

HAPPY HOUSE Cleaning Experts

EMPLOYEE HANDBOOK



Table of Contents

- Employee Handbook Issues And Updates2**
- Introduction3**
- Joining Our Business4**
- Hours of Work, Overtime, Holidays & Vacation6**
- Leaves of Absence.....9**
- Attendance Policy and Scheduling11**
- Discipline Policy.....12**
- Workplace Violence and Harassment Policy.....14**
- Accommodation Policy.....25**
- Confidentiality27**
- Drug and Alcohol Policy29**
- Smoke-free Workplace Policy30**
- Social Media Policy32**
- Personal Electronic Device Use Policy.....34**
- Company Supplies and Equipment Policy35**
- Termination of Employment36**
- Schedule “A”: Employee Acknowledgement Form37**

Introduction

WELCOME TO OUR TEAM

HAPPY HOUSE Cleaning Experts (“we” or the “Business”) 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. 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 notice to you, we will try to communicate any 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 Business

OUR PHILOSOPHY

The Business strives to maintain a workplace that fosters personal and professional growth for all employees. We also aim to ensure that all staff members are treated fairly and with dignity. Thus, it is the responsibility of the Business and its employees to:

1. Cooperate and communicate;
2. Encourage and consider opinions of other employees and invite their participation in decisions that affect their careers;
3. Encourage the growth and development of fellow workers by helping them achieve both personal and professional goals;
4. Strive to avoid workplace conflict, and if it occurs, resolve it quickly and fairly;
5. Administer all policies and procedures equitably and fairly; and,
6. Recognize that each employee has the right to be treated fairly and with dignity.

CODE OF CONDUCT

The Business 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 a 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, rumours or engage in behaviour 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, colour, 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 Business pays compensation based on comparable value and does not discriminate in employment based on gender.

BACKGROUND CHECKS

The Business reserves the right to require applicants and existing employees to consent to background checks to ensure staff members possess the requisite skills.

Background checks may include, but are not limited to:

- Criminal background and police checks
- Academic and professional reference checks
- Any other inquiries required and/or permitted by law

Existing employees may be asked to consent to background checks in the event of changes to their employment, such as transfers, promotions or modifications to their duties.

It is important that the information that is provided to us is complete and accurate. Any misrepresentation, falsification or material omission of information provided to us may result in the rescission of a conditional offer of employment or discipline up to and including dismissal.

DRESS CODE POLICY

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 business needs.

This policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance. Staff should use common sense in adhering to the overall intention of this policy, as explained above.

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. The management team is responsible for ensuring that this policy is followed.

Dress Code

Examples of Acceptable Attire include: Employees are required to wear the company provided shirt, clean comfortable pants and the company provided apron. Employees must wear clean closed toed shoes that are for indoor use only. Employees should wear their hair pulled back and tied up, and limit jewelry such as rings and bracelets to avoid scratching furniture and walls.

Examples of Unacceptable Attire include: inappropriate logo or slogans, ripped, torn or stained attire.

Hours of Work, Overtime, Holidays & Vacation

HOURS OF WORK

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

Monday: 8:30 AM - 4:30 PM

Tuesday: 8:30 AM - 4:30 PM

Wednesday: 8:30 AM - 4:30 PM

Thursday: 8:30 AM - 4:30 PM

Friday: 8:30 AM - 4:30 PM

Saturday: Closed

Sunday: Closed

Our regular hours may be subjected to change to adhere to the needs of the business.

All employees are expected to work their scheduled shift, including an unpaid half-hour lunch break. Employees may also be expected to work other hours as may be requested or required from time to time in order to meet the needs and objectives of the Business.

The Business reserves the right to alter the regular work week and regular work hours at any time, although we will provide as much advance notice as possible.

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 Business.

The Business and an employee may agree in writing to split an employee's daily 30-minute break into two 15-minute breaks.

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 subject to discipline.

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

Managers & Supervisors

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

Travel

Travel to and from work

Travelling to and from job sites while carrying company supplies and/or co-workers is considered work time.

“Banking” Overtime

If both an employee and the Business agree in writing, an employee may receive paid time off instead of overtime pay. This is called “banked” time or “time off in lieu”.

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 Business and the employee.

PUBLIC HOLIDAYS

The Business 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

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 not be permitted to carry vacation time over to a subsequent year unless you obtain approval in writing from management. However, at no time will you receive less than your vacation entitlements under the ESA.

Scheduling Vacations

All vacation requests must be made by sending an email to an employee's manager with the subject line "TIME OFF REQUEST". All requests for vacation must be submitted for approval at least 14 days before the start of the proposed vacation period.

All vacations must be approved by management in advance. While the Business 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 needs of the business.

Furthermore, the Business 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 business needs during times of high demand, the Business has implemented a vacation blackout period, during which employees cannot take vacation time. The vacation blackout period is from December 1st to December 21st.

Leaves of Absence

STATUTORY LEAVES OF ABSENCE

The ESA sets out several different statutory leaves of absence that can be taken by employees. For a complete list and details regarding each leave, please consult the ESA under Part 14.

When an employee takes a statutory leave of absence, the employee must make management aware by emailing their manager.

Below are the available statutory leaves prescribed by the ESA that require employees to notify management in writing prior to commencing the leave:

- Bereavement Leave
- Family Responsibility Leave
- Sick Leave
- Pregnancy and Parental Leave
- Reservist Leave
- Organ Donor Leave

Employees must notify their manager in writing as soon as is reasonable before taking the above statutory leaves. However, if, due to their circumstances, they must commence the leave before notifying management, they must email their manager as soon as possible.

Also, we may require that the employee provides evidence reasonable in the circumstances that they were entitled to the leave.

Below are the available statutory leaves prescribed by the ESA that require employees to notify management in writing prior to commencing the leave:

- Domestic or Sexual Violence Leave
- Family Medical Leave
- Critical Illness Leave
- Child Death Leave
- Crime-Related Child Disappearance Leave
- Family Caregiver Leave
- Emergency Leave

Employees must notify their manager in writing as soon as is reasonable before taking the above statutory leaves of absence. However, if, due to their circumstances, they must commence the leave before notifying management, they must do so as soon as possible.

EFFECT OF A LEAVE

The purposes of the foregoing leaves, their length, and eligibility criteria vary. An employee may be entitled to more than one leave for the same event. Each leave is separate and the right to each leave is independent of any right an employee may have to the other leave(s).

Please read the ESA for a detailed explanation of your leave entitlements.

Unless otherwise required by law, while an employee is on a leave, their terms of employment will remain the same and the Business will continue to pay its share of the premiums required to maintain benefits, if any, which were available to the employee prior to the leave. However, if an employee on leave elects in writing not to continue participating in any applicable benefit plans while on a leave of absence, the Business will not continue to make its employer's contributions to the benefit plans while the employee remains on leave.

OTHER LEAVES OF ABSENCE

The Business recognizes that there may be times when employees need to take a leave of absence from work for reasons other than those identified above. While it is impossible to define all the circumstances in which an employee will require time away from work, this policy is intended to provide some general guidelines.

The Business will consider, among other things, the following factors when it receives requests for a leave of absence not otherwise legislated:

- Previous requests for a leave of absence;
- The availability of suitable replacement staff;
- The time of year at which the request is made; and,
- The purposes of the leave.

All requests for a leave of absence will be considered on an unpaid basis and without a continuation of benefits, unless otherwise stated and expressly indicated in writing by the Business or required by law.

If an employee wishes to request an additional leave of absence, they must provide at least 30 days' notice to their manager emailing them. However, if, due to their circumstances, the employee must commence a leave before notifying management, then they must email 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

In the event of an absence, employees are required to text to report the absence to their manager at least two (2) hours 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.

Where it is impossible for an employee to report an absence because of hospitalization or for other emergency related reasons, the employee may have a family member or friend report the absence at the first available opportunity.

In the event of a late arrival, employees are required to call in/text/email to report their late arrival to their manager as soon as possible.

If an employee must leave work early, they must notify their manager as soon as possible.

If late arrivals or early departures can be scheduled in advance, an employee is required to do so in writing to their supervisor.

MEDICAL DOCUMENTATION

The Business may request evidence reasonable in the circumstances that the employee is entitled to the eight (8) days of unpaid Sick Leave under the ESA.

Employees are required to provide medical documentation (at the employee's expense) for each sick day taken after they have exhausted their annual Sick Leave entitlement under the ESA.

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.) should be scheduled outside of normal working time. Time off for appointments that can only be scheduled during working hours must be approved by the employee's manager.

Discipline Policy

The Business 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 behaviour and/or performance.

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 Business 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 supervisor 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.

The Business, in its sole discretion, reserves the right to bypass any and all of the below progressive discipline steps as deemed appropriate. The Business will assess all employee performance and behaviour-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. The manager shall discuss with the employee ways to bring about improvements in the employee's performance.

If the Business 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. The employee's manager will again discuss with the employee ways to bring about improvements in the employee's performance.

If the Business 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 Business proceeds with terminating the employee.

During this step, the Business will require the employee to provide an explanation as to why their performance continues to suffer so the Business 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 Business 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: Dismissal

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

EXCEPTION FOR SERIOUS MISCONDUCT

The Business reserves the right to dismiss an employee prior to carrying out any or all of the steps set out above where, in its sole discretion, we determine that the employee has engaged in serious and wilful misconduct – for example, theft, breach of confidentiality, workplace violence, discrimination and/or harassment.

Anti-Discrimination and Anti-Harassment Policy

ORGANIZATIONAL COMMITMENT

The Business is committed to providing a working environment that is safe, secure, and free from threats, intimidation, harassment, and violence.

We maintain a zero-tolerance approach to any form of physical, sexual, emotional, verbal, or psychological abuse, nor any form of neglect, violence, or harassment.

As such, the Business will not tolerate this behaviour in any shape or form and will take all reasonable and practical measures to protect workers.

This policy applies to all the Business’s workers, including full-time, temporary and contract staff, as well as to any volunteers, students, interns, and apprentices. This also includes any threats, harassment/violence, or abuse from clients towards workers and all such incidents must be reported and will be dealt with in the same manner as internal incidents. This policy applies to every level of our organization and to every aspect of the workplace environment, including events that occur outside of the physical workplace, such as during business trips and staff events, and where applicable, to digital work environments. It is unacceptable for workers or contractors working on the Business’s behalf to engage in harassing and violent behaviour in the workplace or when interacting with clients, suppliers, service providers, potential clients, or anyone with whom they have professional dealings with.

Managers, supervisors, volunteers, and workers are expected to adhere to this policy and to ensure that measures and procedures are followed by all and have been provided with the necessary training, instruction, and information necessary to protect themselves against workplace harassment and violence.

Every worker is responsible for taking measures to prevent workplace violence and harassment and must promptly report any of these acts, experienced or observed, that threaten, or are perceived to threaten, a safe working environment to their immediate manager, supervisor, the Human Resources or the third party, designated by the company. Workers will not be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment and/or violence. To get further assistance, a worker can speak to their immediate supervisor or contact the HSR or the JHSC, as the case may be (if applicable).

The management will investigate all reported incidents and complaints of workplace violence/harassment in a fair and timely manner, while respecting the privacy of all the investigating and all concerned parties.

Name: _____ Signature: _____ Date: _____

On an annual basis, this policy statement must be reviewed, dated, signed by the highest level of management at the workplace and posted in a conspicuous location.

POLICY STATEMENT

The Business is committed to providing a working environment that is safe, secure, and free from threats, intimidation, harassment, and violence. We maintain a zero-tolerance approach to workplace harassment and violence. As such, the Business will not tolerate these acts and

will take all reasonable and practical measures to prevent workplace violence and harassment.

This Workplace Violence and Harassment Prevention Program supplements the Business's Policy and outlines the responsibilities associated with this program. Further to consultation with the Health and Safety Representative (HSR) or the Joint Health and Safety Committee (JHSC), as the case may be (if applicable), the program will be reviewed annually and revised as often as necessary.

ROLES AND RESPONSIBILITIES

Business Owners/Employers/Management Responsibilities:

- Ensure all measures and procedures outlined in the workplace harassment and violence policy and its supporting program are followed by workers and that workers have the information they need to protect themselves against such acts.
- Promote a violence and harassment free workplace by enforcing this policy and its supporting program.
- Develop workplace arrangements that minimize workplace harassment and violence.
- Instruct and inform all workers as appropriate on the contents of this policy and its supporting program.
- Conduct an annual assessment of the risk of harassment and violence in the workplace or as often as necessary.
- Address and resolve incidents involving workers.
- Take measures in certain circumstances to protect workers from domestic violence occurring in the workplace.
- Ensure that the Workplace Violence and Harassment Policy is posted in a conspicuous place in the workplace.
- Investigate any incidents and complaints of workplace violence/harassment in a manner that is appropriate in the circumstances.
- Review this workplace violence/harassment policy and its supporting program annually or if there is an incident of violence/ harassment or if requested by the joint health and safety committee or the health and safety representative; and
- Designate a third party to whom the worker(s) can report incidents where the alleged offender is the business owner, director, manager, or a supervisor.

Managers and supervisors have the additional duty to act immediately if they observe or are presented with allegations of a potentially dangerous situation, including domestic violence. Managers and supervisors are responsible for addressing potential problems immediately and before they become serious.

Management must have an objective third party investigate if allegations of harassment and violence name the owner or manager, as no one who reports to the accused person can perform an investigation into their conduct. Refer to the Reporting Contact Form for the name(s) and contact information of the Business's third-party designate.

Employee Responsibilities:

- Be aware of and adhere to this policy and its supporting program.
- Treat individuals at the workplace with respect and dignity.
- Be an attentive participant in all training related to workplace violence and harassment.
- Refrain from engaging in any violent or threatening behaviour at the workplace.

- Report any incidents of workplace harassment and violence, experienced, or observed, as soon as possible to a manager, supervisor, or Human Resources or a third-party designate.
- Embrace a harassment/violence-free workplace.
- Cooperate in the investigation and resolution of matters involving workplace harassment and violence.
- Workers have the additional duty to notify management if a restraining order is in effect, or if a potentially violent non-work-related situation, such as domestic violence, exists and could result in violence or harassment in the workplace.

EXAMPLES OF WORKPLACE VIOLENCE

Examples of workplace violence include, but are not limited to:

- Expressions of intent to inflict harm.
- Threatening activity, such as waving a fist.
- Using, or attempting to use, physical force against another person.
- Shoving, pushing, hitting.
- Verbal abuse

EXAMPLES OF PROHIBITED HARASSMENT

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

- Bullying.
- Demeaning and/or belittling comments.
- Offensive nicknames, remarks, jokes, or innuendos.
- 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.
- Malicious gossip and/or personally ridiculing an individual.
- Unjustifiable interference with another's work or work sabotage.
- Refusing to work or cooperate with others or interference with or vandalizing personal property.
- Creating a poisoned work environment through comments or conduct (including comments or conduct that are condoned or allowed to continue when brought to the attention of management). The comments or conduct may not be directed at a specific individual, and may be from any individual, regardless of position or status.

EXAMPLES OF PROHIBITED SEXUAL HARASSMENT

- Any form of sexual harassment, including touching, petting, pinching, kissing, unwelcome sexual flirtations, advances, requests, or invitations and leering or other suggestive gestures.
- Rough or vulgar humour or language related to sexuality, sexual orientation, or gender.
- Invading personal space.
- Demanding hugs, dates, or sexual favours.
- Asking questions, talking, or writing about sexual activities.
- Leering or inappropriate staring.
- Jokes with sexual overtones.
- Unnecessary physical contact.
- Threatening to penalize or otherwise punish a worker if they refuse a sexual advance.
- The display of visual sexual material that is offensive, or which one ought to know, is offensive.
- Sexual and physical assault.

Sexual harassment that has taken place at the workplace against a worker or workers is a prominent form of workplace harassment and will be treated as such.

Examples of What is NOT Workplace Harassment

Reasonable action or conduct by a manager, supervisor or worker that is part of their normal work function will not normally be considered harassing. This is the case even if there are sometimes unpleasant consequences for a worker. Examples include:

- Changes in work assignments.
- Scheduling.
- Job assessments and evaluations.
- Workplace inspections.
- The implementation and enforcement of dress codes
- Counselling or disciplinary action.
- Physical contact necessary for the performance of the work using accepted industry standards.
- Conduct which all parties agree is inoffensive or welcome
- Disagreements in the workplace that are not based on one of the prohibited grounds.
- Differences of opinion or minor disagreements between co-workers will also not generally considered to be workplace harassment.

DOMESTIC/INTERPERSONAL VIOLENCE

Provincial regulation and legislation require employers to take every precaution reasonable in the circumstances to protect a worker from domestic violence that may occur in the workplace and expose co-workers to a risk of injury.

The Business recognizes that a worker experiencing domestic abuse may be reluctant to disclose the problem to their supervisor or manager for personal or safety reasons. The Business encourages disclosure in order to ensure the safety of the worker and everyone else in the workplace.

Although the Business respects a worker's desire for privacy and confidentiality, a worker is responsible to disclose situations which may threaten the safety of the worker or anyone else at the workplace to management. Examples of such situations may include threats made from an intimate partner or a previous partner, any restraining orders that list the physical workplace as a protected area workplace or any restraining orders that require a person to always remain a certain distance away from the workplace during the workday. Disclosure of such threats will ensure appropriate safety precautions can be developed to safeguard the worker and their co-workers in the workplace.

TRAINING

Workplace Harassment and Violence Related Training

All workers will be provided with appropriate instruction and information on the contents of the Workplace Harassment and Violence Policy and Program, so that they know:

- How to report incident(s) of workplace harassment and violence to the employer.
- How to report incident(s) of workplace harassment and violence where the business owner, the employer, manager, or supervisor is alleged to have committed acts against the worker.
- How the Business will investigate and deal with incidents or complaints of workplace harassment and violence.

- How the results of an investigation and any corrective actions will be provided to the concerned parties; and
- That information about an incident or complaint of workplace violence will be kept confidential.

Document the provided training by using the Training on the Content of the Violence and Harassment Policy and Program Form.

REPORTING WORKPLACE HARASSMENT AND VIOLENCE

Reporting Procedures for Workers

Who to Report Workplace Harassment/Violence to?

Anyone who believes that they are the victim of workplace harassment and violence should immediately report the incident to management verbally or in writing by using the Workplace Violence and Harassment Reporting Form. When reporting verbally, the reporting contact, along with the worker who is making the complaint will fill out the complaint form.

Where it is alleged that a worker's immediate manager or a supervisor is the alleged offender, or if the worker is uncomfortable addressing the issue with their immediate supervisor or manager, the complaint should be made to another manager, supervisor or to the Human Resources department.

In the absence of a Human Resources department or another manager or supervisor to report the incident to, the worker should report the incident to the third party that has been designated by the Business. Refer to the Reporting Contact Form for the name(s) and contact information of the Business's third-party designate.

Similarly, anyone who has good reason to believe that harassment and/or violence is occurring or has occurred should immediately report the matter to management by using the Workplace Violence and Harassment Reporting Form.

All incidents or complaints of workplace harassment/violence shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

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 a worker is safe, they can then report the matter to management.

All reported incidents or allegations of workplace harassment/violence will be taken seriously and investigated in accordance with the investigation protocols set out in this Policy.

What to include in the Report?

A report of workplace violence and harassment must include the following details about the incident:

- Name and contact information of the worker(s) who has allegedly experienced workplace harassment or violence or threatening behaviour.
- Names, contact information and position of the alleged offenders.
- Names and contact information of potential witnesses or anyone who may be able to provide relevant information about the alleged incident.

- A detailed summary of what happened with date(s), frequency, location(s) of the alleged incident(s); and any supporting documents such as texts, emails, photos, and letters relevant to the complaint.

No Reprisal

No retaliation or reprisals will be undertaken or tolerated against any worker who, in good faith, complains of, reports, or participates in any investigation into allegations of workplace harassment and violence.

WORKPLACE HARASSMENT/VIOLENCE INVESTIGATION

Upon receiving a complaint(s) or allegation(s) of workplace violence/harassment, the Business shall conduct a prompt, thorough and confidential investigation into the allegation(s) or complaint(s).

The Business will conduct an investigation if it indirectly becomes aware of an incident of workplace harassment/violence that is not formally reported, such as when a worker, supervisor or manager witnesses an incident of workplace harassment/violence or learns about it from a third party.

The Business may also, at its discretion, or where required by law, utilize the services of outside legal counsel, or such other external expertise as the Business may deem necessary in the circumstances. Ultimately, it is the aim of the Business to conduct investigations that are impartial and appropriate in the circumstances.

The investigation shall be completed in a timely manner and generally within 90 days or less unless there are extenuating circumstances (e.g., illness, complex investigation) warranting a longer investigation.

A complaint or allegation of workplace harassment/violence cannot be investigated by the individual who is the alleged offender, or by the individual who is alleged to have engaged in violent or violent behaviour.

Furthermore, under no circumstances will a complaint or allegation of workplace harassment/violence be investigated by an individual who is under the direct control of the alleged offender.

The Business will take all reasonable steps to ensure that conflicts of interest are avoided.

Investigation Process

The investigation process will be fair and provide an opportunity for all concerned parties to respond to reports of allegations of workplace violence/harassment.

The investigation procedure is as follows:

1. Interview the complainant(s): The investigator(s) shall interview the complainant(s) and reporting person(s) concerning the facts underlying their allegation(s).
2. Interview the respondent(s): The investigator(s) will interview the worker(s) accused of committing the acts. The worker(s) will be asked for their response to the allegation(s) being made and for their side of the story.
3. Interview witness(es) and other individual(s): The investigator(s) will then interview any other workers or other individuals who may have witnessed the incident(s) of the

alleged actions, or who may otherwise be able to provide information relevant to the investigation.

4. Record: The investigation will be documented, and the record will consist of, among other things, detailed notes of all interviews with workers 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(s). The report will set out findings of fact and conclude about whether workplace harassment/violence had occurred or not.

Furthermore, the applicable investigation protocol may be altered if it is determined that it is necessary to do so, such as where there is a reasonable and imminent threat to a worker's safety.

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, secure, and free from threats, intimidation, harassment and violence, the Business may require a worker to remain out of the workplace (with pay) while an investigation is being conducted.

The participation and cooperation of all workers is critical to the development and implementation of the workplace harassment and violence prevention policy and program.

The refusal or failure of any worker to cooperate with an investigation is a serious form of misconduct for which a worker may be disciplined up to and including immediate dismissal for cause.

External Investigator

If the incident or complaint involves the owner, senior executives or if an unbiased and fair investigation cannot be guaranteed by the Business, an external person qualified to conduct a workplace violence and harassment investigation who has knowledge of the relevant workplace violence and harassment laws may be retained to conduct the investigation. Results of the Investigation

Within a reasonable amount of time (10 days as best practice) of the investigation being completed, the worker who allegedly experienced the workplace violence/harassment and the alleged offender, if they are a worker of the Business, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the Business to address workplace violence and harassment.

If the investigation corroborates the complaint(s), to the satisfaction of the Business, then the Business will, among other things, take appropriate disciplinary action against the offending worker(s) and take any other actions or measures it deems necessary to properly address the incident(s) and prevent future incidences of workplace harassment/violence from occurring. The nature and extent of any disciplinary or remedial action shall be determined by the Business in its sole discretion and may include the immediate dismissal of the offending worker(s) with or without cause.

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 also advised in writing and the matter will be closed.

The amount of information provided about the corrective action will depend on the circumstances but must, at a minimum, indicate what steps the Business has taken, or will take, to prevent similar incidents of workplace harassment/violence, if workplace harassment/violence is found to have occurred.

Record Keeping

The Business will ensure that, as part of the investigation, whether conducted by the Business itself or by a designated third party, copies of the following documents shall be kept on record:

- Details of the complaint and/or the incident.
- A detailed record of the investigation including all relevant documents and notes.
- A copy of the Workplace Violence and Harassment Reporting Form (if one has been completed).
- A summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace violence/harassment and the alleged offender, if a worker of the employer; and
- A copy of any corrective action taken to address the complaint or incident of workplace violence/harassment.

All records of the investigation must be kept confidential and on file for a minimum of one year. The investigation documents should not be disclosed unless necessary to investigate an incident or complaint of workplace violence/harassment, take corrective action or otherwise as required by law.

Reporting to the Police

All situations or any other behaviour that requires police intervention or follow up, such as a situation of immediate or serious danger will be reported to the police.

Intervention

If a worker is considered to be at risk of harassment in the workplace, a plan will be developed to minimize the risk and respond to any potential emergency situation. Should the Business become aware of an actual or potential incident of workplace harassment, every reasonable precaution will be taken in the circumstances to protect the affected worker.

Corrective Action and Discipline

If the Business determines that a worker has engaged in workplace harassment/violence, appropriate corrective action will be taken, up to and including immediate dismissal for cause.

When a violent incident occurs, the Business will evaluate the safety protocols in place to ensure their effectiveness. Management, in consultation with the HSR or the JHSC, as the case may be (if applicable), will review the incident, outline what corrective or remedial actions are necessary to prevent or minimize the potential and impact of repeat occurrences, identify new or previously undefined risks, and reassess using the Workplace Violence/Harassment Risk Assessment Form, review employee training and education programs and determine if they are adequate or if additional training should be provided.

In addition, the Business may require that a worker participate in an awareness management program or other forms of counselling, either voluntarily or as a condition of continued employment.

If this behaviour is that of a non-employee, then the Business will take appropriate action in an effort to ensure that such behaviour is not repeated, and if necessary, take measures to prevent the person from returning to the workplace.

However, not every complaint will warrant corrective action. Rather, corrective action will be determined on a case-by-case basis.

Incident Management

In the event of a significant incident of workplace harassment/violence, the Business will immediately assess the situation and arrange for the following interventions as appropriate:

- Facilitation of medical attention.
- If necessary, report the matter to the police.
- Individual debriefing; and
- If necessary, and if possible, arrange for the provision of counselling services to affected workers.

The Business will investigate the incident(s), and if necessary, the Business will conduct a review of its workplace(s) and reassess the risk of workplace violence/harassment having regard for the circumstances that gave rise to the incident(s) in question.

The results of any assessment will be reported to the HSR or JHSC, as the case may be (if applicable).

HAZARD ASSESSMENTS, REVIEW, AND INSPECTIONS

The Business shall conduct regular reviews of the Workplace Violence and Harassment Policy and at a minimum, review its prevention plan annually or more often if there is an incident of violence/harassment or if the joint health and safety committee or the health and safety representative request a review of the prevention plans.

The Business shall also conduct regular assessments of its workplace(s) to identify, eliminate or if elimination is not reasonably practicable, to control those hazards related to workplace violence and harassment. Moreover, the Business will make any amendments to this policy and any other applicable policies, programs, and procedures, as may be necessary based on the results of its assessments and reviews. The Business will utilize the Workplace Violence/Harassment Risk Assessment Form for conducting its assessments.

The Business will also ensure that appropriate corrective action is taken to reduce identified risks.

The results of any assessment will be reported to the HSR or JHSC, as the case may be (if applicable).

If there is no HSR or JHSC in place, then workers will be directly advised of any assessment. If the assessment is in writing, then workers will be provided with a copy on request or told how they might obtain a copy.

CONFIDENTIALITY

The Business recognizes the difficulty of coming forward with a complaint of workplace violence/harassment and a complainant's interest in keeping the matter confidential. To protect the interests of a complainant, a respondent, or any other person who may be involved in incidents of workplace harassment and/or violence, including witnesses, and to protect the integrity of the investigation process, confidentiality will be maintained throughout

any investigation. Information relating to the complaint will be disclosed only to the extent necessary to carry out this workplace harassment and violence program, or where disclosure is 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 or where disclosure is required by law.

DEFINITIONS

For the purposes of this Policy, the following terms are defined:

Complainant - refers to the person who is making a complaint under this Policy.

Domestic Violence - is a pattern of behaviour used by one person to gain power and control over another person with whom they have, or have had, an intimate relationship with. This pattern of behaviour may include, but is not limited to, physical violence, sexual, emotional, and psychological intimidation, verbal abuse, stalking, and using electronic devices to harass and control.

Emotional Abuse – a chronic attack on an individual’s self-esteem. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming.

Harassment - engaging in a course of vexatious comments or conduct that is known or ought reasonably to be known to be unwelcome. Does not include a reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace.

Neglect – any behaviour that leads to a failure to provide services which are necessary such as withdrawing basic necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.

Physical Abuse – the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.

Psychological Abuse – to communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.

Respondent - refers to the person against whom a complaint has been filed.

Reporting Contact - the person to whom a worker can report any incidents of workplace violence, experienced, or observed.

Sexual Abuse – any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digital or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism, or exploitation for profit including pornography.

Sexual Harassment - engaging in a course of vexatious comments 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, 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.

Sexual Violence - any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened, or attempted against a person without the person's consent and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation.

Third Party Designate - An individual or an organization designated by the Business to whom the worker(s) can report incidents or allegations of workplace violence committed by the employer (e.g., the business owner, senior executives, directors, managers, or supervisors).

Verbal Abuse – humiliating remarks, name calling, swearing at, taunting, teasing, continual put downs.

Workplace Violence - the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker, a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Accommodation Policy

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

This policy covers all employees of the Business 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 Business.

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 Business 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 Business. 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 Business determines that it cannot reasonably accommodate the employee's request, the employee's continued employment with the Business will be assessed based on applicable employment laws and regulations, the Business's policies and procedures, and any collective bargaining agreements. During continued employment, the Business 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 Business.

The Business 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 Business 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 Business 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 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 Business of any changes to their needs to allow it to properly assess and revise any accommodation, if required.

Confidentiality

CONFIDENTIAL INFORMATION

In the course of your employment, you may receive confidential information about the Business 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 Business’ best interests. As such, all employees, volunteers and other agents shall:

- Take precautions to protect and maintain all confidential information;
- Only release confidential information to those authorized to receive it;
- Not disclose, publish or distribute (including by way of social media) confidential information to any unauthorized persons, including the media, at any time;
- Not remove confidential information from its premises or your workplace without its express permission;
- Not make improper use of confidential information, either directly or indirectly; and,
- Safeguard against unintentionally disclosing confidential information – that is, by not discussing confidential information in public and by not working with confidential information on a laptop in public or transmitting such information by unsecured means.

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

PROTECTION OF ELECTRONIC DATA

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

1. Individuals must close their Jobber app on their phone at the end of every shift or workday.
2. Individuals are not allowed to keep personal client information anywhere on their personal phones outside of the Jobber app.
3. Individuals must safeguard and must not disclose their electronic device access codes or any other access mechanisms they have. In that regard, each person is responsible for all activity that occurs while using their access codes or other mechanisms, except where this information was obtained by fraudulent means and the individual in question could not have prevented such unauthorized use through diligent precautionary measures.

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 Business.

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.

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 Business in its sole discretion. Without limiting the generality of the foregoing, “impairment” includes the inability to perform work duties safely, competently, or efficiently.

APPLICATION

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. 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 Business 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

There is medical evidence which indicates exposure to second-hand tobacco smoke is hazardous to health and can cause disease, including lung cancer and cardiovascular disease, in healthy non-smokers. In addition, there is a direct link between cancer of the mouth, lips, throat, and lungs with tobacco chewing and/or smoking.

The Business must control the exposure of workers to environmental tobacco smoke and e-cigarette vapour at a workplace prohibiting the following activities in the workplace:

- Smoking tobacco.
- Holding lighted tobacco.
- Using an e-cigarette; and
- Holding an activated e-cigarette.

EXISTING POLICIES IN THE WORKPLACE

In workplaces where there exists a “restricted smoking or tobacco policy,” all workers, subcontractors and visitors must follow pertinent rules. Workers, contractors/subcontractors, and visitors will be informed during orientation whether the full scope of this policy applies to their workplace.

Signage such as “NO SMOKING” must be strictly observed to ensure workplace safety, regulatory requirements and regulations governing ignition sources (e.g., during fueling) and the need for signage always apply. Workers in noncompliance are subject to disciplinary action up to and including termination.

RULES

The following rules constitute the Business’s “restricted smoking” policy and cover the smoking of any tobacco product (including e-cigarette) and the use of smokeless (or spit) tobacco.

On initial implementation of this policy, all personnel will be informed by management of the policy and how it specifically impacts them at their workplace.

- Smoking and smokeless (or spit) tobacco is prohibited within all company buildings, trailers, vehicles, and equipment.
- Outside, smoking will only be permitted in designated smoking areas. The client and/or site management will determine designated smoking areas in accordance with this policy and in compliance with applicable legislation (general and safety- specific).
- If there is no designated smoking area associated with a building or structure, where permitted all smokers are required to be at least 6 meters (19.7 Feet) from doorways and air intake to prevent non-smokers from being exposed to second-hand smoke during building or structure access and egress.
- Workers are permitted to smoke only on their regular breaks in designated locations.

- All materials used for smoking or tobacco use, including cigarettes, E-Cigarette, cigar butts and matches, must be extinguished and/or disposed of in provided containers. Supervisors must ensure designated smoking areas are kept clean.
- Signage, meeting legislated jurisdiction-specific requirements, must be posted in applicable locations (e.g., site and/or building entrances, inside buildings or vehicles, fueling locations).
- Where legislated requirements are more stringent than company policy, the more stringent requirements apply and vice versa.

COMMUNICATION

Discuss this policy with workers, subcontractors, and visitors during orientation to ensure both the policy and work site-specific implementation requirements (e.g., location of designated smoking areas) are clearly understood.

All tobacco users must comply with this policy, applying equally to all levels of management and workers. Any policy violation will be handled through standard disciplinary procedures as defined by the company disciplinary policy and/or contract terms and conditions.

POLICY REVIEW

The policy must be reviewed at least annually and updated as necessary by the Business, in consultation with the JHSC or the HSR, as applicable.

Social Media Policy

GENERAL

The Business 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 Business.

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, Twitter, 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 Business Information" means Information, knowledge, or data of any nature and in any form relating to the past, current, or prospective business or operations of the Business 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 Business information.
- Do not express opinions which claim to be the opinion of the Business. 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 Business.
- 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 Business.

- Even if you act with the best intentions, remember that anything you put on social media can potentially harm the Business.
- 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 Business's reputation at risk, or if you fall prey to an online attack, inform your manager immediately.

MONITORING INTERNET USAGE

The Business may monitor your social media accounts and may undertake more in-depth monitoring where considered necessary, including any other matters referred to in this Policy.

CONTRAVENTIONS OF THE POLICY

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

Personal Electronic Device Use Policy

GENERAL

The Business recognizes that employees may need their personal electronic device to communicate with family or friends or to obtain information on non-company matters while at work. Use of these devices in the workplace during working hours can interfere with employee productivity and be a distraction in the workplace. The Personal Electronic Device Use Policy (the "Policy") sets out expectations around the use of personal electronic devices by any employee during working hours.

SCOPE

This Policy applies to all employees of the Business.

DEFINITIONS

For the purposes of this policy,

- "Emergency" means a serious situation that requires immediate attention.
- "Personal electronic device" means any device that makes or receives telephone calls or emails, leaves voice messages, sends text messages, selects music, checks social media, or surfs the internet; includes cell phones, tablets, laptops, computers, or any similar electronic device.
- "Use" includes checking/sending texts or emails, answering/making phone calls, checking social media, surfing the internet, playing games, listening to music, or any other use.

POLICY STATEMENT

Employees are permitted to use their personal electronic devices during working hours. However, personal use must be kept to a minimum and must not become a distraction from the employee's duties and responsibilities.

Employees should never directly contact clients through their personal cell phone. Employees should also never provide their personal information to clients and should advise their manager if a client asks for their personal information.

Employees are encouraged to ensure that their family and friends are aware of this Policy.

CONTRAVENTIONS OF THE POLICY

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

Company Supplies and Equipment Policy

PURPOSE

The Business provides employees with company supplies and other equipment required to perform their job. The Company Equipment Policy (the "Policy") ensures proper care and accountability in handling company supplies and equipment.

SCOPE

This Policy applies to all employees of the Business who have been provided with company supplies and/or equipment.

OWNERSHIP OF EQUIPMENT

All supplies and equipment issued to employees remain the property of the Business.

EMPLOYEE RESPONSIBILITIES

Employees who are issued supplies and/or equipment by the Business are responsible for the following:

- Safekeeping and properly caring for the supplies and equipment;
- Limiting use of the supplies and equipment to themselves;
- Limiting their use to work-related purposes for which the supplies and equipment were assigned, except when otherwise directed by management;
- Promptly reporting to their manager any loss of, damage to, or unserviceable condition of any supplies and equipment;
- Not attempting to repair any damaged or malfunctioning supplies and equipment without prior approval of a manager (unless it is part of their job);
- Not discarding or selling damaged or malfunctioning supplies and equipment without management written approval; and,
- Securing supplies and equipment during transit.

LOSS/THEFT OF SUPPLIES

Lost or stolen supplies and equipment must be immediately reported to management. If the supplies and equipment are stolen outside the Business's premises, the employee must also report it to the police.

INTENTIONAL DAMAGE TO SUPPLIES

Intentionally damaging company supplies and equipment (including the hardware or software) in any way may result in the loss of privileges and/or other discipline up to and including dismissal.

The Business reserves the right to recover expenditures associated with intentional damage to supplies and equipment, in accordance with applicable laws.

An employee may voluntarily reimburse the Business for damaged supplies/equipment, which may be considered a mitigating factor in determining the extent of disciplinary action.

CONTRAVENTIONS OF THE POLICY

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

Termination of Employment

GENERAL

Terminations are to be treated in a confidential, professional manner by all involved. Upon termination, employees are entitled to receive all earned pay and/or commissions and vacation pay.

MANNERS OF DISMISSAL

The types of terminations of employment are included in each employee's individual employment agreement.

Reference to just cause in the employment agreement includes:

- A material breach of the employee's employment agreement or the Business's employment policies;
- Unacceptable performance;
- Theft, dishonesty or falsifying records, including providing false information as part of an application for employment;
- Intentional destruction, improper use or abuse of our property;
- Violence in the workplace;
- Obscene conduct at our premises or during company-related functions elsewhere;
- Harassment of co-workers, supervisors, managers, clients, suppliers or other individuals associated with the Business;
- Insubordination or wilful refusal to take directions;
- Intoxication or impairment in the workplace;
- Repeated, unwarranted, and wilful lateness, absenteeism or failure to report to work; and,
- Personal conduct that prejudices the Business's reputation, services, or morale.

Upon termination for cause, the employee shall be provided with a written summary of the reasons(s) for dismissal.

EMPLOYER PROPERTY

Upon the end of employment for any reason, an employee shall return all items of any kind created or used pursuant to the employee's service or furnished by us, including but not limited to computers, mobile devices, reports, files, diskettes, manuals, literature, confidential information, supplies, or other materials, which shall remain and be considered the exclusive property of the Business.

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 for just cause.

I further acknowledge that the Business 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: _____