

**10081094 CANADA LTD o/a  
Quantum Passivhaus**

**EMPLOYEE HANDBOOK**



# Contents

---

Employee Handbook Issues and Updates .....	3
Introduction .....	4
Joining Our Company.....	5
Dress Code and Hygiene Policy .....	5
Hours of Work, Overtime, Holidays & Vacation.....	8
Leaves of Absence.....	12
Attendance Policy and Scheduling.....	14
Timekeeping Policy (BuilderTrend System) .....	15
Discipline Policy .....	18
Anti-Discrimination and Anti-Harassment Policy .....	20
Accommodation Policy .....	25
Drug and Alcohol Policy .....	27
Smoke-free Workplace Policy.....	28
Company and IT Equipment Policy.....	29
Internet and Email Policy.....	31
Social Media Policy .....	33
Confidentiality.....	35
Performance Review Policy.....	37
Company Cell Phone Policy .....	39
Company Credit Card Policy .....	41
Expense Policy.....	43
Security Camera Policy .....	45
Company Vehicle Policy.....	47
Personal Vehicle Use Policy.....	52
The Right to Disconnect Policy .....	55
Schedule A: Employee Acknowledgement Form.....	57

## Employee Handbook Issues and Updates

# **Introduction**

---

## **WELCOME TO OUR TEAM**

**10081094 CANADA LTD o/a Quantum Passivhaus** (“we” or the “Company”) would like to wish you every success during your employment whether you recently joined us, or you are an existing employee. We hope that your experience here will be positive and rewarding.

This Employee Handbook (“Handbook”) contains a summary of our workplace policies and procedures. This Handbook contains important information about working conditions in our Company. It also explains the standards and expectations all employees are expected to meet during their employment. Please review this Handbook in its entirety and ensure that you are familiar with its contents. Having a working knowledge of this document will greatly assist you in carrying out your day-to-day duties and responsibilities. Should you have any questions about the information contained in this Handbook, please do not hesitate to contact our management team.

Over time, and as the needs of our business change, our policies and procedures will have to be updated and revised. While we reserve the right to make changes to this Handbook without giving notice to you, we will try to communicate such amendments as soon as possible. Also, it may be necessary for us to modify this Handbook from time to time because of changes in law.

This Handbook shall be interpreted and applied in accordance with the **Ontario Employment Standards Act, 2000**, and the regulations as amended from time to time (collectively referred to as the “ESA” or the “Act”).

For further clarity, should any provision of this Handbook conflict with the provisions of the ESA, or any other applicable legislation, then the provisions of the ESA or other applicable legislation shall prevail.

Similarly, should the ESA, or any other applicable legislation, impose any requirement not included in this policy, or if the ESA, or any other applicable legislation, is amended so as to provide greater or lesser benefits, or impose greater or lesser obligations, than those set out in this Policy, then the provisions of the ESA, and all other applicable legislation shall prevail.

After you have read this Handbook in its entirety and have familiarized yourself with its contents, please sign the Employee Acknowledgement Form found at Schedule “A” of this document and submit it to management.

# Joining Our Company

---

## OUR PHILOSOPHY

We are dedicated to creating a workplace that promotes both personal and professional growth. We believe in treating all employees with fairness and dignity.

To uphold these values, it is the shared responsibility of the Company and its employees to:

- Foster open communication and collaboration.
- Encourage and consider diverse perspectives while promoting participation in decisions that impact careers.
- Support the personal and professional development of colleagues.
- Strive to prevent workplace conflict and, when necessary, resolve disputes promptly and fairly.
- Apply all policies and procedures consistently and equitably; and
- Recognize and respect every employee's right to fair and dignified treatment.

## CODE OF CONDUCT

The Company strives to provide a welcoming and professional environment for its employees, clients and visitors. This policy sets out the employee responsibilities for ensuring that all employees and clients have high-quality experience.

- Employees should treat clients with respect and professionalism.
- Employees should avoid the use of vulgar or profane language, as well as excessive loudness.
- Respect clients regardless of age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, political affiliation, state of health or personal habits.
- Employees should not spread gossip, rumors or engage in behavior that creates friction and threatens the well-being of other employees or clients.

## AN EQUAL OPPORTUNITY EMPLOYER

We are an equal opportunity employer and employ personnel without regard to race, color, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, ethnic origin, citizenship, creed, sex, record of offences, marital status, family status or sexual orientation.

It is our policy to select the best qualified person for each position within our organization based on demonstrated ability, experience, training and potential. This policy applies to all our employment and personnel practices, including decisions regarding hiring, transfer, promotion, demotion and dismissal.

In addition, the Company pays compensation based on comparable value and does not discriminate in employment based on gender.

## BACKGROUND CHECKS

The Company reserves the right to require applicants and employees to consent to background checks to ensure they possess the requisite skills and qualifications for their roles.

Background checks may include but are not limited to:

- Criminal background and police checks
- Credit checks

- Academic and professional reference checks
- Any other inquiries permitted or required by law

Existing employees may be required to undergo background checks in the event of employment changes, such as transfers, promotions, or modifications to job responsibilities.

All information provided to the Company must be complete and accurate. Any misrepresentation, falsification, or material omission may result in the withdrawal of a conditional job offer or disciplinary action, up to and including termination.

## **ORIENTATION**

At the start of your employment with our Company, you will participate in an orientation session designed to introduce you to our workplace. During this session, you will receive an overview of our Company, including our mission, values, workplace expectations, and key policies. Essential information and administrative details will be provided to help you settle into your new role.

## **DRESS CODE AND HYGIENE POLICY**

### **DRESS CODE**

#### **Overview**

We recognize the diversity of our employees and will make reasonable efforts to accommodate requests for an exception to this policy, while having regard for our Company needs.

This policy does not provide an exhaustive list of acceptable or unacceptable dress and appearance standards. Employees are expected to exercise good judgment and adhere to the overall intention of maintaining a professional and presentable work environment.

#### **Application**

This policy applies to all employees as well as temporary agency workers, volunteers, students, trainees, and apprentices (if applicable). Failure to adhere to our standards of dress and appearance may result in discipline.

Any questions about appropriate clothing, appearance, or grooming should be addressed to an employee's management. The management team is responsible for ensuring that this policy is followed.

#### **Dress Code**

The Company has established a casual dress code to allow employees to work comfortably and efficiently. The dress code for office staff is business casual. Shop employees are to wear company-branded shirts, safety boots and Personal Protective Equipment as required.

Employees may dress more casually on Fridays, but attire must be professional.

Examples of Unacceptable Attire include: inappropriate logos/slogans or attire with logos of other companies; ripped, torn or stained attire; open-toed shoes.

## **HYGIENE STATEMENT**

Employees are expected to maintain high standards of personal hygiene and grooming to promote a professional and respectful workplace.

- You should present a clean and well-groomed image.
- All clothes must be of a clean and tidy appearance. Clothing should be ironed and contain no rips.
- You must maintain high standards of personal hygiene; hair may be short or long but it must be well kept and hands and nails should be clean and tidy.
- You should make all reasonable efforts to maintain cleanliness, including bathing or showering before coming to work. In addition, you should wear a deodorant or antiperspirant to help keep you fresh throughout the working day.
- You should not wear excessive amounts of perfume or aftershave (unless advised by management), but it must be discreet and not overpowering.

# **Hours of Work, Overtime, Holidays & Vacation**

**Our regular operating hours are typically as follows (except for holidays):**

Monday: 8:00 AM - 5:00 PM  
Tuesday: 8:00 AM - 5:00 PM  
Wednesday: 8:00 AM - 5:00 PM  
Thursday: 8:00 AM - 5:00 PM  
Friday: 8:00 AM - 5:00 PM

Saturday: Closed  
Sunday: Closed

Shifts may vary based on operational requirements. Any changes to hours of work will be communicated by management with advance notice or must be approved by the employee's manager.

## **Rest Periods**

In accordance with the ESA, the Company offers a 30-minute unpaid lunch break after five (5) consecutive hours of work. Management may determine employee lunch break's schedule.

## **Work Shifts & Expectations**

All employees are expected to work their assigned shifts. Additionally, employees may be required to work outside regular hours to meet the Company's operational needs and objectives.

## **Work Week & Hours Adjustments**

The Company reserves the right to adjust the regular workweek and work hours based on operational requirements. We will provide as much advance notice as possible regarding any changes.

Where applicable under the ESA, the employee is required to take a 30-minute unpaid rest period after five (5) consecutive hours of work. The precise scheduling of rest periods will be determined by management and are subject to the needs of the Company. Breaks can be paid or unpaid at the employer's discretion. If the Employer places restrictions on an employee's activities during the break i.e. cannot leave the premises, the break must be paid.

## **OVERTIME**

### **General**

Unless ineligible under the ESA, employees may be entitled to overtime pay for working a certain number of hours in a week, as set out in the ESA. Furthermore, unless an employee's contract of employment states otherwise, overtime pay will be paid at one and a half (1.5) times an employee's regular rate of pay.

Employees must always receive prior written approval from their manager before working overtime. Employees who work overtime without the approval of management will be subjected to disciplinary action.

Abuse of the overtime policy is considered serious misconduct and will result in discipline up to and including dismissal.

## **MANAGERS**

Managers and supervisors do not qualify for overtime. Even if they perform other kinds of tasks that are not managerial, they do not get overtime pay if these tasks are performed only on an irregular or exceptional basis.

### **“Banking” Overtime**

If both an employee and the Company agree in writing using a TOIL form, an employee may receive paid time off instead of overtime pay. This is called “banked” time or “time off in lieu” (TOIL).

In Accordance with the ESA, time off in lieu is earned at the rate of one and a half (1.5) hours of paid time off work for each hour of overtime worked.

Paid time off must be taken within three (3) months of the end of the work week in which it was earned or, with the employee’s agreement, within twelve (12) months of that work week. However, any banked time must be taken on a date mutually agreed upon in advance by the Company and the employee.

## **TRAVEL**

### **Business Travel**

Business travel on a non-workday will be paid in accordance with the ESA. Travel time may be paid at a different rate of pay from the employee’s usual rate but will be at least the minimum wage under the ESA.

With the exception of travel to and from the regular place of work, if travel is part of the employee’s job or could be reasonably expected to occur while performing one’s duties, it is work time. Some travel, which may be exceptional to the employee’s normal duties, will be paid in accordance with the ESA.

If an employee is uncertain about the application of this policy, then they should consult with their manager immediately.

### **Travel to and from work**

Travelling to and from work does not qualify as work time.

## **PUBLIC HOLIDAYS**

The Company adheres to the public holiday provisions of the ESA, as amended from time to time, and will administer this policy in accordance with the requirements of the Act. Eligible employees are entitled to the following 9 public holidays stated in the ESA with pay:

- New Year’s Day
- Family Day
- Good Friday
- Victoria Day

- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

As an added benefit employees are also entitled to Truth and Reconciliation Day, with the same holiday pay rules as set out below.

In addition, the Company reserves the right to close its office from Christmas to New Year's Day. This policy will be reviewed annually and will depend on operational requirements. These non-statutory days off will have no impact on an employee's vacation or lieu time. Employees are encouraged to use or save vacation time for this, otherwise the time off during the closure will be unpaid.

## **HOLIDAY PAY**

Employees who qualify for public holiday pay under the ESA will receive holiday pay calculated in accordance with the Act.

If an employee agrees to work on a holiday in accordance with the Act, they shall be compensated in accordance with the Act.

In any event, this policy shall always be applied in accordance with the ESA and under no circumstances will an employee receive less than their full entitlements under the ESA, as amended from time to time.

## **VACATION**

### **Vacation Time**

All employees are required to take their vacation time in the calendar year in which the vacation time is earned.

Each employee's vacation entitlement, and the method for determining that entitlement, will be specifically set out in the employee's contract of employment. If not, it will be determined in accordance with the ESA.

You will be permitted to carry vacation time over to the first 10 months of the subsequent year when you obtain approval in writing from management. At no time will you receive less than your vacation entitlements under the ESA.

### **Scheduling Vacations**

Employees are required to discuss vacation requests with their manager prior to submitting in BrightHR.

All vacation requests must be submitted through BrightHR. Access BrightHR via the mobile app, website, or by clicking [HERE](#).

To request an absence, employees should:

1. Speak to their supervisor and follow up with a written request by email
2. Go to their BrightHR profile
3. Select "Request Time Off"

4. Complete the required form, choosing the absence type and date range
5. Add any necessary notes and submit the request

You will be notified once your request is approved or declined. Your booked vacation and remaining entitlement can be viewed on your BrightHR dashboard once the HR team updates your balances at regular intervals.

To support effective scheduling, employees must submit vacation requests with sufficient advance notice before the requested time off begins. Employees are expected to provide notice as early as possible.

### **Internal Notice Guidelines**

All vacation requests must be submitted for approval with sufficient notice before the proposed vacation period starts.

All vacations must be approved by management in advance. While the Company will make every effort to accommodate employee vacation requests, the timing of an employee's vacation is ultimately subject to management's discretion and the Company's needs.

To ensure adequate planning, submit a vacation request as soon as possible, noting that the following minimum notice periods apply:

- 2 weeks' notice for vacation periods up to 1 week
- 4 weeks' notice for vacation periods longer than 1 week

Once vacation time is approved, the Company will make every effort to honor the approval. Furthermore, the Company reserves the right to withdraw approval for a vacation should Business circumstances require it. However, should that occur, we will make reasonable efforts to minimize any inconvenience or hardship to the employee. To meet Company needs during times of high demand, the Company has implemented or may implement vacation blackout periods, during which employees cannot take vacation time.

The Company reserves the right to have blackout periods based on operational requirements. The Company will advise employees of blackout periods with sufficient notice.

# Leaves of Absence

---

## **LEAVES OF ABSENCE**

The ESA sets out several different statutory leaves of absence that can be taken by employees. The list below is not exhaustive; for a complete list and details regarding each leave, please consult the ESA.

## **REQUIRED NOTIFICATIONS**

Employees must notify their manager in writing as soon as reasonably possible before taking any statutory leave of absence under the ESA, including:

### **Personal and Family-Related Leaves**

- Family Responsibility Leave
- Bereavement Leave
- Sick Leave
- Family Caregiver Leave
- Family Medical Leave
- Critical Illness Leave

### **Parental and Child-Related Leaves**

- Pregnancy and Parental Leave
- Child Death Leave
- Crime-Related Child Disappearance Leave

### **Crisis and Emergency Leaves**

- Domestic or Sexual Violence Leave
- Emergency Leave

### **Civic and Public Duty Leave**

- Jury Service
- Reservist Leave
- Organ Donor Leave

Employees must submit Statutory Leave of Absence Form when requesting a leave, or as soon as reasonably possible.

If an employee must begin their leave before notifying management, they must inform their manager as soon as possible. In some cases, employees may be required to provide reasonable evidence of their eligibility for the leave.

## **EFFECT OF A LEAVE**

The purpose, length, and eligibility for each leave may vary. Employees may be entitled to more than one leave for the same event, and each leave is separate from others. Employees should refer to the ESA for further clarification on leave entitlements.

During a statutory leave, the terms of employment will remain the same unless otherwise specified by law. The Company will continue to pay its share of premiums for benefits available before the leave. However, if an employee elects not to participate in any applicable benefit plans during the leave, the Company will suspend its contributions for the duration of the leave.

#### **OTHER LEAVES OF ABSENCE**

The Company recognizes that employees may occasionally need to take a leave of absence for reasons not covered by statutory leaves. While it is not possible to define every potential situation, the following factors will be considered when reviewing requests for non-statutory leave:

- Previous leave requests
- Availability of suitable replacement staff
- Timing of the request
- Reason for the leave

Requests for non-statutory leave will generally be considered unpaid and without continuation of benefits unless otherwise agreed upon or required by law.

Employees must give their manager at least 30 days' notice to request non-statutory leave. If the employee must begin the leave before giving advance notice, they should notify their manager as soon as possible.

# **Attendance Policy and Scheduling**

---

Employees are required to report to work in accordance with their approved schedules. This includes maintaining regular attendance and arriving to work for their scheduled start time.

## **CALL IN PROCEDURES**

### **Absence Reporting**

In the event of an absence, employees are required to call/text/email to report the absence to their manager at least as much notice as possible with the expectation of at least one (1) hour before their scheduled start time. If an absence can be scheduled in advance, an employee is required to do so in writing to their manager.

### **Emergency Absence Reporting**

In cases of emergency, such as hospitalization, where an employee cannot report their absence directly, they may have a family member or friend notify their manager at the first available opportunity.

### **Late Arrival**

If an employee is running late, they must notify their manager as soon as possible via call/text/email, stating the reason for the delay and their estimated arrival time.

### **Leaving Work Early**

Employees must inform their manager immediately if they need to leave work early. Subject to manager approval, the employee will be expected to make up the lost time during the same work week.

### **Scheduled Late Arrivals or Early Departures**

When late arrivals or early departures can be scheduled in advance, employees must submit the request in writing to their manager for approval.

## **MEDICAL DOCUMENTATION**

Employees may be required to provide medical documentation (at the employee's expense) after taking three (3) sick days within a calendar year.

## **CULPABLE ABSENTEEISM**

An employee may be disciplined up to and including dismissal for culpable absenteeism. Culpable absenteeism refers to absences that are "blameworthy" in the sense that they involve the unjustified withdrawal of services by an employee – for example, failing to show up for work on time or failing to request and/or report an absence in accordance with this policy.

## **ABSENCES FOR APPOINTMENTS**

All appointments (e.g. doctor/dentist appointment, etc.) are encouraged to be scheduled outside of normal working hours. However, the Company recognizes that this is not always feasible. Requests for time off for appointments will be accessed on a case-by-case basis. Time off for appointments that can only be scheduled during working hours must be approved by the employee's manager.

# **Timekeeping Policy (BuilderTrend System)**

---

## **OVERVIEW**

The Company requires employees to record their daily hours using BuilderTrend. The Timekeeping Policy (the “Policy”) sets out the guidelines for recording hours worked. All employees must follow this policy when recording their time.

## **SCOPE**

This Policy applies to all employees of the Company.

## **EMPLOYEE RESPONSIBILITIES**

Employees must clock in and out using BuilderTrend for the following instances:

- At the beginning of each shift
- At the beginning and end of all unpaid meal breaks
- When leaving the premises for personal matters
- When transferring between job sites at the end of each shift

In addition, Employees must adjust their hour recording to reflect the following:

- At a change in project (job) even if the activity is the same
- At a change in activity (code code) even if the job is the same.

Employees must review their entries for accuracy.

## **RECORDING HOURS IN BUILDETREND**

- There are two ways of recording hours in Buildertrend. The Time Clock “clock in-clock out” method requires the user to actively note changes in activity as they occur.
- The 2nd method “Record Shifts” allows one to enter shifts at a later time, or to adjust or modify hours that were previously entered using the “clock in-clock out”.
- In either method -hours are due the same day they are incurred. Clock in- clock out is the best way to ensure one tracks work as it happens.
- In either method - successfully recording your hours requires recording: when you start and stop each activities including a change in project “job” and or, task “cost code” and includes Notes describing the activity in your own words.
- Recording project, task and notes is very important- finance relies on accurate and live-time reporting for timely project billing.

## **CLOCKING IN AND OUT (TIME CLOCK)**

- Employees must clock in and out through the BuilderTrend phone app or desktop system. GPS or geo-fencing may be used to confirm job site locations.
- The Company maintains all required records of working hours, including start and end times, daily and weekly hours, overtime, and unpaid breaks.
- BuilderTrend is the official record, and these requirements cannot be waived.

### **RECORDING ACTIVITY (PROJECT OR TASK) CHANGES**

- The Company maintains all required records of working hours including what project and activity (with notes) and assigns them to projects including billable projects.
- Accurate reporting by employees in BuilderTrend is essential for our company to provide reliable, accurate and transparent billing and reporting to clients and others.
- When there is no location change the “Switch job” button on the Time Clock may be used to record a change in job or activity.
- However, a location change requires clocking out.
- See Job Site Transfers.

### **RECORDING JOB SITES TRANSFERS**

- If an employee moves between job sites during the day, they must clock out of the time recording and then clock back in to record travel time.
- At the end of travel time, they must clock out of travel time and clock back in to start recording time/job and cost code at the new location.
- To record travel time - the employee will use the project that is the reason for travel and the cost code “travel” In Notes at clock in they will Identify the vehicle, starting km and reason for travel.
- When travel is complete, the employee will record the ‘end km’ in Notes at clock out. Once clocked out of travel, at the new work site, employees will “lock in” to start the new project (job) and activity (cost code) that applies at this new site.

### **MEAL BREAKS**

Employees must record the start and end of this break in BuilderTrend. In Time Clock there is an “Take Break” button to record this.

### **TRAVEL AND COMMUTE TIME**

- Time spent commuting between an employee’s home and their regular, usual workplace is generally not considered work time, and therefore is not paid.
- However, travel time will count as paid work time when any of the following conditions apply:
  1. The employee is required to travel to a different work location (e.g., a different job site, client site, building show, etc.) instead of their usual workplace;
  2. The employee is required to transport staff or supplies, or use a company-provided vehicle for any reason related to work; or
  3. The employer otherwise directs or requires the travel during the course of a workday.

Employees are to ensure that travel time that qualifies under these conditions is recorded by ‘clocking in’ at the start of travel (enter job, cost code “travel” ) adding to notes: vehicle, # km start, reason for travel, and, by “clocking out” with a note of # km at end of travel. The Company will ensure that travel time that qualifies under these conditions is recorded and compensated in accordance with the ESA.

### **FAILING TO CLOCK IN AND OUT**

If an employee forgets or is otherwise unable to clock in or clock out, they must immediately contact their manager to inform them of the hours worked.

The manager will manually adjust the record if necessary.

Repeated missed or inaccurate entries may result in disciplinary action.

## TIME CLOCK ISSUES

If employees notice any issues with the BuilderTrend app, including malfunctioning QR codes or location tracking, they must report the issue to their manager immediately.

## ESA COMPLIANCE REQUIREMENTS

The Company is required to maintain accurate records of:

- Daily and weekly hours worked
- Overtime hours (after 44 hours per week unless a valid averaging agreement exists)
- Overtime hours in the context of valid averaging agreements (where they exist)
- Start and end times of each work period
- Unpaid meal breaks

All time worked — including qualifying travel time — must be recorded in BuilderTrend.

## CONTRAVENTIONS OF THE POLICY

The following are examples of contraventions of the Policy:

- Misuse of the BuilderTrend system (e.g., clocking in or out for another employee)
- Falsifying time records within the BuilderTrend system
- Excessive failure to clock in or clock out
- Deliberately manipulating the clock-in/out times
- Tampering with GPS or other tracking features
- Working without recording time

Any misuse of the BuilderTrend system, including clocking in for another employee, will result in disciplinary action, up to and including dismissal.

## REVIEW OF THE POLICY

This Policy will be reviewed periodically and may be amended based on the needs and experiences of the Company.

# **Discipline Policy**

---

The Company is committed to fair and constructive treatment of unacceptable work performance. The following progressive discipline process will, where appropriate, be carried out with the intent of improving employee behavior and/or performance.

The purpose of this policy is to:

- Deal with allegations of misconduct fairly.
- Encourage employee improvement through continuing education and supervision.
- Ensure that discipline is proportionate to the seriousness of the misconduct.
- Reserve the Company' right to terminate employment immediately where misconduct is severe and incompatible with continued employment.
- Ensure disciplinary measures are consistent with the Company' obligations under the ESA.

This policy applies to all employees. It does not apply to independent contractors/consultants.

All incidents or allegations of misconduct will be investigated before the Company proceeds with disciplinary measures. The depth of investigation required will depend on the nature of an incident or allegations and will vary case to case.

## **IDENTIFICATION OF PERFORMANCE ISSUES**

The employee's manager is responsible for promptly identifying and responding to any unsatisfactory conduct or performance by the employee. Before initiating our progressive discipline process, the manager shall first communicate our expectations to the employee both verbally and in writing so that the employee is fully aware of the standards expected of him or her and that failure to comply with those standards will result in discipline.

The Company may place an employee on a performance improvement plan at any time, including before or during the four-step progressive discipline policy as detailed below.

## **PROGRESSIVE DISCIPLINE**

If the employee's performance continues to fall short of acceptable standards or if the employee commits a serious initial act of misconduct, such as violating the rules set out in this policy, the employee's manager shall initiate the progressive discipline policy, which involves a verbal warning, a written warning, a final written warning, and a dismissal if management deems appropriate.

Each stage of progressive discipline has the aim of impressing on the employee the seriousness of misconduct, communicating expectations regarding future conduct, and offering the employee an opportunity to improve.

The Company, in its sole discretion, reserves the right to bypass any and all of the below progressive discipline steps as deemed appropriate. The Company will assess all employee performance and behavior-based issues on a case-by-case basis and may treat each issue differently in accordance with the severity and/or frequency of the issue.

### **Step One: Verbal Warning**

The employee's manager shall meet privately with the employee to discuss their performance issues and warn the employee that failure to correct their conduct could lead to further discipline up to and including termination of employment. A note regarding the details of the

verbal warning will be placed in the employee's personal file. The manager shall discuss with the employee ways to bring about improvements in the employee's performance.

If the Company determines that it is appropriate, the employee will be placed on a performance improvement plan with the aim of helping the employee correct their behaviour and improve their work performance.

### **Step Two: Written Warning**

If an employee's performance does not improve following Step 1, then the employee shall receive a written warning that their continued misconduct could lead to further disciplinary action up to and including termination of employment. If so, a formal disciplinary letter will be given to the employee and placed in their personnel file. This letter will detail the employee's misconduct, expectation for improvement, and the consequences of further misconduct, including termination. The employee's manager will again discuss with the employee ways to bring about improvements in the employee's performance.

If the Company determines that it is appropriate, the employee will be placed on a new or updated performance improvement plan with the aim of helping the employee correct their behaviour and improve their work performance.

### **Step Three: Final Written Warning**

The final written warning is the last time the employee will be issued a warning before the Company proceeds with terminating the employee.

During this step, the Company will require the employee to provide an explanation as to why their performance continues to suffer so the Company has a final chance to work with the employee before they are terminated. Similar to the previous steps, the employee's manager will discuss with the employee ways to bring about improvements in the employee's performance.

If the Company determines that it is appropriate, the employee will be placed on a new or updated performance improvement plan with the aim of helping the employee correct their behaviour and improve their work performance.

### **Step Four: Termination**

If the employee's misconduct continues after Step 3, then the employee will be terminated.

### **EXCEPTION FOR SERIOUS MISCONDUCT**

The Company reserves the right to bypass any or all steps in the progressive discipline process and proceed directly to termination if an employee engages in serious and willful misconduct, including but not limited to:

- Theft or fraud
- Breach of confidentiality
- Workplace violence
- Discrimination or harassment

Each disciplinary case will be assessed individually, considering the nature and severity of the misconduct.

# **Anti-Discrimination and Anti-Harassment Policy**

---

## **ORGANIZATIONAL COMMITMENT**

The Company is committed to providing an environment free of discrimination and harassment, in which all individuals are treated with respect, dignity and have equal opportunities.

Under the Ontario *Human Rights Code*, every person has the right to freedom from harassment and discrimination in employment.

Harassment and discrimination will not be tolerated, condoned, or ignored. If a claim of harassment or discrimination is proven, disciplinary measures will be applied against the offending employee(s), up to and including dismissal.

## **OBJECTIVES**

The objectives of this policy are to:

- Ensure that all staff and clients are aware that harassment and discrimination are unacceptable practices and are incompatible with our standards, as well as being a violation of the law;
- Set out the types of behaviour that may be considered offensive and are prohibited by this policy; and,
- Promote appropriate standards of conduct at all times.

## **APPLICATION**

The right to freedom from discrimination and harassment extends to all employees, including full-time, part-time, temporary and contract staff, as well as volunteers, co-op students, interns and apprentices.

It is also unacceptable for members of staff or contractors working on our behalf to engage in harassment or discrimination when dealing with clients, or with others with whom they have professional dealings, such as suppliers, service providers and potential clients.

This policy applies to every level of our organization and to every aspect of the workplace environment and employment relationship, including recruitment, selection, promotion, transfers, training, salaries, benefits, and termination. It also covers rates of pay, overtime, hours of work, holidays, discipline, and performance evaluations.

Furthermore, this policy applies to events that occur outside of the physical workplace, such as during Company trips and company parties.

Any violation of this policy or its related procedures may result in disciplinary action, up to and including termination of employment, in accordance with the Company's discipline policy.

## PROTECTED GROUNDS

This policy prohibits discrimination or harassment based on the protected grounds listed in the Ontario *Human Rights Code*, and any combination of such grounds.

## DEFINITIONS OF PROHIBITED BEHAVIOUR

For the purposes of this policy:

- “Discrimination” means any form of unequal treatment based on a protected ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people.
- “Harassment” means a course of vexatious comments or actions that are known, or ought to reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome. Prohibited harassment is not necessarily based on any prohibited grounds.
- “Sexual Harassment” means:
  - engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; and/or
  - making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

## Examples of Prohibited Behaviour

Examples of the type of behaviour prohibited by this policy include but are not limited to:

- Any form of sexual harassment, including touching, petting, pinching, kissing, unwelcome sexual flirtations, advances, requests, or invitations, leering or other suggestive gestures;
- The display of visual sexual material that is offensive, or which one ought to know, is offensive;
- Bullying;
- Demeaning and/or belittling comments;
- Nicknames, remarks, jokes or innuendos related to a protected ground;
- Obscene remarks or gestures;
- Display or circulation of offensive pictures, graffiti or materials, whether in print form or via e-mail or other electronic means;
- Singling out an individual for humiliating or demeaning teasing or jokes because they are a member of a protected group;
- Comments ridiculing an individual because of characteristics that are related to a protected ground; and,
- Creating a poisoned work environment through comments or conduct. The comments or conduct may not be directed at a specific individual, and may be from any individual, regardless of position or status. A single comment or action, if sufficiently serious may create a poisoned environment.
- Derogatory statements or sexually suggestive postings through the use any of information or communication technology, or online media including, but not limited to social media platforms such as Facebook, Microsoft Teams, X (also formerly known as Twitter), Instagram, TikTok, Snapchat, etc.).

## **What isn't Workplace Harassment or Discrimination?**

Reasonable action or conduct by a manager or employee that is part of his/her normal work function will not normally be considered harassing or discriminatory. This is the case even if there are sometimes unpleasant consequences for an employee. Examples include:

- Changes in work assignments;
- Scheduling;
- Job assessment and evaluation;
- Workplace inspections;
- Implementation and enforcement of dress codes; and,
- Counselling/disciplinary action.

Differences of opinion or minor disagreements between co-workers will also generally not be considered workplace harassment.

## **ROLES AND RESPONSIBILITIES**

All employees are expected to uphold and abide by this policy, by refraining from any form of harassment or discrimination, and by cooperating fully in any investigation of a harassment or discrimination complaint.

Managers have the additional responsibility to act immediately on observations or allegations of harassment or discrimination. Managers are responsible for creating and maintaining a harassment and discrimination-free organization and should address potential problems before they become serious.

Any employee who believes they have been subjected to workplace discrimination or harassment should report the matter to their manager for investigation in accordance with the procedures set out below. If an employee's manager is alleged to have engaged in workplace discrimination or harassment, the employee may report such matters to the next level of management.

## **COMPLAINTS PROCEDURE**

### **STEP ONE: REPORTING**

A report should include details about the alleged incident(s), including the date(s), time(s) and location(s), what happened, who was involved and the names of any witnesses.

If an emergency exists and the situation is one of immediate danger, then it should be immediately reported to the police by dialing "9-1-1" as soon as it is safe to do so. A person in a situation of immediate danger must at the same time take whatever steps are necessary to ensure their own safety and to protect themselves against harm or injury. Once an employee is safe, then he or she can then report the matter to management.

A manager in receipt of any report or complaint by an employee of workplace discrimination or harassment, or who otherwise becomes aware of any allegation of workplace discrimination or harassment, shall immediately notify the complaints officer.

### **STEP TWO: WORKPLACE INVESTIGATION**

The investigator, upon receipt of a complaint or allegation of workplace discrimination or harassment, shall conduct a prompt, thorough and confidential investigation into the allegation or complaint.

The Company will also conduct an investigation if it indirectly becomes aware of an incident of workplace harassment or discriminatory conduct, such as where an employee witnesses an incident of workplace harassment or discrimination or learns about it from a third party.

The Company may, at its discretion or where required, utilize the services of a third-party investigator, outside legal counsel, or such other external expertise as necessary in the circumstances.

Under no circumstances will a complaint or allegation be investigated by the individual who is the alleged harasser or by the individual who is alleged to have engaged in discriminatory conduct. Furthermore, under no circumstances will a complaint be investigated by an individual who is under the direct control of the alleged harasser or by an individual who is alleged to have engaged in discriminatory conduct.

The investigation procedure is as follows:

1. Interview with the complainant: The investigator will interview the complainant concerning the facts underlying their allegation(s).
2. Interview with the respondent: The investigator will interview the employee accused of committing the workplace discrimination or harassment. The employee will be asked for their response to the allegation(s) being made and for their side of the story.
3. Interviews with witnesses and other individuals: The investigator will then interview any other employees or individuals who may have witnessed the incidents of alleged workplace discrimination or harassment, or who may otherwise be able to provide information relevant to the investigation.
4. Records: The investigation will be documented, and the record will consist of, among other things, detailed notes of all interviews with employees and witnesses and all other information relevant to the investigation.
5. Report: The results of the investigation will be reported, in writing, to management. The results will include an assessment of the validity of the complaint.

### **STEP THREE: ACTION**

The results of an investigation must be communicated in writing to the worker(s) who has/have claimed the alleged harassment or discrimination and to the alleged harasser, if he or she is a worker of the employer. Where an investigation results in disciplinary action, the complainant(s) and the respondent(s) will be informed in writing. If the investigation does not corroborate the complaint(s), then the complainant(s) and the respondent(s) will be advised in writing and the matter will be closed. It is important to note that the results of the investigation are not the same as the investigation report. The results of the investigation are a summary of the findings of the investigation.

If the investigation corroborates the complaint(s) to the satisfaction of the Company, then the Company will, among other things, take appropriate disciplinary action against the offending employee(s), and any other measures it deems necessary to properly address the incident and prevent future incidences of workplace discrimination and harassment. The nature and extent of any disciplinary or remedial action will be determined by the Company in its sole discretion and may include dismissal of the offending employee(s) for cause. The Company may require that a worker participate in an anger management program or other form of counselling, either voluntarily or as a condition of continued employment.

## **PROTECTION FROM RETALIATION**

No retaliation or reprisals will be undertaken or tolerated against any employee who, in good faith, complains of, reports or participates in the investigation of any allegations of workplace discrimination or harassment.

## **EMPLOYEE COOPERATION**

If it is necessary for the purposes of completing, carrying out or protecting the integrity of an investigation, or if it is necessary to maintain a work environment that is safe and free of harassment and discrimination, the Company may require an employee to remain out of the workplace while an investigation is being conducted.

The participation and cooperation of all employees is critical to the development and implementation of this policy. The refusal or failure of any employee to cooperate with the Company is a serious form of misconduct for which an employee may be disciplined up to and including dismissal.

## **CONFIDENTIALITY**

The Company recognizes the difficulty of coming forward with a complaint of workplace discrimination or harassment and a complainant's interest in keeping the matter confidential. To protect the interests of the complainant, the respondent, persons who may report incidents of workplace harassment and the integrity of the process, confidentiality will be maintained throughout the process and information relating to the complaint will be disclosed only to the extent necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint or is otherwise required by law.

All individuals involved in a workplace investigation are expected to keep the substance of the investigation strictly confidential. Unless otherwise set out in this policy, all records of complaints, including records of meetings, interviews, results of investigations and other relevant material, will be maintained in a confidential file and will be disclosed only to the extent necessary to carry out these procedures and where disclosure is required by law.

All such records will be retained in accordance with our privacy policy and procedures.

## **POLICY REVIEW**

This policy shall be monitored on an ongoing basis and shall be reviewed annually.

# **Accommodation Policy**

---

The Company is committed to its duty to accommodate an employee and to actively engage in the accommodation process with employees, their healthcare providers, and, where applicable, their representatives.

This policy covers all employees of the Company requiring short or long-term accommodation because of any injuries, disabilities, or illness originating on or off the job, or any other protected need or rights under applicable human rights legislation.

The process described in this policy applies when accommodation is requested and documented by an employee, by a qualified medical care provider or physician on behalf of an employee, or objectively determined and documented by management.

## **ACCOMMODATION PROCESS**

The accommodation process involves a systematic and in-depth review of the job requirements and the limitations or performance problems the accommodation needs creates.

The purpose of this review is to identify changes or modifications that may allow the employee to perform the essential job duties free from workplace obstacles.

Accommodation is a shared responsibility between employees requesting accommodation and the Company.

A review to determine the feasibility, type and duration of accommodation involves an interactive process and dialogue that should involve at a minimum the employee requesting the accommodation and local management. Depending on the circumstances, the Company may also mandate a third party to help with the assessment of the available positions and determining the possible accommodations.

Each request for accommodation will be assessed on a case by case basis, considering, among other things, the employee's particular situation and the potential impact of the requested accommodation on the Company. This process may take several discussions to determine the feasibility, type and duration of accommodation. Other factors, including the employee's ability to perform the essential functions of his or her role with the accommodation and the reasonableness of the accommodation, will be considered.

If the Company determines that it cannot reasonably accommodate the employee's request, the employee's continued employment with the Company will be assessed based on applicable employment laws and regulations, the Company's policies and procedures, and any collective bargaining agreements. During continued employment, the Company will continue the interactive process towards identifying accommodation(s) that meets the needs of the employee and does not create an undue hardship on the Company.

The Company may require an employee to provide medical documentation supporting the requested accommodation. Acceptable documentation will clearly include the employee's specific functional limitations, the prognosis for recovery and the anticipated length of time the accommodation will be required. Vague or generic statements in documents are not acceptable. Examples of unacceptable statement include: "light duty", "cannot work full time", or "can only be assigned to [particular piece of equipment or task]". If an employee refuses to provide this supporting documentation, the employee may not be entitled to reasonable accommodation.

The Company has the right to retain and use a medical professional of its choice to review and advise it on accommodation matters and to review relevant documentation and the employee has the obligation to cooperate with this process.

## **OUR RESPONSIBILITIES**

The Company is responsible for:

- providing information to employees about accommodation and return-to-work assistance;
- identifying and eliminating barriers that may prevent an employee from performing his or her job;
- managing employee requests for accommodation in a timely, confidential and sensitive manner;
- ensuring that appropriate individuals are involved in the accommodation process;
- informing individuals as to what information and documentation they need to provide to facilitate the accommodation process; and,
- initiating discussions about accommodations with employees or job applicants where appropriate.

## **EMPLOYEE RESPONSIBILITIES**

Employees are responsible for:

- making their accommodation needs known to management;
- helping to identify potential accommodation options;
- providing information and documentation in support of their request for accommodation;
- accepting the accommodation solution that meets their needs, even if it is not their preferred accommodation option; and,
- informing the Company of any changes to their needs to allow it to properly assess and revise any accommodation, if required.

# **Drug and Alcohol Policy**

---

## **GENERAL**

Employees are strictly prohibited from reporting to work and engaging in work while impaired by drugs, alcohol or other substances (including cannabis) which may cause impairment.

The use, possession, transfer, or sale of any illegal substance on our premises or in any parking lot or work site is strictly prohibited.

However, if any employee requires accommodation due to a disability (such as substance abuse issues) or as a result of being prescribed medically required drugs (including cannabis), the worker should immediately report his or her condition to management in confidence.

## **DEFINITIONS**

“Impairment” or “being impaired” means that an employee’s normal physical or mental abilities, or faculties, while at work have been detrimentally affected by the use of substances (legal or illegal, including cannabis) as determined by the Company in its sole discretion. Without limiting the generality of the foregoing, “impairment” includes the inability to perform work duties safely, competently, or efficiently.

## **APPLICATION**

Employees must be fit for work at all times, without becoming unfit due to drug or alcohol use. An employee must not attend work or perform work while unfit due to drug or alcohol use.

Any employee who reports for work impaired will not be allowed to work and any worker who is found to be impaired while working will not be allowed to continue working. Employees must not use drugs or alcohol during work hours or during breaks from work. If, in the opinion of management, the employee is considered impaired, the employee shall be sent home by taxi or another safe means of transportation. An impaired employee shall not be allowed to drive under any circumstances.

Subject to any overriding obligations at law (such as a duty to accommodate a disability), any employee who violates this policy by either reporting to work impaired, becoming impaired at work or working while impaired is guilty of serious workplace misconduct and can be subject to severe disciplinary action including immediate dismissal for cause.

The Company recognizes that an addiction to drugs, alcohol, or other illegal substances can qualify as a “disability” for purposes of human rights legislation and will accommodate any disability up to the point of undue hardship.

# **Smoke-free Workplace Policy**

---

## **GENERAL**

The Company is committed to creating a safe, healthy, and comfortable workplace for all its employees and visitors. The Smoke-Free Workplace Policy (the “Policy”) sets out the Company’s prohibition on smoking in the workplace and assists the Company in complying with the *Smoke-Free Ontario Act, 2017*.

## **SCOPE**

This Policy applies to all employees of the Company.

## **DEFINITIONS**

For the purposes of this policy,

- “Smoking” means:
  - Inhaling and exhaling or holding lighted tobacco or cannabis (medical or recreational); and
  - Inhaling and exhaling the vapor produced by an electronic cigarette or similar device, whether or not the vapour contains nicotine.
- “Workplace” includes but is not limited to:
  - All company-controlled premises, including but not limited to offices, meeting rooms, waiting rooms, washrooms, lounges, dining rooms, and immediate surrounding areas; and,
  - All non-company-controlled premises where an employee is performing work for, and on behalf of, the Company.

## **POLICY STATEMENT**

Smoking in the workplace is strictly prohibited. All employees and visitors must comply with and support the Policy.

## **CONTRAVENTIONS OF THE POLICY**

Repeated contraventions of the Policy may lead to disciplinary action up to and including dismissal.

# **Company and IT Equipment Policy**

---

## **PURPOSE**

The Company provides employees with the necessary equipment, including Information Technology (IT) equipment, to perform their job duties effectively. This Company & IT Equipment Policy (the "Policy") establishes guidelines for the proper care, usage, and accountability of company-owned equipment.

## **SCOPE**

All equipment issued to employees remains the property of The Company, including IT equipment. Employees must return all equipment upon request or at the end of their employment.

## **DEFINITIONS**

- **Company Equipment:** Includes tools, furniture, vehicles, and any other assets issued for business purposes.
- **IT Equipment:** Includes, but is not limited to, desktop computers, laptops, servers, monitors, printers, audiovisual equipment, software, and network devices.

## **OWNERSHIP OF EQUIPMENT**

All equipment issued to employees remains the property of The Company. Employees must return all equipment upon request or at the end of their employment.

## **EMPLOYEE RESPONSIBILITIES**

Employees who are issued company equipment are responsible for:

- Ensuring the safekeeping and proper care of the equipment.
- Using the equipment in accordance with company policies, including the Internet and Email Policy.
- Restricting use to business-related purposes only unless otherwise authorized by management.
- Ensuring they only use the assigned equipment.
- Promptly reporting any loss, damage, or malfunction to their manager.
- Not attempting to repair damaged or malfunctioning equipment without prior managerial approval (unless repair is part of their job duties).
- Not discarding, selling, or otherwise disposing of company equipment without written approval from management.
- Securely storing and protecting equipment, particularly during transit.

## **LOSS/THEFT OF EQUIPMENT**

Lost or stolen equipment must be reported to management immediately. If theft occurs outside company premises, the employee must also report the incident to local law enforcement and provide management with a copy of the police report.

## **INTENTIONAL DAMAGE TO EQUIPMENT**

Employees who intentionally damage company equipment, including hardware or software, may face disciplinary action, up to and including termination of employment. In accordance

with applicable laws, the Company reserves the right to recover costs associated with intentional damage.

Employees may voluntarily reimburse the company for damaged equipment, which may be considered a mitigating factor in determining the extent of disciplinary action.

#### **RETURN OF EQUIPMENT**

Employees must return all company-issued equipment upon request, resignation, termination, or at the conclusion of their employment.

#### **CONTRAVENTIONS OF THE POLICY**

Contraventions of the Policy may lead to disciplinary action up to and including dismissal.

#### **REVIEW OF POLICY**

This Policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and company requirements.

# **Internet and Email Policy**

---

## **GENERAL**

The Company owns and controls all workplace technology and information technology resources and systems. If applicable, each employee has a responsibility to use workplace information technology resources and systems in a manner that is consistent with the objectives of their employment.

Employees should have no expectation of privacy regarding any information or data that is received, stored, or transmitted via workplace technology and information technology resources and systems. In addition, employees have no ownership or proprietary interest in any information or data that is received by, stored on, or transmitted with any workplace technology or information technology resources and systems.

Information technology resources and systems refer to the following non-exhaustive list:

- Personal computers and workstations;
- Internal office instant messenger;
- Laptop computers;
- Data storage devices;
- Computer hardware;
- Peripheral equipment, such as printers, modems, fax machines and copiers;
- Computer software applications and associated files and data, including software that grants access to external services such as the Internet;
- Electronic mail (email);
- Cellular telephones and pagers;
- Personal digital assistants and smartphones; and,
- Voicemail systems.
- Artificial Intelligence resources

Except as provided in this policy, the use of information technology resources and systems is strictly limited to work-related purposes, personal use is strictly prohibited.

Any attempt to degrade the performance of a computer system or network or to deprive authorized personnel of resources or access to any of our computer or network is prohibited and will result in discipline up to and including dismissal.

## **INAPPROPRIATE USE OF I.T. RESOURCES AND SYSTEMS**

Inappropriate use of information technology resources and systems includes but is not limited to the following:

- Engaging in illegal activities, including copyright infringement
- Accessing inappropriate websites, such as those containing pornography or hate speech
- Online gambling or playing games
- Using technology to harass, discriminate or make defamatory, slanderous or libellous statements (e.g. sexually explicit or racial messages and/or jokes);
- Online shopping or bidding on online auctions;
- Accessing chat rooms and instant messaging services for non-work purposes
- Sending mass unsolicited emails (spamming) or other disruptive network activities (flooding)

- Downloading, installing, or using unlicensed software
- Signing guest books, newsgroups, or bulletin boards using Company Credentials
- Conducting personal Business, such as online banking

#### **EMAIL USE**

The Company provides email primarily for work related purposes. Employees may not use Company email to send, receive, or store personal files or subscribe to external mailing lists. Employees must remember that all email communications sent, received, or stored remain the property of the Company.

# **Social Media Policy**

---

## **GENERAL**

The Company recognizes that social media use is widespread and that employees use social media to communicate and interact with others. The Social Media Policy (the "Policy") is intended to safeguard our brand's reputation and encourage employees to use social media responsibly by setting out expectations around proper online conduct.

## **SCOPE**

This Policy applies to all employees of the Company.

## **DEFINITIONS**

For the purposes of this policy,

- "Social Media" means forms of electronic communication (such as websites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content; includes but is not limited to LinkedIn, X, Facebook, Instagram, YouTube, and any other similar means of communication.
- "Use" Includes posting content or viewing the posts of others, sending/reading messages, watching videos, and any other similar use by means of computer, mobile phone, or any other device.
- "Sensitive, Private, or Confidential Company Information" means Information, knowledge, or data of any nature and in any form relating to the past, current, or prospective Company or operations of the Company that, at the time(s) concerned, is non-public information.

## **POLICY STATEMENT**

Employees are prohibited from using social media during working hours and may only do so during their approved breaks or unless otherwise authorized by their manager.

When using social media (whether during approved breaks or outside of work), employees must conduct themselves in accordance with the following rules and expectations:

- Be aware that others will associate you with your employer when you identify yourself as such.
- Do not post or share comments about a co-worker, client, or contractor/vendor that could be perceived as offensive, harassing, threatening, retaliatory, or discriminatory.
- Do not post or share sensitive, private, or confidential Company information.
- Do not express opinions which claim to be the opinion of the Company. Any personal blogs should contain a disclaimer that the views expressed on it are personal views of the author only.
- Do not post or share comments representing your own views about the Company.
- Do not upload photographs to social networking sites of yourself or any other employee taken in a work situation or in a work uniform.
- Respect client privacy. Never give out personal client information.
- Ensure that you are always complying with your employment contract, Employee Handbook, and all other policies of the Company.
- Even if you act with the best intentions, remember that anything you put on social media can potentially harm the Company.
- Always respect others. Do not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in our workplace. Show proper

consideration for the privacy of others and for topics that may be considered objectionable or inflammatory (like religion or politics).

- You may be legally responsible for the content you post, so respect brands, trademarks, and copyrights. Remember that social media sites and applications have access to and control over everything you have disclosed to or on that site or application. Any information might be turned over to law enforcement without your consent or knowledge.
- Use strict privacy settings on all social network profiles.
- Always exercise caution and common sense. If you are unsure whether a post is appropriate, speak to your manager.
- If you accidentally put the Company's reputation at risk, or if you fall prey to an online attack, inform your manager immediately.

#### **MONITORING INTERNET USAGE**

The Company may monitor your internet usage regularly and may undertake more in-depth monitoring where considered necessary. This includes monitoring the websites you visit, and any other matters referred to in this Policy.

#### **CONTRAVICTIONS OF THE POLICY**

Contraventions of the Policy may lead to disciplinary action up to and including dismissal.

# **Confidentiality**

---

## **CONFIDENTIAL INFORMATION**

In the course of your employment, you may receive confidential information about the Company and its clients (including client names and contact information) and employees (collectively, "confidential information"). Disclosure of any confidential information would be highly detrimental to the Company's best interests. As such, all employees, volunteers and other agents shall:

- Take appropriate measures to protect and maintain the confidentiality of all sensitive information.
- Only disclose confidential information to authorized individuals.
- Never publish, share, or distribute confidential information, including on social media or to unauthorized third parties such as the media.
- Not remove confidential information from the workplace without explicit authorization.
- Refrain from misusing confidential information, either directly or indirectly.
- Take precautions to prevent unintentional disclosures, such as avoiding discussions in public areas, securing electronic devices, by not working with confidential information on a laptop in public or transmitting such information by unsecured means, and using encrypted communication methods when necessary.

When your employment ends, you must immediately return all materials or property belonging to the Company. You agree not to retain, reproduce or use any confidential or proprietary information or property belonging to the Company, including lists of its clients and/or employees.

## **HANDLING CONFIDENTIAL INFORMATION**

The following rules govern how all employees, independent contractors, volunteers, and other agents shall handle and store confidential information:

1. Confidential information shall be circulated in sealed envelopes or storage cases.
2. Address and mark confidential envelopes with the words "PERSONAL AND CONFIDENTIAL". These envelopes are to be opened only by the persons to whom they are addressed or by persons designated by management as being responsible for handling confidential material.
3. If applicable, handle confidential information with care and, where appropriate, place documents in the shredding receptacles located throughout the office.
4. At the end of the workday, secure confidential materials by locking office doors, desks, filing cabinets, and other storage areas.

## **PROTECTION OF ELECTRONIC DATA**

If applicable, the following rules govern the handling of electronic data:

1. Log off computers at the end of each shift or when leaving for an extended period.
2. Change computer passwords on a regular basis.
3. Protect access credentials and report any unauthorized use immediately.
4. Position computer monitors to prevent unauthorized viewing.

## **CLEAR DESK PROCEDURE**

Maintaining a clear desk helps create a professional workplace environment and protects sensitive and confidential information.

- Employees must lock their computer screens whenever they leave their desks to prevent unauthorized access.
- During business hours, it is acceptable to have files and documents in use, but desks should remain tidy, organized, and professional in appearance.
- All files, personal data, or written confidential information must be securely stored and accessed only by authorized individuals.
- At the end of each workday, employees are expected to clear and organize their desks, ensuring all office papers are securely stored. Under-desk lockers or filing cabinets are provided for this purpose.
- Before leaving the office, employees must completely shut down their computers or laptops.

## **BREACHES OF CONFIDENTIALITY**

Anyone who becomes aware of a breach of confidentiality, or who suspects that a breach has occurred, must report the incident to their manager or to another member of management immediately. An investigation will then be conducted as expeditiously as possible to determine how the breach occurred and, if possible, who was responsible for the breach.

Anyone who becomes aware of an unauthorized or fraudulent use of their access codes or access mechanisms must immediately notify their manager or another member of management.

## **ACCESS TO PERSONNEL FILES**

All personnel files are private and confidential. Unless specifically provided for in this policy, or as may be required by law, no person shall be permitted to access to these files.

Employees may be permitted reasonable and timely access to their personnel file upon submitting a request to their manager. Personnel files are the property of the Company. At no time shall such files be removed, copied, or destroyed without appropriate authorization.

## **USE OF PERSONAL DATA**

The *Personal Information Protection and Electronic Documents Act* (“PIPEDA”) regulates our use of your personal data, in addition to any other privacy legislation that is applicable. As an employer, it is our responsibility to ensure that the personal data we process in relation to you is done so in accordance with the required principles. Any data held will be processed fairly and lawfully and in accordance with the rights of our employees.

We will process data in line with the applicable legislation in relation to both job applicants and employees.

You have certain rights in relation to your data. More information about these rights is available in our Privacy Policy. We are committed to ensuring that your rights are respected in accordance with the law and have appropriate mechanisms for doing so.

We may ask for your consent for processing certain types of personal data. This includes use of software for tracking human resources and login data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent within the software itself. Once consent is provided, you can withdraw consent at any time.

You are required to comply with all Company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

# Performance Review Policy

---

The Company is committed to providing constructive feedback and maintaining open communication with all employees. The Performance Review Policy (the "Policy") provides a general overview of how employees are coached, evaluated, and rewarded.

## POLICY STATEMENT

The performance management practices are designed to:

- Ensure employees understand their job responsibilities and have specific goals to meet.
- Provide employees with actionable and timely work feedback.
- Invest in development opportunities that help employees grow professionally.
- Recognize and reward employees.

## GOOD PERFORMANCE

Generally, employees who do the following things are more likely to receive positive performance reviews:

- Consistently meet their targets.
- Complete their job duties as expected.
- Show a willingness to learn and develop.
- Follow the Company's policies.
- Have a good attitude and collaborate well with colleagues.

## REVIEWS

The Company conducts regular performance reviews. Managers will complete the performance review form and arrange a meeting with the employee to discuss the review. The goal of the discussion is to:

- Recognize employees for good performance
- Talk about career moves and employee motivations
- Identify areas of improvement

In addition to formal performance reviews, managers should meet with their employees regularly to provide feedback and discuss any other matters.

## REWARDS

Pay increases or bonuses after a performance review are not guaranteed.

## TRAINING

Training and development opportunities are available for all employees throughout the year and may be discussed during performance reviews.

If necessary, the Company may implement an improvement plan, on-the-job training, job shadowing, or other training methods to develop an employee.

## MANAGERS' RESPONSIBILITIES

To conduct effective regular meetings and performance evaluations, managers are expected to:

- **Set clear objectives:** Employees should know what is expected of them. When an employee is first hired, they should understand their job duties. Specific goals for each

employee (and team-wide, if applicable) should be set. Those goals should be renewed during formal performance reviews.

- **Provide useful feedback:** During scheduled meetings with employee(s), guidance and feedback should be provided, as appropriate. Fairness and specificity are important to help them understand and improve.
- **Keep employees involved:** There should be two-way communication between managers and their employees. Expectations should be clear, and employees' motivations and aspirations should be taken into account. Training and development opportunities should be discussed.
- **Keep logs about each employee:** These logs help evaluate the employee, but they may also prove useful in the case of a reward, promotion, or termination.

#### **REVIEW OF THE POLICY**

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Company .

# **Company Cell Phone Policy**

---

The Company provides employees with IT equipment required to perform the functions of their job. The Company Cell Phone Policy (the “Policy”) sets out requirements to ensure that employees understand how to use and care for their company-issued cell phone.

## **SCOPE**

This Policy applies to all employees of the Company who have been provided with a company cell phone.

## **POLICY STATEMENT**

### **GENERAL**

Company cell phones are provided to employees to assist them in the performance of their job duties in a professional and efficient manner. Where a cell phone is required to conduct work related activities, a company supplied phone is required. The use of personal cell phones for work related activities are prohibited.

The cell phone provided to the employee is property of the Company and must be returned upon termination of employment.

### **USE OF THE CELL PHONE**

- Employees must keep their Company cell phone switched on while on duty, except during meetings or other circumstances where silent mode is required.
- Company cell phones must be used strictly for Company purposes, except in emergencies. Personal use is not permitted.
- Employees must not send personal text messages from a Company cell phone.
- Internet browsing and other data usage must be for Company purposes only. Any unauthorized personal use may result in disciplinary action.
- Employees must obtain prior authorization from management before installing any software or applications.
- Cell phone use while driving, including making or receiving calls, texting, playing music, or using applications, is strictly prohibited unless done via a hands-free device (e.g., Bluetooth). Employees should avoid using their cell phones while driving and, if necessary, pull over to a safe location before using their phone.

### **MONITORING USE**

The Company reserves the right to monitor all use of Company cell phones, including all communication made using any means (e.g. text message, email, Internet, or any application). Accordingly, employees should have no expectation of privacy when using a Company cell phone. The Company's policy regarding inappropriate Internet use is set out in the Internet and Email Policy in the Employee Handbook.

### **VACATION**

An employee cannot take their provided cell phone on vacation without the prior authorization of management.

During an employee's vacation, the cell phone's voicemail must be changed to reflect the vacation status, including instructions regarding who a client can contact for assistance.

## **SAFEKEEPING AND LOST/STOLEN CELL PHONE**

Employees are responsible for the safe-keeping of the Company cell phone, ensuring that its batteries are fully charged and that it remains in good condition.

If the Company cell phone or its accessories break due to the wear and tear of regular usage, employees must notify management.

If a Company cell phone or its accessories are damaged due to the employee's own negligence, the employee may be responsible for the cost of a replacement phone.

Employees must immediately report a lost or stolen cell phone to management.

## **CONTRAVENTIONS OF THE POLICY**

Contraventions of the Policy may lead to disciplinary action up to and including termination of employment.

# **Company Credit Card Policy**

---

The Company may, from time to time, provide employees with a company credit card to carry out their work duties. This Company Credit Card Policy (the “Policy”) sets out the rules and guidelines governing the use of a company credit card.

## **SCOPE**

This Policy applies to all employees who have been issued a company credit card.

## **OWNERSHIP AND ISSUANCE**

Company credit cards are issued by authorized management at the sole discretion of the Company. Company credit cards issued to employees are the property of the Company.

Any points or other benefits accruing as a result of an employee’s use of a company credit card are the property of the Company.

## **EMPLOYEE RESPONSIBILITIES**

An employee who is given a company credit card is responsible for:

- Using the card strictly for authorized work-related expenses (see Permitted Use below).
- Providing supporting receipts for any purchases.
- Ensuring the card is not used by anyone else.
- Retaining and submitting supporting receipts for all transactions as required.
- Providing detailed transaction summaries or logs upon request.
- Reporting any loss, theft, or damage to the card immediately; and
- Returning the card upon request or termination of employment, regardless of the reason.

Failure to provide receipts or supporting documentation may result in the revocation of credit card privileges.

## **PERMITTED USE OF COMPANY CREDIT CARDS**

Employees may use company credit cards for:

- Pre-approved lunches
- Work-related supplies and equipment
- Fuel
- Any other pre-approved work-related purchases.

Any purchase requires prior approval from management.

## **PROHIBITED USE OF COMPANY CREDIT CARDS**

Employees may **not** use company credit cards for:

- Personal expenses, including meals unrelated to Business activities.
- Cash withdrawals or cash advances; and
- Purchasing furniture, stationery, or other non-approved equipment.

## **CONTRAVENTIONS OF THE POLICY**

Any contraventions of the policy may lead to disciplinary action up to and including termination of employment.

#### **REVIEW OF THE POLICY**

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Company.

# **Expense Policy**

---

## **OVERVIEW**

The Company will reimburse employees for reasonable expenses incurred for Company purposes. This Expense Policy (the “Policy”) outlines the Company’s expense reimbursement practices.

## **SCOPE**

This Policy applies to all employees.

## **POLICY STATEMENT**

### **GENERAL**

Employees must submit the appropriate supporting receipts for an expense to be reimbursed under this Policy.

## **TRAVEL**

### **Overnight Accommodation**

Requests for overnight accommodation and air/rail travel should be sent to your manager via email or by completing the required form. Once the request is processed and approved the Company will make the arrangements.

Overnight accommodation will only be approved when significant travel is required, and a client visit must occur at or before 9:00 a.m. In all other circumstances, client visits should be scheduled when overnight accommodation is unnecessary.

### **Air/Rail Travel**

When air/rail travel is approved, the Company will make the booking. If travel is required at extremely short notice, the employee must book the travel and submit for reimbursement through the expense procedure outlined in this Policy.

### **Parking, Tolls, Subway/Bus Fares, and Taxis**

The Company will reimburse expenses for parking, road tolls, subway, taxi, and bus fares when employees travel for Company purposes.

## **MEALS**

### **Overnight Allowance**

When overnight accommodation is approved, the Company will reimburse employees for the reasonable cost of breakfast, lunch, and dinner.

### **Hospitality/Entertainment**

The Company will reimburse employees for the cost of entertaining clients or prospective clients, provided management approval is obtained prior to the expense.

## **REIMBURSEMENT**

All expenses are subject to approval by management. In order for an expense to be reimbursed, employees must submit the appropriate supporting receipts. Approved expenses will be reimbursed to employees as per the normal Company payroll practices.

## **EXPENSE REIMBURSEMENT PROCEDURE**

Employees must submit expense claims by completing the expense claim form and submitting it to their manager within 30 days of incurring the expense. All supporting receipts must be attached to the claim. Claims will be processed and paid according the Company's payroll processes.

## **CONTRAVENTIONS OF THE POLICY**

Failure to comply with the Policy may result in disciplinary action, up to and including termination of employment.

## **REVIEW OF THE POLICY**

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Company.

# **Security Camera Policy**

---

## **SUMMARY**

The Company is committed to the ongoing protection of the health and safety of its employees, customers, and visitors as well as the protection of physical and intellectual property. The Security Camera Policy (the "Policy") is intended to ensure that appropriate surveillance of our premises is performed.

## **POLICY STATEMENT**

### **GENERAL**

The Company will employ security cameras in the workplace. The use of such security cameras will be subject to the following rules:

- Security cameras are used for the purpose of deterring criminal activity and maintaining a safe and secure workplace. They are not used to monitor productivity.
- Entrances and exits will be monitored at all times. Other security cameras will be placed in locations that create minimal intrusion to personal privacy.
- The Company will provide notice that an area is under surveillance by posting visible signs.
- All surveillance activities, access to recordings, and the storage or disposal of recordings will be documented. Company will ensure that only authorized personnel operate video surveillance equipment, deal with review recordings, and access documentation.
- The Company will retain all video surveillance footage as long as necessary to fulfil the purposes for which it was collected, or as required as part of an investigation or by law.
- All recordings will be labelled and documented appropriately.

### **ACCESS TO RECORDINGS**

All recordings will be stored securely in an access-controlled area.

With the exception of requests by law enforcement agencies, employees or other individuals must submit a formal request to view recordings, which will be subject to management approval.

If a law enforcement agency requests access to surveillance recordings, the Company will act in accordance with the law and provide the recordings as necessary.

Requests for access to recordings will be handled in accordance with applicable privacy legislation.

### **UNAUTHORIZED ACCESS AND/OR DISCLOSURE**

All employees that witness the unauthorized disclosure of any surveillance recordings and/or a potential privacy breach must report the incident to management immediately.

Company will investigate all reported breaches of privacy, unauthorized viewings, or disclosures.

## **DESTRUCTION OF RECORDINGS**

All recordings created by surveillance cameras are the property of the Company and may not be reproduced or destroyed for any reason without prior express written permission. Only authorized personnel may delete recordings in accordance with this policy.

Where recordings are disposed of, they must be deleted or destroyed in such a manner as to ensure that they cannot be viewed or accessed by anyone.

## **CONTRAVENTIONS OF THE POLICY**

Contraventions of the Policy may lead to disciplinary action up to and including termination of employment.

## **REVIEW OF THE POLICY**

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of our workplace.

# **Company Vehicle Policy**

---

The Company is committed to ensuring the safety of its employees who operate a company vehicle. The Company Vehicle Policy (the “Policy”) sets out requirements to ensure that employees operate their company vehicle in a safe and responsible manner.

## **SCOPE**

This Policy applies to all employees of the Company who have been provided with a company vehicle.

## **POLICY STATEMENT**

### **RESPONSIBILITY FOR SAFETY AND SEATBELTS**

While operating a company vehicle, you are responsible for your own safety as well as the safety of others who may be affected by your actions. You are required to operate the company vehicle in a manner that is safe and responsible at all times.

Drivers and all occupants must wear seatbelts at all times when travelling in a vehicle; it is the driver’s responsibility to ensure all passengers adhere to this rule.

## **DRIVER’S LICENSE**

Employees must be in possession of a current valid driver’s license and must have authorization from the Company to drive a company vehicle.

Employees may be required to submit their driver’s license information to a nominated third-party online license check supplier. It is the employee’s responsibility to ensure their license details remain up to date. The driver’s license must also be produced for inspection at any time as requested by an employee’s manager or the Company.

If, at any time, an employee receives demerit points on their license, the employee is disqualified from driving, or their license becomes invalid for any reason, the Company must be informed immediately. If the employee is required to drive as part of their job and the Company is unable to find alternative employment, the employee’s employment may be terminated.

It is the employee’s responsibility to ensure that the vehicle is not used by anyone other than the employee. Special written permission must be obtained from the employee’s manager for the vehicle to be used by any other person.

## **FITNESS TO DRIVE**

The employee should inform their manager immediately of any change in their health that may affect their fitness to drive. For example, changes in their eyesight may require the use of glasses or contact lenses; muscular problems may affect the use of pedals or the ability to turn one’s neck to check for traffic.

Driving while tired or sleepy is dangerous, and employees should, where possible, take a break every two hours in a safe place.

Driving under the influence of alcohol or recreational drugs is prohibited. Employees who are required to take prescription drugs for a medical reason should advise their manager and

ensure their ability to drive is not impacted (e.g. drowsiness). If in doubt, the employee should consult their medical practitioner.

If an employee had surgery and received medical advice to refrain from driving for a certain period of time, such advice must be followed, as failure to do so may invalidate the insurance. The employee should also notify their manager.

### **PERMITTED USE**

Subject to the restrictions set out in this Policy, the company vehicle may only be used for work-related purposes. The vehicle may not be used for the carriage of passengers for hire or reward or for any type of motoring sport, including racing, rallying or pace making, whether on the public highway or on private land.

### **WINTER DRIVING**

During winter, additional driving hazards must be considered, including poor visibility, adverse weather, snow, and ice. The following are recommendations for safe driving during winter weather:

- Check the route in advance
- Allow extra time for the trip
- Reduce speed
- Use dipped headlights when appropriate

### **FIXTURES AND MODIFICATIONS**

Employees may not attach any fixtures, including but not limited to aerials, roof racks, towing apparatuses, or stickers, to a company vehicle without prior written permission. When returning the vehicle to the Company, such attachments must remain unless adequate rectification work is carried out professionally to restore the vehicle to its former condition.

No changes or alterations may be made to the manufacturer's mechanical or structural specification of the vehicle.

### **CLEANING, SERVICING, AND REPAIR WORK**

An employee's manager may carry out a vehicle spot check on a random basis. The employee must keep the inside and outside of the vehicle in a clean and tidy condition.

In addition, the employee must ensure that the vehicle is regularly serviced in accordance with the requirements set out by the manufacturer and as specified in the vehicle's maintenance manual. The employee must check tire pressure and tire tread levels, oil and water levels, battery, brake and washer fluid levels on a regular basis.

Any maintenance or repair work, or replacement of parts, including tires, must be reported to the Company so that the repair can be arranged.

### **SMOKING POLICY**

The Company maintains a smoke-free workplace. Smoking (including the use of electronic cigarettes) is also prohibited in the company vehicle.

## **DISTRACTED DRIVING**

Under no circumstances should an employee be distracted while driving. This includes eating, drinking, and reading or typing a destination into a GPS device. Wearing headphones, looking at smartwatches, checking maps, and reading documents are also distracting activities that prohibit the safe usage of motorized vehicles.

Distracted driving also includes using a cell phone while driving. It is illegal to use a cell phone while driving, including such activities as making and receiving calls, texting, playing music, and using apps. You should only use the cell phone via a hands-free device such as wireless or Bluetooth. The Company strongly discourages any use of a cell phone while driving. If cell phone use is required, the employee should pull over to the side of the road in an appropriate place.

## **FINES/TICKETS/OTHER CHARGES**

The Company does not accept responsibility for parking tickets, speeding tickets, or other fines/tickets/charges incurred by the employee while using a company vehicle. The employee is required to pay all fines/tickets/charges without delay.

## **GAS**

Employees will purchase fuel with the Company Credit/Gas card.

## **TOLL CHARGES**

Company will not be held responsible for any toll charges (e.g. highway) incurred by the employee while driving the company vehicle. An employee may receive approval from their manager to incur toll charges in special circumstances.

## **ACCIDENT OR INJURY**

If an employee is involved in an accident while driving the company vehicle and it causes damage to the vehicle, property, or another vehicle, or injury to any person or animal, the employee is required to provide the following information to any person with reasonable grounds for requiring such information: their name and address, the name and address of the vehicle owner, the registration number of the vehicle, and the name of the insurance company. No further information should be provided. If, for some reason, it is not possible to provide this information at the time of the accident, the matter must be reported to the police as soon as possible and within 24 hours of the occurrence.

In addition, if the incident involves injury to another person or an animal, the employee is responsible for notifying the police and must produce their insurance to a police officer attending the accident or any other person with reasonable grounds for requiring such information. In addition, the accident must be reported to a police station or to a police officer within 24 hours. If the employee is not then able to produce the document, they must produce it to the police station in person within 24 hours of the accident.

A certificate of insurance is provided with each vehicle and renewed annually. It must be in the vehicle at all times.

## **ACCIDENT PROCEDURE**

The insurers must be notified of all accidents, even if apparently of no consequence. Accordingly, an employee must, as soon as possible after an accident, obtain an accident

report form from the Company, which must be fully completed and returned to Company within 24 hours. All the information required on the form must be completed.

At the scene of the accident, the employee must try to obtain as much information as possible, including the following:

- The name and address of the other driver and the name and address of his/her insurers;
- The names and addresses of all passengers in both the company vehicle and the third party's vehicle;
- The names and addresses of all witnesses. It will be of considerable assistance if statements can be obtained from all witnesses at the time of the accident;
- Particulars of the police attending (i.e. name, ID number, etc.); and
- Photographic evidence (where appropriate)

Under no circumstances may repairs on the company vehicle begin until the insurance company has given its authorization.

An employee should not, under any circumstances, express any opinion on the degree of responsibility for the accident.

The Company monitors the frequency, cause, and types of accidents. This may result in the use of a company vehicle being withdrawn from an employee and/or disciplinary action being taken against the employee.

### **LOSS OR DAMAGE**

If an employee's company vehicle is stolen, the police and the Company must be informed immediately. Full details of the contents of the vehicle must also be given.

The Company only insures company property; the employee should ensure they make their own arrangements to cover personal effects.

The vehicle should be kept locked when not in use and valuable contents should be stored out of sight, preferably in the trunk.

If the company vehicle is damaged in any way, the Company should be advised as soon as possible.

Repeated instances of loss or damage to the vehicle may result in the use of the vehicle being withdrawn and disciplinary action being taken.

### **VEHICLE BREAKDOWN**

If an employee's company vehicle breaks down, they should contact the company vehicle provider to advise of the vehicle issue and their location. The employee should try to move the vehicle to a safe place while awaiting assistance. The employee should then notify their manager.

### **LICENSE PLATE AND VEHICLE PERMIT**

The licence plate sticker and vehicle permit for the company vehicle will be renewed automatically when due.

## **INTERNATIONAL TRAVEL**

The company vehicle may not be taken out of the country without written permission from the Company.

## **PRIORITY USE**

The Company has the right to recall a company vehicle at any time should the Company have a need for it.

## **PERSONAL LIABILITY FOR DAMAGE TO VEHICLES**

Where any damage to a company vehicle is due to an employee's negligence or lack of care, Company reserves the right to insist on the employee rectifying the damage at their own expense or paying the excess part of any claim on the insurers.

Repeated instances may result in the use of the vehicle being withdrawn and disciplinary action being taken.

## **COLLECTING AND RETURNING COMPANY VEHICLES**

Upon commencement or termination of employment with the Company, drivers are required to collect or return their allocated company vehicle at the Company head office. The employee should inspect the vehicle for any damage before taking or returning the vehicle.

## **CONTRAVENTIONS OF THE POLICY**

Contraventions of the Policy may lead to disciplinary action up to and including termination of employment.

## **REVIEW OF THE POLICY**

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Company.

# **Personal Vehicle Use Policy**

---

The Company is committed to ensuring the safety of its employees who operate a vehicle for Company purposes. The Personal Vehicle Use Policy (the "Policy") sets out requirements to ensure that employees operate their personal vehicle in a safe and responsible manner during working time; it also addresses reimbursement for mileage.

## **SCOPE**

This Policy applies to all employees of the Company who use their personal vehicle for Company purposes.

## **POLICY STATEMENT**

### **EMPLOYEES RESPONSIBILITY**

Employees must use a company vehicle for business travel whenever one is available. If no company vehicle is available, employees may use their personal vehicle for work-related travel.

### **RESPONSIBILITY FOR SAFETY AND SEATBELTS**

While operating a personal vehicle for Business purposes, you are responsible for your own safety as well as the safety of others who may be affected by your actions. You are required to operate the vehicle in a manner that is safe and responsible at all times.

Drivers and all occupants must wear seatbelts at all times when travelling in a vehicle; it is the driver's responsibility to ensure all passengers adhere to this rule.

### **DRIVER'S LICENSE**

Employees must be in possession of a current valid driver's license. It is the employee's responsibility to ensure that their license details remain up to date. The driver's license must also be produced for inspection at any time as requested by an employee's manager or the Company.

If, at any time, an employee receives demerit points on their license, the employee is disqualified from driving, or their license becomes invalid for any reason, the Company must be informed immediately. If the employee is required to drive as part of their job and the Company is unable to find alternative employment, the employee's employment may be terminated.

### **INSURANCE**

Employees must ensure that they have the appropriate insurance coverage on their vehicle. It is the employee's responsibility to ensure that proof of insurance is in the vehicle at all times. The insurance slip must also be produced for inspection at any time as requested by an employee's manager or the Company.

### **FITNESS TO DRIVE**

The employee should inform their manager immediately of any change in their health that may affect their fitness to drive. For example, changes in their eyesight may require the use of glasses or contact lenses; muscular problems may affect the use of pedals or the ability to turn one's neck to check for traffic.

Driving while tired or sleepy is dangerous, and employees should, where possible, take a break every two hours in a safe place.

Driving under the influence of alcohol or recreational drugs is prohibited. Employees who are required to take prescription drugs for a medical reason should advise their manager and ensure their ability to drive is not impacted (e.g. by drowsiness). If in doubt, the employee should consult their medical practitioner.

If an employee had surgery and received medical advice to refrain from driving for a certain period of time, such advice must be followed, as failure to do so may invalidate the insurance. The employee should also notify their manager.

## **WINTER DRIVING**

During winter, additional driving hazards must be considered, including poor visibility, adverse weather, snow, and ice. The following are recommendations for safe driving during winter weather:

- Check the route in advance
- Allow extra time for the trip
- Reduce speed
- Use dipped headlights when appropriate

## **SERVICING AND REPAIR WORK**

The employee must ensure that the vehicle is regularly serviced in accordance with the requirements set out by the manufacturer and as specified in the vehicle's maintenance manual. To ensure the safe operation of the vehicle, the employee must check tire pressure and tire tread levels, oil and water levels, battery, brake and washer fluid levels on a regular basis.

An employee's manager may carry out a vehicle spot check on a random basis.

## **DISTRACTED DRIVING**

Under no circumstances should an employee be distracted while driving. This includes eating, drinking, and reading or typing a destination into a GPS device. Wearing headphones, looking at smartwatches, checking maps, and reading documents are also distracting activities that prohibit the safe usage of motorized vehicles.

Distracted driving also includes using a cell phone while driving. It is illegal to use a cell phone while driving, including such activities as making and receiving calls, texting, playing music, and using apps. You should only use the cell phone via a hands-free device such as wireless or Bluetooth. The Company strongly discourages any use of a cell phone while driving. If cell phone use is required, the employee should pull over to the side of the road in an appropriate place.

## **FINES/TICKETS/OTHER CHARGES**

The Company does not accept responsibility for parking tickets, speeding tickets, or other fines/tickets/charges incurred by the employee while using a vehicle for Company purposes.

## **MILEAGE REIMBURSEMENT**

Employees who in the normal course of their duties require, and have permission from their Manager for, the use of their personal vehicle for Company purposes will receive mileage reimbursement.

All employees eligible for mileage reimbursement will be informed of the amount during the recruitment process. The mileage will be reimbursed on a per-kilometre basis.

## **TOLL CHARGES**

The Company will not be held responsible for any toll charges (e.g. highway) incurred by the employee while driving their personal vehicle for Company purposes. An employee may receive approval from their manager to incur toll charges in special circumstances.

## **ACCIDENT OR INJURY**

If an employee is involved in an accident while driving a vehicle during working time, and it causes damage to the vehicle, property, or another vehicle, or injury to any person or animal, the employee is required to provide the following information to any person with reasonable grounds for requiring such information: their name and address, the name and address of the vehicle owner, the registration number of the vehicle, and the name of the insurance company. No further information should be provided. If, for some reason, it is not possible to provide this information at the time of the accident, the matter must be reported to the police as soon as possible and within 24 hours of the occurrence.

In addition, if the incident involves injury to another person or an animal, the employee is responsible for notifying the police and must produce their insurance to a police officer attending the accident or any other person with reasonable grounds for requiring such information. In addition, the accident must be reported to a police station or to a police officer within 24 hours. If the employee is not then able to produce the document, they must produce it to the police station in person within 24 hours of the accident.

## **VEHICLE BREAKDOWN**

If an employee's vehicle breaks down, they should contact management to advise of the vehicle issue and their location. The employee should try to move the vehicle to a safe place while awaiting assistance.

## **LICENSE PLATE AND VEHICLE PERMIT**

The employee is responsible for ensuring the licence plate sticker and vehicle permit for the vehicle are renewed automatically when due.

## **CONTRAVENTIONS OF THE POLICY**

Contraventions of the Policy may lead to disciplinary action up to and including termination of employment.

## **REVIEW OF THE POLICY**

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Company.

# **The Right to Disconnect Policy**

---

## **SUMMARY**

The Company is committed to the health and wellbeing of our employees. It is of the utmost importance to the Company and we encourage and support our employees to prioritize their own wellbeing.

The company recognizes that our employees have the right to, and should, disconnect from work outside of their normal working hours unless there is an agreement to do so (for example while “on-call”).

## **APPLICATION AND SCOPE**

This Policy is made pursuant to the requirements of the Working for Workers Act, 2021. This Policy will be reviewed and updated on an annual basis or as necessary to account for legislative changes.

For purpose of this Policy and as per the Employment Standards Act, 2000 (“ESA”), “disconnecting from work” is defined as follows: “not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work”. Employees must receive and sign off on this policy within 30 days from their date of hire.

## **EMPLOYMENT STANDARDS**

The Company is committed to ensuring that its employment practices are in compliance with the ESA, the Ontario Human Rights Code (the “Code”) and other applicable employment-related legislation.

## **EMPLOYER AND EMPLOYEE OBLIGATIONS**

Management must ensure that employees are able to disconnect from work outside of normal working hours. Should an employee have concerns surrounding their working time or is unable to disconnect from work, it is important that this is brought to the attention of management in order to resolve any concerns.

Management should be mindful of the time in which emails are being sent. Should management notice that a member of their team is sending emails during non-working hours or are logging in excessively, they should speak to the employee as soon as possible, as this may indicate they are finding it difficult to manage their workload during normal working hours.

## **COMMUNICATIONS**

Employees have the right to disconnect from work outside normal working hours. Emails should be checked and/or sent only during normal working hours, whilst also appreciating that where work patterns differ, some employees may send communications at a time which is inconvenient to another i.e., where one employee works during the weekend, and another does not. Where this is the case, the sender should give consideration to the timing of their communication and understand that the recipient will not be expected to respond until their return to work.

Where a manager sends communications outside normal working hours, employees should not feel the need to respond to said communications until their return to work.

### **AUTOMATIC REPLIES**

All employees are required to activate an automatic response when taking vacation or a leave of absence. The response should advise the sender that you are unavailable, including the start and end date of the period of vacation or leave of absence and that you will respond to their email on your return or contact details for the employee filling in should be provided in the automatic response.

In addition to the above, management will notify you should you be required to activate an automatic response at the end of your normal working day, which will simply advise the sender of your normal working hours and that you will respond to their email on your return to work.

### **MEETING**

All employees should be mindful of the time of those whom they are inviting to attend a meeting, ensuring those invited play an active role and have something to contribute to the matters being discussed. Meetings, either virtual or in person, should only be scheduled within the attending employees' working hours.

### **ELECTRONIC DEVICES**

Some employees may be provided with handheld devices such as a mobile phone, laptop, tablet etc. These devices are provided to employees to allow flexibility in how such employees complete their work. This does not imply that the employee makes themselves available for work at all times.

Employees on statutory or non-statutory leave may have temporary suspension of access to company email, phone, and IT systems. This measure supports employee well-being and protects the privacy and security of company information. Employees are not expected to perform work during this period, and access will be restored upon their return to work.

### **EMPLOYEE WELLBEING**

As previously mentioned, the health and wellbeing of our employees is of great importance to us, and we strongly encourage our employees to adapt, if needed, and maintain a good work-life balance.

The Company encourages all employees, including those who work remotely or work a flexible arrangement, to book in time with family/friends, engage in an activity after their normal working day, mute their work email accounts after working hours have ended and store their work-related electronic devices in a secure place when outside of working hours in order to allow themselves to switch off and properly disconnect from work.

In addition, it is important that those undertaking a flexible working arrangement or remote working disconnect themselves from work, monitor their working hours and remember to take their breaks as this is also important for their own wellbeing.

### **REVIEW OF THE POLICY**

This Policy will be reviewed and may be amended from time to time based on the needs and experiences of the Company

## **Schedule A: Employee Acknowledgement Form**

I confirm that I have received and had an opportunity to read a copy of the Employee Handbook. I acknowledge that I understand all the rules, policies, terms and conditions contained in the policy and that failure to abide by the aforesaid, rules, policies, terms and conditions may result in discipline up to and including the termination of my employment.

I further acknowledge that the Company reserves the right, in its sole discretion, to revoke, change or supplement any of the rules, policies, terms and conditions contained in its Employee Handbook at any time without notice to me.

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Vacation Request Form

VACATION REQUEST DETAILS					
Name of Employee:		Department:			
Position:		Work Location:			
Proposed Vacation Start Date: (dd/mm/yyyy)		Proposed Vacation End Date: (dd/mm/yyyy)			
Additional Details (if any):					
SIGNATURE					
Employee's Signature				Date	
FOR MANAGEMENT USE ONLY					
Approved?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Date	Approved: (dd/mm/yyyy)	If "no", why?			
Approved (Type Name)	by:				
Date Entered into BrightHR: (dd/mm/yyyy)		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

# Statutory Leave Notice Form

STATUTORY LEAVE DETAILS					
<b>Name of Employee:</b>		<b>Department:</b>			
<b>Position:</b>		<b>Work Location:</b>			
<b>Type of Leave Being Taken:</b>		<b>Leave Start Date:</b> (dd/mm/yyyy)			
<b>Additional Details (if any):</b>					
SIGNATURE					
<b>Employee's Signature</b>				<b>Date</b>	
FOR MANAGEMENT USE ONLY					
<b>Approved?</b>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If "no", why?
<b>Date Approved:</b> (dd/mm/yyyy)					
<b>Approved by:</b> (Type Name)				<b>Signature</b>	
<b>Date Entered into BrightHR:</b> (dd/mm/yyyy)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If "no", why?

# Non-Statutory Leave Notice Form

LEAVE DETAILS					
Name of Employee:		Department:			
Position:		Work Location:			
Type of Leave Being Taken:		Leave Start Date: (dd/mm/yyyy)			
Additional Details (if any):					
SIGNATURE					
Employee's Signature				Date	
FOR MANAGEMENT USE ONLY					
Approved?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If "no", why?
Date Approved: (dd/mm/yyyy)					
Approved by: (Type Name)				Signature	
Paid <input type="checkbox"/> Unpaid <input type="checkbox"/>					
Date Entered into BrightHR: (dd/mm/yyyy)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If "no", why?

# Employee File Form

PERSONAL DETAILS		
<b>Name</b>	<b>Title:</b>	
	<b>First Name(s):</b>	
	<b>Last Name:</b>	
<b>Contact Information</b>	<b>Address:</b>	
	<b>Province:</b>	
	<b>Postal Code:</b>	
	<b>Email:</b>	
	<b>Tel No. (Home):</b>	
	<b>Tel No. (Mobile):</b>	
<b>Employment Information</b>	<b>SIN Number:</b>	
	<b>Start Date:</b>	
	<b>Last Day of Work:</b>	

EMERGENCY CONTACTS		
<b>Contact #1</b>	<b>Title:</b>	
	<b>First Name(s):</b>	
	<b>Last Name:</b>	
	<b>Address:</b>	
	<b>Province:</b>	
	<b>Postal Code:</b>	
	<b>Contact No.:</b>	

<b>Contact #2</b>	<b>Title:</b>	
	<b>First Name(s):</b>	
	<b>Last Name:</b>	
	<b>Address:</b>	
	<b>Province:</b>	
	<b>Postal Code:</b>	
	<b>Contact No.:</b>	

<b>DIRECT DEPOSIT ACCOUNT INFORMATION</b>		
	<b>Bank:</b>	
	<b>Address:</b>	
	<b>Name on Account:</b>	
	<b>Transit Number:</b>	
	<b>Institution Number:</b>	
	<b>Account Number:</b>	

<b>OTHER INFORMATION</b>	

<b>SIGNATURE</b>			
<b>Employee's Signature</b>		<b>Date</b>	

# Onboarding and Training Checklist

BEFORE START OF EMPLOYMENT	
<b>Offer of Employment</b> (complete with “Schedule A” – Job Description) – collect sign off of the offer	<input type="checkbox"/>
<b>Employee Handbook.</b> Collect the last page (“Schedule A” – Acknowledgment) sign off	<input type="checkbox"/>
AFTER START OF EMPLOYMENT – POLICY/PROCEDURE SIGN-OFF	
Provide Employee with a copy of the Employment Standards Poster. Record that a copy was provided; example; you can provide the Employee with 2 copies and ask them to sign and date one which you then retain in personnel file	<input type="checkbox"/>
Tax forms – TD1 and TD1ON. Collect sign off	<input type="checkbox"/>
MANDATORY TRAINING (FIRST 30 DAYS)	
WHMIS Training. For more information, please consult <a href="http://whmis.org/#whmis-resource-1">http://whmis.org/#whmis-resource-1</a>	<input type="checkbox"/>
Health and Safety Awareness Training for Workers and Manager Worker Training: <a href="https://www.labour.gov.on.ca/english/hs/elearn/worker/index.php">https://www.labour.gov.on.ca/english/hs/elearn/worker/index.php</a> Manager Training: <a href="https://www.labour.gov.on.ca/english/hs/elearn/supervisor/index.php">https://www.labour.gov.on.ca/english/hs/elearn/supervisor/index.php</a>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Accessibility legislation training (AODA):  Human Rights Code Training: <a href="http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda">http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda</a>  AODA Integrated Standards Training (links to different training standards are below:  <a href="https://www.accessforward.ca/front/customerService/">https://www.accessforward.ca/front/customerService/</a> <a href="https://www.accessforward.ca/front/information/">https://www.accessforward.ca/front/information/</a> <a href="https://www.accessforward.ca/front/transportation/">https://www.accessforward.ca/front/transportation/</a> <a href="https://accessforward.ca/front/employment/">https://accessforward.ca/front/employment/</a> <a href="https://www.accessforward.ca/front/publicSpaces/">https://www.accessforward.ca/front/publicSpaces/</a>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Workplace Violence and Harassment Training: <a href="http://www.ccohs.ca/products/webinar/violence/">http://www.ccohs.ca/products/webinar/violence/</a>	<input type="checkbox"/>

## Additional requirements:

**First Aid regulation 1101** – WSIB covered Company are required to have one trained staff member per shift. Companies with less than 5 employees are required to provide training in *Emergency First Aid* and companies with 5 or more employees are required to provide training in *Standard First Aid*. First Aid Certificates are required to be posted on the Company’s Health & Safety Board and recommended to also be posted by the First Aid Boxes.