share that material within your organization. You agree not to alter it in any way, and not to distribute it outside your organization; you will advise employees of this commitment. If we present material "live" to your employees, you agree not to record the presentation for future use.