



## Terms of Service

### **Survey Acknowledgements:**

I understand that I am responsible for ensuring the accuracy of employee email addresses before the survey begins. I further understand that once the survey has commenced, modifying/deleting existing email addresses, or adding new email addresses will incur a fee.

I acknowledge and agree that our organization may not utilize survey statements in any way that infringe on any patent, trademark, trade secret, copyright, or other proprietary rights of any party. Should you want to use these statements, written consent is required from Great Place to Work® prior to use. I understand that I am opting into the newsletter and emailed communication that Great Place to Work may send me.

I certify that, if my employee population is above 5000, I will do everything possible to ensure a truly random selection of employees. Under 5000 employees, I will survey the full population.

I certify that our approach to internal communications related to this survey will not attempt to influence or coerce in anyway the type of responses employees provide.

### **Service Customization:**

I accept full responsibility for our organization ensuring that any customized statements are legally ours to use and release Great Place to Work® from any potential liability pertaining to this.

English & French: I acknowledge that if I require both English and French surveys, I must provide the customized statements in both languages. All customized statements must be consistent with the Trust Index survey format, i.e., positively phrased statements that are answered on a 5-point response scale that ranges from "almost always true" to "almost always untrue". For example: "People here are treated fairly regardless of their age."

Employee Spreadsheet: I understand that it will be my responsibility to populate the Employee Data File with the correct demographic information required for accurate subgroup analyses.

### **Subscriptions:**

I understand that all subscriptions are given a 30-calendar day cancellation or withdrawal period, after which no refunds are available for any reason, within the first year.

1 Year Term Subscription: I understand that I must use my survey services within 12 months from starting my subscription which is the payment or invoice date, whichever is first. If I do not avail of the survey service within this 12-month period I will forfeit the payment and service.

3 Year Term Subscription: I understand that my survey subscription will be for a fixed term of 3 years, the duration of the subscription has been indicated at the time of purchase and is reflected on my confirmation of purchase with discount.

3 Year Term Subscription Renewal: I acknowledge that at the end of my annual survey subscription period, my subscription will auto-renew with the most updated terms at that time. To cancel this auto-renewal subscription, contact [support](#), a minimum of 60 days prior to the renewal date.



**3 Year Term Cancellation:** Cancellation of a 3-year term will result in a 20% charge of the remaining contract value. Annual services relative to this subscription must be used within the 12 months after each annual payment, or the amount of payment will be forfeited.

**Substantive Changes:** Cancellation of the subscription is required if substantive changes occur on the part of the client: for example, should the number of employees increase substantially (over 10%) within the duration of the subscription, the price of the service will be adjusted accordingly to reflect this increase. If the client requires an adjustment to a different subscription package, the previously selected subscription will require cancellation, and may be subject to fees.

**Technical/Security Forms:** I understand that if my organization requires Great Place to Work® to complete our internal forms related to privacy or security, Great Place to Work® will charge service fees for this effort starting at \$2,000.

**Certification and Best Workplaces Lists response thresholds:** Certification requires that upon completion of the Trust Index survey the results meet the response threshold of 10.5% margin of error at a 90% confidence level in the results; as well as having completed the Culture brief. Participation in the Best Workplaces List requires threshold of less than a 5.5% margin of error at a 95% confidence level in the results. Some exceptions may apply to these parameters for list participation. For this service dates and criteria are subject to change without notice. Organizations under 20 employees may not be considered for some lists.

### Privacy of Employee Information

#### **About Our Company**

Great Place to Work® Canada is an independent research and consulting firm located in Toronto, Ontario. In our consulting practice, we work with organizations of all different sizes and industries to help them assess their workplace culture and develop the vision, strategy and practices that will make their companies great places to work.

Our ability to gather accurate and reliable data that can provide management with recommendations for developing and enhancing the levels of trust within their organization depends on our ability to survey a random survey sample of your workforce. We are committed to protecting the privacy of each individual survey respondent.

For this reason, we will be collecting information that will include an employee's first and last name, department, language preference, and email address (if you have selected an online survey).

Please review our website [Terms & Conditions](#) and our [Privacy Policy](#) for more detailed information.

Employees that take our survey on-line are provided a button, should they wish to review a summarized [Confidentiality Policy](#).