



PLEIAD CANADA INC.

CONSULTANT GUIDE

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Welcome to a Group of Remarkable People

This Guide is designed to welcome and introduce recent additions to the Pleiad Canada Inc. consulting team to our company. This document does everything from defining “Pleiad” to outlining invoicing procedures.

Corporate Profile

Pleiad Canada’s mission, “to provide clients with the best skills and advice to solve their information and management problems”, puts the emphasis on the customer, and on building strong lasting relationships.

Pleiad Canada is a medium-sized bilingual consulting firm that specializes in Information Technology and Management Consulting. Services we provide within these areas include:

Management Consulting

- *Planning*
- *Change Management*
- *Organizational Design*
- *Training*
- *Human Resources*
- *Facilitation*
- *Coaching and Mentoring*
- *Communications/Marketing*

Information Technology Consulting

- *Project Planning*
- *Business Analysis*
- *Data Modelling*
- *Facilitation*
- *Testing*
- *Technical Writing*
- *Training*

***The Pleiad Canada team aims for excellence, not the commonplace.
We focus on quality, not quantity.
We deliver custom solutions, not cookie-cutter responses.***

Pleiad Canada’s list of clients is constantly growing. Our consultants work with numerous clients within the public and private sectors, as well as regionally, nationally and internationally. A sample client list includes:

- *Cognos*
- *JDS Uniphase*
- *Supreme Court of Canada*
- *Office of the Auditor General of Canada*
- *Office of the Commissioner of Official Languages*
- *Immigration and Refugee Board*
- *Agriculture and Agri-Food Canada*
- *Canada Customs and Revenue Agency*
- *Canadian Food Inspection Agency*
- *Canadian Heritage*
- *Citizenship and Immigration Canada*
- *Conseil des Écoles Catholiques de Langue Française du Centre-Est*
- *Consulting and Audit Canada*
- *Fisheries and Oceans Canada*
- *Foreign Affairs and International Trade*
- *Health Canada*
- *Human Resources Development Canada*
- *National Defence*
- *Natural Resources Canada*
- *Public Service Commission of Canada*
- *Public Works and Government Services Canada*
- *Statistics Canada*
- *Treasury Board of Canada Secretariat*
- *Royal Canadian Mounted Police*

What's in a Name?

We are often asked about the origin and choice of our company name.

Many people know of the cluster of stars in the sky, known as the Pleiades. In Greek mythology, they represent the seven daughters of Atlas and Pleione, who were turned into a group of stars.



In their wake came a group of seven French poets who, in the mid-16th century, became known as Pleiad, or Pléiade. The group's purpose was to discourage writing in Latin and encourage writing in French, so that a modern French literature might develop, to rival the literature of other languages. These days, many dictionaries also define Pleiad as any group of illustrious or brilliant persons or things.

So why this particular name?

Our company President, Andrée Riffou, had long hoped to have her own, high quality, specialized IT and management consulting firm. When this dream reached fruition in 1999, she began searching for a name that would reflect the standards of excellence and bright future she envisioned. Browsing through a star encyclopedia one day, she came across a reference to the Pleiades. Further research convinced her the name reflected her aspirations.

Pleiad Canada Commandments

Striving to offer the best service possible, Pleiad Canada implements and supports the following values and work ethics to maintain the best possible working relationship with each client.

The Client is Always Right	<i>It is your job to help the client succeed.</i>
Service with a Smile	<i>Professionalism, dignified behaviour and good manners are always expected.</i>
Perform Quality Work	<i>Be a self-starter. Show extra effort. Initiate reviews of your work.</i>
Be Professional	<i>Be professional in attitude, conduct and dress. Be self-disciplined. Do not abuse access to a client's resources.</i>
Maintain a High Level of Integrity	<i>You are representing yourself and you are representing Pleiad Canada.</i>
Respect the Corporate Culture	<i>Recognize and work respectfully within your client's corporate culture.</i>
Treat Everyone with Respect	<i>Clients and consultants are our 'raison d'être'. Never disparage others. Be tactful and diplomatic.</i>
Be Prompt	<i>Whether it is an urgent requirement, a standard request, an email or a phone message, respond promptly and acknowledge receipt.</i>
Maintain confidentiality	<i>Be discrete. Maintain client confidentiality. Do not discuss your contract details with anyone other than designated resources.</i>

Billable Time

The following sections outline Pleiad Canada time sheet and invoicing procedures.

Definitions:

- A billable day is based on 7.5 hours (unless otherwise indicated in your subcontract agreement).
- Billable time is rounded to 2 decimal places.
- A separate time sheet and invoice is required for each billable contract.

Time Sheets

- A Pleiad Canada time sheet outlining the billable time completed during the previous month is to be submitted by fax to Pleiad Canada on the first working day of each month (unless otherwise indicated in your subcontract agreement).
- Pleiad Canada time sheets **must** be signed by the consultant and the client in order to be accepted by Pleiad Canada.

An automated **Pleiad Canada Time Sheet** is available for download in the *Consultant's Corner* section of our website.

Invoices

- An invoice, matching the month's signed time sheet, must be submitted by fax to Pleiad Canada prior to payment being issued.
- Billable time is multiplied by the per diem rate indicated on the subcontract agreement.

A sample invoice is available for download in the *Consultant's Corner* section of our website.

Payment Schedule

Pleiad Canada appreciates and respects the importance of making payments in a timely manner. With the cooperation of our consultants, through the timely submission of signed time sheets and invoices, payment turnaround time works at peak efficiency.

Consultant invoice payment is made within two days of receipt of corresponding client payment.

Consultant Support

As a Pleiad Canada consultant, you are our client. We strive to work with and support our consultants as much as possible. Some services that Pleiad Canada offers in order to meet this objective include:

- Deliver invoice payments directly to our active consultants
- Deliver and/or fax invoices directly to our clients and reduce payment turnaround time
- Touch base with our consultants often
- Perform regular quality and satisfaction visits with the clients, and provide feedback to the consultant
- Practice proactive marketing techniques
- Provide timely presentation and follow-up on contract opportunities
- Offer quarterly Pleiad Canada consultant meetings to allow for the exchange of information and offer consultants a networking opportunity
- Welcome input and feedback that allow us to serve our consultants better.

www.pleiad.ca

We proudly maintain an up-to-date bilingual corporate web site as a means of communicating corporate services, news items, corporate events, consultant resources and contact information to our current and potential clients and consultants.

Security Clearance

Pleiad Canada Inc. has Secret security clearance through Public Works and Government Services Canada. We strongly urge all Pleiad Canada consultants to obtain security clearance through PWGSC.

Pleiad Canada is pleased to offer online security clearance processing. Please contact Laurie Morin if you wish to apply for, or confirm, your personal security clearance.

Contact Us

We are pleased to have you as a member of the Pleiad Canada team.

We will dedicate ourselves to successfully marketing your skills, and hope your work experience with us will be enjoyable and enriching.

Please contact us if you have any questions, comments, compliments or concerns!

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