

# Comprehensive, compliant HR for an American company's distribution center in Canada



**Corinne Flynn**,  
Director of HR, is  
responsible for  
ensuring that Hilco  
properly employs its  
Canadian workers.

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## BACKGROUND

HILCO Vision is a global eyewear and eye care company with headquarters in the United States and divisions throughout the world. In 2005, the company opened a distribution center in Montreal, Canada.

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## PROBLEM

When Hilco opened its distribution center, they used a payroll company that did not provide advice about HR. They did not ensure that Hilco was in compliance with Canadian HR laws.

Shortly after establishing the facility, Corinne Flynn, Director of HR for Hilco, saw a webinar presented by HR Options that presented a detailed overview about doing business in Canada from an HR perspective. Corinne began to worry about the company's lack of expertise in Canadian HR. Could Hilco be at risk of violating Canadian laws?

"I thought, Wow - there were a lot of problems we could face," Corinne said. "I was concerned that what we didn't know might come back at us."

## SOLUTION

Corinne spoke with Kathryn Benson, Sr. Human Resources Consultant at HR Options to learn what Hilco could do to mitigate its risk. "The first thing I did was to guide Corinne through a check list of everything she needed to do to have legally compliant HR in Canada," Kat said.

**Corinne engaged HR Options for Outsourced Employment Services (OES) for all of their Canadian employees. OES includes assuming full responsibility as employer of record in Canada and managing all HR functions, including payroll.**

Corinne realized that it was more efficient for HR Options to handle HR rather than developing the expertise to handle HR for its Canadian operations in-house.

HR Options delivers the following as part of its complete Outsourced Employment Services:

- Assume full legal responsibility for being employer of record in Canada
- Establish HR policies in compliance with Canadian law
- Provide a handbook documenting HR Options' policies
- Create employment agreements for each hire
- On-board new employees
- Provide a key point of contact for Canadian managers
- Provide group health and dental benefits
- Provide expense tracking and reimbursement for employees traveling on business
- Keep records of the performance for all Canadian employees
- Prepare termination letters
- Handle terminations

*"For everything they have taken off our plate, the value is unbelievable.*

*I don't have to worry about HR for our Canadian employees."*

- Corinne Flynn

## RESULTS

"All of Hilco's Canadian employees are in full compliance with Canadian federal and provincial laws," said Kathryn. "No matter how small or large our client's Canadian team is, we use HR best practices 100% of the time."

"I don't have to worry about HR for our Canadian employees. That is huge. HR Options handles everything," Corinne said. "All of the people in our Canadian operation feel really good about how we work with HR Options."

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## ABOUT HR OPTIONS Canada

HR Options helps international companies entering Canada to navigate Canadian employment laws and use HR best practices.

We offer two types of services:

### **Canadian Outsourced Employment Services deliver full-service HR to international companies doing business in Canada.**

We become the Canadian employer of record for your people while they work to achieve your company's objectives.

### **HR Consulting provides expert advice and implementation on Canadian HR on a fractional or project basis.**

We can help to properly set up your HR and ensure that you remain compliant as your business grows.

Entering the Canadian market? Already doing business in Canada and looking for compliant HR solutions?



We'd be delighted to discuss your organization's needs and help you strengthen your Canadian HR.

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