

ONBOARDING PACKAGE

- 1. Employee Information Sheet - Filled**
- 2. Direct Deposit Form - Scanned**
- 3. Driver's License - Scanned**
- 4. Driver's Abstract - Scanned**
- 5. Criminal Background Check - Scanned**
- 6. Employee Handbook - Signed off**

NEW EMPLOYEE INFORMATION FORM

First Name:

Last Name:

Gender (M/F):

Date of Birth (dd/mm/yyyy):

Home Address:

City:

Postal Code:

Social Insurance Number:

Email Address:

Contact Phone:

Starting Date (dd/mm/yyyy)

Work Site:

Residential or Commercial (R/C)

Upload your direct deposit form ** Required

Upload a copy of your driver's license ** Required

Upload a copy of your driver's abstract ** Required

Upload a copy of your criminal background check ** Required

Manual 1

Employee Handbook

Power Vac Ontario/National Duct at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.



2024 - second Edition

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Message from Ownership

Cambridge, May 2023

When I was in my twenties travelling the world, I went into a city in Asia that was in the midst of a mayoral election campaign. One banner on a street corner attracted my attention. It said simplify in English: “if we allow one person to break one rule, then nobody needs to follow any rule.”

In contrast to some other parts of the world, Canadian society is built on the rule of the law. This employee handbook, in compliance with the *Employment Standards Act, 2000* (ESA), is Power Vac Ontario/National Duct’s version of the rule of law. By spelling out clearly policies that cover all areas of the activities of the Company, I believe this is the best way to treat every staff fairly and hold management accountable.

To borrow an expression from Teddy Roosevelt: “Nobody is above the law.” This document guarantees that no matter who you are, your rights are protected and our obligations toward you are fulfilled. Likewise, you are expected to follow our policies as a condition of your employment here at Power Vac Ontario/National Duct. Rules are made for everybody, apply to everybody, to benefit everybody.

With best regards,

Dan Zhou

President

I. Introduction

This handbook has been created to familiarize the Company's employees with important policies, procedures, benefits, time off and code of conduct.

It supersedes all other policies, manuals or memos that the Company has published or communicated. The Company reserves the right to modify, suspend or terminate any of the policies, procedures and/or benefits with or without prior notice. All attempts will be made to keep the handbook current.

A. Applicability

All policies contained in this handbook apply to all employees without exception. As a condition of employment, we ask employees on payroll to read and sign off after reading it.

B. Definitions

"Employee" is defined as everyone employed/volunteering with, representing, or in business with the Company including managers, supervisors, workers, volunteers and contractors.

"The Company" or "Company" is defined as Power Vac Ontario and National Duct.

II. Employment Policies

A. Probationary Period

All employees will complete a 3-month probationary period. In accordance with the Employment

Standards Act, 2000, if during this period the Company terminates their employment, no notice or pay in lieu of notice will be provided.

B. Equal Opportunity Employer

The Company is an equal opportunity employer and does not discriminate against race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, marital status, family status or disability. The Company recruits, trains, pays and promotes all employees fairly and equally.

C. Background Check

Prior to making an offer of employment, the Company may complete a background check including employment verification, professional references, education and a credit check.

D. Criminal Record Check

A criminal record check must be provided to protect the Company's interest and that of its employees and clients. The criminal record check will be stored confidentially in accordance with the privacy legislation in Ontario.

E. Driving Record

For roles that require driving Company vehicles, a driver's abstract and a copy of the driver's license must be provided to the Company within the first two (2) weeks of hiring.

According to the Ontario Human Rights Commission, when driving "is an essential duty of the job," an employer can request driving record abstracts and may refuse an applicant for a poor record. The Insurance Board of Canada recognizes vehicle collisions as "the greatest potential source of loss for many businesses."

Business owners are generally responsible for the negligence of employees when they operate a vehicle on behalf of the organization. When hiring for jobs that require commercial drivers or the use of a company vehicle, requesting driving record abstracts can help an employer see the driving behaviour of candidates and whether they are safe and responsible drivers.

Three-year driving record abstracts are the most requested by employers in Ontario. They include driver identification details, a history of demerit points, active fine suspensions, the Highway Traffic Act and Criminal Code of Canada convictions, suspensions, and reinstatements over the past three years.

F. Changes in Personal Data

Any change in name, social insurance number, address, phone number, or a change in tax withholding deductions must be reported to the Company promptly.

G. Termination

1. With cause

A single serious incidence of theft, dishonesty, insubordination, wilful misconduct, gross negligence, use of ethnic, religious or racial slurs, bullying, harassment, fraud, sexual misconduct, illegal act, discriminatory act, conduct reflecting adversely on the Company, physical violence, refusal or unwillingness to perform assigned duties may be grounds for immediate termination with cause. No notice or pay in lieu of notice will be provided.

2. Without cause

The Company may terminate employment by providing the employee with (a) the minimum amount of notice, pay in lieu of notice (or both), severance pay, vacation pay and benefit continuation and any other entitlements strictly required by the Employment Standards Act calculated from the original hire date.

3. ESA compliance

In no case will the total payments and provision of benefits provided to the employee in respect of the termination of the employee's employment be less than the employee's entitlements stipulated by the Employment Standards Act.

III. Workplace Policies

A. Workplace Violence & Harassment

1. Introduction

The Company is committed to the prevention of violence within the workplace. The Company will take all reasonable steps necessary to protect its workers from all sources of workplace violence.

A workplace violence program has been established to implement this policy. This program includes procedures to protect employees from workplace violence, means for summoning assistance in the case of violence, and a process for employees to report incidents and concerns about violence. The Company, as the employer, will ensure that this policy and program are implemented and maintained to provide all employees with the information and means necessary to protect them from violence in the workplace.

Managers and supervisors will adhere to this policy and program, and ensure that workers follow the outlined measures and procedures. All workers must adhere to this policy and program and are encouraged to report incidents and raise concerns about violent incidents. Detailed procedures are outlined in the policy below.

Management at the Company will investigate and deal with all incidents and concerns of workplace violence in a timely manner. The privacy of all individuals concerned will be respected to the extent possible and all individuals will be treated fairly.

2. Definitions

2.1 *Domestic Violence* is understood to be a pattern of behaviour to gain power and control over another person with whom he/she has or has had an intimate relationship. This pattern of behaviour may include physical violence, sexual, emotional and psychological intimidation, verbal abuse, stalking and using electronic devices to harass and control.

2.2 *Workplace Violence*, as defined by the Occupational Health and Safety Act, can mean:

2.2.1 The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,

2.2.2 An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,

2.2.3 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.

Workplace violence includes domestic violence that could cause physical injury to a worker in a workplace.

2.3 *Workplace harassment*, as defined by the Occupational Health and Safety Act, can

mean:

2.3.1 engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or

2.3.2 workplace sexual harassment

2.4 *Workplace sexual harassment*, as defined by the Occupational Health and Safety Act, can mean:

2.4.1 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 or

2.4.2 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

3. Responsibilities

3.1 *The Company*, as an employer, is responsible for promoting a violence-free workplace environment by identifying potential risks and setting in place control measures to minimize these potential threats. The Company is also responsible for ensuring that all employees have received the necessary training for reporting and responding to incidents of workplace violence.

3.2 *Managers and supervisors* are responsible for ensuring that risk factors are identified. They will also ensure that workers are informed of any actual or potential hazards related to workplace violence. Their responsibilities further include ensuring that procedures are developed and implemented to eliminate or control the risks where potential violence. These procedures will be communicated to the workers in their respective areas. They will inform workers of any actual or potential hazards related to workplace violence and develop and implement procedures to eliminate or control the risks where potential violence exists. These procedures will be communicated to the workers in their respective areas.

They are also responsible for providing information to a worker about a person with a “history of violent behaviour” if the worker could be expected to encounter the person in the course of his/her work and there is a risk of workplace violence likely to expose the worker to physical injury. Assistance must be sought from management prior to disclosing any information.

These individuals will respond in a prompt and effective manner and contact the police when an act of violence is observed or a report of violence is received. They will take steps to protect a worker and co-workers when aware or ought reasonably to be aware of a domestic situation that could likely expose them to physical injury within the workplace.

3.3 *Employees* are responsible for reporting acts of violence or threats of potential violence to their immediate managers and/or supervisors. If in immediate danger or witness to anyone else in immediate danger, contact emergency services by dialling 9-1-1.

4. Workplace Violence Risk Assessment

As a customer-facing company, employees perform a number of activities that may increase the risk of workplace violence. These include:

- Direct contact with clients
- Working alone or in small numbers
- Mobile workplaces
- Working late at night or early in the morning

The Company is committed to proactively assessing the risk of workplace violence in all workplace environments and will re-assess as often as necessary, in order to protect employees from workplace violence. A re-assessment will take place annually or if the workplace is moved, or there are changes in work conditions.

5. Communicating Information about the Risks of Violence

The Company will communicate information about the risk of workplace violence to all employees through employee training, e-mail, and meetings with the Health and Safety Committee and employees. This information includes

- Measures and procedures to control the risks identified in the assessments
- Measures and procedures used to summon immediate assistance where workplace violence may occur
- Measures and procedures to allow workers to report incidents or threats of workplace violence
- The procedure that is followed to investigate and respond to incidents of workplace violence

6. Summoning Assistance

If workplace violence or the threat of workplace violence becomes apparent, seek assistance immediately.

If the situation is deemed to be controllable internally, contact a supervisor or manager immediately. If the situation is deemed to pose a great threat, call 911 immediately, then contact a manager. Different situations will require different responses.

Any company phone or personal cell phone may be used to call 911. Dialling 911 will provide you with access to local police, fire department, and paramedic services.

7. Violence Reporting and Investigation Procedure

All employees have a duty to report an act or threat of workplace violence in a prompt manner, in order to protect themselves and their colleagues. All employees are required to contact a manager or supervisor if they have witnessed a violation of the Workplace Violence Prevention

Policy.

There will be no negative consequences for reporting an act of violence or a potential threat of violence.

7.1 Employees

7.1.1 If an employee is exposed to an act of violence or a potential threat of violence, he/she should immediately remove him/herself from the situation and move to a safe zone, if he/she is safely able to do so.

7.1.2 Immediately seek assistance. Use his/her best judgment to determine whether contacting a manager is appropriate or if the incident is severe enough to require outside assistance. If he/she requires outside assistance, call 911 immediately.

7.1.3 Once the situation is under control, immediately report the details of the incident to a manager or supervisor.

7.2 Managers

7.2.1 If an employee reports an incident of workplace violence to a manager, the manager shall take immediate steps to investigate the situation.

7.2.2 If a manager deems the risk of further violence to be minimal, take action to de-escalate the situation. If the manager is uncomfortable intervening, he/she will immediately contact someone with the appropriate training. If the threat of violence is deemed to be continuous and severe, call 911 immediately.

7.2.3 Once the situation is under control, ensure that any necessary first aid treatment is provided. If the treatment required is minor, have a certified First Aid Respondent provide the required treatment. If treatment is required that cannot be provided internally, call an ambulance or arrange for immediate transportation to the hospital or a medical centre for the injured parties.

7.2.4 After medical treatment has been provided, immediately begin the investigation procedure by reporting the incident.

7.2.5 Determine appropriate action to be taken, based on information obtained during the investigation.

7.2.6 Inform the complainant and respondent (if internal to the organization) of the findings and the actions that will be taken.

7.2.7 Take appropriate action and implement necessary preventative measures to prevent an incident from happening again.

7.2.8 Inform employees about preventative measures being taken to reduce future risk of workplace violence.

7.2.9 Remember that information obtained during the investigation is strictly confidential and do not share the details of the incident with individuals who are not directly involved with the investigation.

Under the Occupational Health & Safety Act, all reported incidents must be documented and kept on file. All notes and reports must be returned to management and be filed in the employees' personnel file.

8. Disciplinary Action

The Company does not condone violence or threatening behaviour of any nature. Where an incident is reported, a thorough investigation will be conducted to determine the severity of the inappropriate conduct and to determine the disciplinary action necessary, if the offender is another employee. Disciplinary action may be progressive. As determined appropriate by the severity of the incident, a first offence may result in a verbal warning or suspension. Where the incident is severe enough to pose a significant threat to employees as a first offence, or where additional offences occur, the Company may decide to dismiss the offender for cause without notice or compensation.

Where violent behaviour is exhibited by a member external to the Company, it will be determined whether legal action is necessary.

9. Work Refusal

Workers have the right to refuse work if they have a reason to believe they are in danger from workplace violence. If a worker exercises his/her right to refuse work in a situation of violence, he/she should let the manager or supervisor know immediately.

B. Occupational Health & Safety Policy

1. Program

The Company is committed to providing a safe workplace environment and preventing the accidental loss of any of its resources. To uphold this commitment, the Company will take all reasonable means necessary to provide a safe workplace environment and prevent the risk of personal injury or illness to any workers. This policy applies to everyone employed/volunteering with, representing, or in business with the Company including managers, supervisors, workers, volunteers, contractors, and clients. All employees must be dedicated to reducing the risk of injury in the workplace.

The Company is ultimately responsible for the health and safety of our workers. We will strive to abide by the requirements set out in Ontario's Occupational Health and Safety Act ("the Act") in all activities relating to safety, including the identification and elimination of hazards, training requirements, proper use of Personal Protective Equipment (PPE), and proper reporting processes if an accident should occur.

By law, all employees are entitled to know and understand their rights as defined by the Act. Managers and supervisors hold the responsibility of ensuring that any machinery and equipment is safe to operate and that employees are supervised. Employees must receive appropriate training for their specific work tasks to protect their personal health and safety. Each employee must work in compliance with the law, as well as the safe work practices established by the Company.

It is in everyone's interest to consider health and safety in all aspects of their work.

2. Internal Responsibility System

The Internal Responsibility System is the collaboration between all members of an organization to promote and implement health & safety. The IRS lays out the responsibilities of employers, supervisors, and employees, some of which overlap.

3. Three Basic Rights

3.1 The Act gives workers three important rights

- The right to know about hazards in their work and get information, supervision and instruction to protect their health and safety on the job.
- The right to participate in identifying and solving health and safety problems or through a health and safety representative or worker member of a joint health and safety committee.
- The right to refuse work that they believe is dangerous to their health and safety or that of any other worker in the workplace.

3.2 The Right to Know

3.2.1 Workers have the right to know about any potential hazards to which they may be exposed in the workplace. The primary way that workers can become aware of hazards in the workplace is to be informed and instructed on how to protect their health and safety, including health and safety related to the use of machinery, equipment, working conditions, processes and hazardous substances.

3.2.2 The employer can enable the workers' right to know in various ways, such as making sure they get:

- Information about the hazards in the work they are doing.
- Training to do the work in a healthy and safe way.
- Competent supervision to stay healthy and safe.

3.3 The Right to Participate

Workers have the right to be part of the process of identifying and resolving workplace health

and safety concerns. This right is expressed through worker membership on joint health and safety committees or through worker health and safety representatives.

3.4 The Right to Refuse

Workers have the right to refuse work that they believe is dangerous to either their own health and safety or that of another worker in the workplace. For example, workers may refuse work if they believe their health and safety are endangered by any equipment they are to use or by the physical conditions of the workplace. Section 43 of the Act describes the exact process for refusing work and the responsibilities of the employer/supervisor in responding to such a refusal.

In certain circumstances, members of a joint health and safety committee who are “certified” have the right to stop work that is dangerous to any worker. Sections 45 – 47 of the Act sets out these circumstances and how the right to stop work can be exercised.

3.5 Code of Conduct

The Company is committed to providing a safe workplace environment. Everyone is expected to follow the rules and guidelines set out in the health & safety policy and program.

When someone willfully disregards the rules and procedures, appropriate action will be taken, starting with coaching on working safely. In the event that the behaviour becomes repetitive, progressive action will be taken, as deemed appropriate, depending on the infraction.

3.6 Alcohol and Drugs

The Company does not permit the consumption of alcohol or marijuana in the workplace due to safety concerns. It is expected that everyone abides by this policy. Consumption of alcohol at offsite events or outings is permissible so long as it is done responsibly. No one is to operate power tools and machinery after having consumed alcohol, marijuana or any other controlled substances. If consuming alcohol at an offsite event, ensure that you are able to get home safely, without endangering yourself or anyone else, and use alternate modes of transportation if necessary. The Company does not condone underage drinking. In the case of inappropriate use of alcohol or other controlled substances at the office or at offsite work-related events, an investigation will be launched and appropriate action will be taken, up to and including termination of employment.

3.7 Employee Training

Health and safety training will be provided to all employees as required for the work they perform.

3.8 Orientation training

New employees will be provided with the training necessary to work safely when they begin their employment. Ensuring that the training has been completed is the responsibility of the employee's manager.

3.9 JHSC training

The joint health and safety committee must have at least 2 certified members at all times, with an equal number representing the company and the employees. Training will be provided and any associated cost will be paid by the Company.

3.10 WHMIS training

WHMIS training must be provided to all technicians when they begin their employment.

3.11 Training Records

Any training that is provided must be documented and filed with management. Both the employee and manager/trainer must sign off on the training.

3.12 Right to Refuse Unsafe Work

All employees will be instructed on the right to refuse unsafe work and proper work refusal procedures by completing the health & safety awareness training.

3.13 First Aid Training

At least one certified first aider must always be on staff. Training will be provided and any associated cost will be paid by the Company. A list of first-aid-certified workers is posted in the staff room.

3.14 Joint Health & Safety Committee

A list of JHSC members is posted in the staff room.

4. Workplace Inspections and Hazard Analysis

4.1 Hazard Definition: An occupational hazard is a thing or situation with the potential to harm a worker. Occupational hazards can be divided into two categories: safety hazards that cause accidents that physically injure workers, and health hazards which result in the development of disease. It is important to note that a "hazard" only represents a potential to cause harm. Whether it actually does cause harm will depend on circumstances, such as the toxicity of the health hazard, exposure amount, and duration. Hazards can also be rated according to the severity of the harm they cause - a significant hazard being one with the potential to cause a critical injury or death.

5. Analysis of Accidents and Illnesses Occurring at the Workplace

- Accident Investigating/reporting
- Accident scene preservation
- Job safety analysis
- Accident Analysis

6. Hazard Reporting and Response System

6.1 Employee Duty

Under the OHSA, an employee is required to:

6.1.1 report to his or her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker

6.1.2 report to his or her employer or supervisor any contravention of this Act or the regulations or the existence of any hazard of which he or she knows.

6.1.3 after notifying his or her employer, the employee should also notify the JHSC of the concern

6.2 Process for Dealing with Hazards

There is a three-step process for dealing with workplace hazards. First, they must be recognized; then they must be assessed; and finally, if necessary, they must be controlled. Recognition involves both identifying a hazard and determining if there is a possibility of workers being affected by it. If there is such a possibility, it must be assessed and if it is found to be significant, the hazard must be controlled.

Control can be applied at the source of the hazard, along the path between the source and the worker, or at the worker. Control at the source is preferred. Hazard recognition is an important role of the Joint Health and Safety Committee; the control of hazards is a general duty for employers under OHSA Section 25(2)(h).

6.3 JHSC Involvement

The JHSC will conduct monthly workplace inspections and take note of any potential workplace hazards, which will be addressed during the monthly committee meeting. The JHSC will then make recommendations to the employer, the employer must then respond in writing to these recommendations. If the employer agrees with the recommendations, the recommended action must be taken within a reasonable time frame. If the employer disagrees, they must provide a thorough explanation of their reasoning for disagreeing with the recommendations and what steps will be taken instead, to mitigate the hazard.

Where a hazard is identified by an employee, the JHSC will work with the employee and employer to investigate the identified hazard and make recommendations to the employer to mitigate it. The employer must then respond to these recommendations.

7. Personal Protective Equipment

Certain activities and tools require the use of Personal Protective Equipment (PPE). Employers and employees share a responsibility in ensuring that proper PPE is made available and used.

Duties are as follows:

7.1 Employer

- 7.1.1 Ensure the PPE provided is used by the worker [OHSA clause 25(1)(d)]
- 7.1.2 Provide and maintain in good condition all prescribed PPE [clauses 25(1)(a) & (b)]

7.2 Manager/supervisor

- 7.2.1 Ensure a worker wears the PPE required by the OHSA and its regulations [clause 27(1)(a)]
- 7.2.2 Ensure the worker uses the PPE required by the employer [clause 27(1)(b)]

7.3 Worker

- 7.3.1 Wear any PPE required by the employer [clause 28(1)(b)]
- 7.3.2 Report to the employer or supervisor any known missing or defective PPE [clause 28(1)(c)]
- 7.3.3 Not remove or disable any PPE required by the employer or by the supervisor [clause 28(1)(d)]
- 7.3.4 The Company will provide all PPE to employees, but it is up to the employee to purchase CSA-approved steel toe boots.
- 7.3.5 It is expected that anyone working with hazardous/dangerous tools or in a hazardous environment uses appropriate PPE. The PPE list is below and is required for all technicians and any employee who visits a customer site. Common PPEs provide protection to eyes, head, and feet:

- Safety glasses - to shield eyes from debris
- Earplugs - to protect hearing from loud noises
- Dust mask
- Respirators and HEPA filters - to protect against the inhalation of toxic chemicals or debris
- steel-toed boots - to protect feet against heavy objects of materials crushing feet
- Hard hat, booties, disposable Tyvek suit
- Knee pads
- Lock out tags
- Eye wash bottle

7.4 Responsibility

7.4.1 It is the employee's responsibility to follow proper PPE procedures and use the PPE required when working with hazardous tools or in hazardous environments.

7.4.2 It is the supervisor's responsibility to ensure that employees follow PPE procedures and use PPE when required.

8. Workplace Attire

8.1 The Company has a casual dress code, however, certain activities require that appropriate attire be worn.

8.2 Any employees working around power tools, visiting customer sites, or in the warehouse must wear closed-toed safety shoes. Employees should also wear clothing that covers their arms and legs, as specified by the operating procedures for specific tools. Since we are customer-facing, please refrain from wearing any clothing with offensive language or graphics.

8.3 Jewelry should not be worn while working with tools, travelling to a customer site, or working in the warehouse.

C. Electronic Monitoring Policy

The policy is intended to establish guidelines for the Company's practices and procedures related to the electronic monitoring of employees. This policy applies to all employees.

1. Purpose of this policy

The Company values trust, discretion, and transparency with respect to how employees' work is being monitored.

The Company is committed to protecting all employees and the company from illegal or damaging activities by creating awareness and electronically monitoring our networks and computer systems. The information obtained through this policy will be used to ensure that we are in compliance and are not at risk of any virus attacks, compromised networks and systems, legal issues and fines.

The Company may electronically monitor employees by tracking employee activities on any company equipment, network, or computer system.

Circumstances in which the Company may conduct electronic monitoring include but are not limited to the following: a breach in security, ongoing employee investigations related to workplace violence or harassment and any issues related to employee or Company safety. The information obtained through electronic monitoring is restricted to review by management.

2. Definitions

2.1 "Electronic Monitoring" is defined as observing, collecting, and tracking employee

electronic/digital activities on company equipment.

2.2 “Company equipment” is defined as the property of the Company, including but not limited to laptops, vehicles, GPS trackers, applications, tablets, phones, wireless technology, electronic mail, internet browsing and remote access.

2.3 Employee Responsibilities

2.3.1 Follow the guidelines contained within this policy

2.3.2 Take precautionary measures to prevent unauthorized access to computer equipment and confidential information

2.3.3 Use company equipment only for work-related communication and activities

2.4 Supervisors/Managers' Responsibilities

2.4.1 Inform management within 48 business hours if they suspect any employee activity in contravention of this policy

D. Drug and Alcohol Policy

1. Generalities

The Company is committed to providing a safe and healthy work environment for all employees. The Company has adopted this policy to communicate its expectations and guidelines surrounding drug and alcohol use, misuse, and abuse in the workplace.

This policy applies to everyone employed/volunteering with, representing, or in business with the Company including managers, supervisors, workers, volunteers, and contractors.

2. Guidelines

Employees who are under the influence of drugs or alcohol on the job can pose serious health and safety risks to themselves, their fellow employees, and customers. To help ensure a safe and healthy workplace, the Company reserves the right to prohibit certain items and substances from being brought on to or being consumed on company premises, or during the course of work or work-related functions.

3. Expectations

The following expectations apply to employees and management alike while conducting work on behalf of the company or representing the company, whether on or off company property:

3.1 Employees are expected to arrive to work fit for duty and able to perform their duties safely

and to standard; employees must remain fit for duty for the duration of their shift;

3.2 Use, possession, distribution, or sale of drugs during work hours or inside company buildings, including during paid and unpaid breaks, is strictly prohibited;

3.3 Use, possession, distribution, or sale of alcohol during work hours or inside company property, including during paid and unpaid breaks, is strictly prohibited, except for celebratory events or equivalent that have been approved at the management level;

3.4 Employees may not report to work while under the influence of recreational marijuana, alcohol and any other non-prescribed substances;

3.5 Employees with medical prescriptions to take substances for medical purposes are required to communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment; and

3.6 Employees are expected to abide by all governing legislation pertaining to the possession and use of alcohol, marijuana, or any other controlled substances.

4. Management Responsibilities

4.1 Clarify policy expectations to their direct reports

4.2 Identify any situations that may cause concern regarding an employee's ability to safely perform their job functions and take necessary actions;

4.3 Ensure that any employee who asks for help due to a drug or alcohol dependency is provided with the appropriate support (including accommodation) and is not disciplined for doing so; and

4.4 Maintain confidentiality and employee privacy.

5. Employee Responsibilities

5.1 Arrive to work fit for duty, and remain fit for duty throughout their shift;

5.2 Perform work safely in accordance with company-established or industry-standard safe work practices;

5.3 Avoid the consumption, possession, sale, or distribution of marijuana or other drugs on company property, and during working hours even if off company property;

5.4 Avoid the consumption of alcohol on company property;

5.5 Not operate work equipment, or machinery while under the influence of drugs or alcohol

5.6 When not scheduled to work, refuse a request to come in to work if unfit for duty;

5.7 Report limitations and required modifications as a result of medically approved drug use;

5.8 Report any instances or concerns where these guidelines are not followed by co-workers to management or Human Resources;

5.9 Seek advice or appropriate treatment due to dependency or emerging dependency;

5.10 Communicate dependency or emerging dependency to management;

5.11 Follow the after-care program for dependency, where established; and

5.12 Abide by all governing legislation pertaining to the possession and use of alcohol, marijuana and other drugs.

6. Employees' Consumption

6.1 Consume alcohol and marijuana responsibly while engaging in company social events off-premises provided that they are:

6.1.1 Complying with applicable federal, provincial, and state laws of the country

- 6.1.2 Complying with any applicable policies of the venue
 - 6.1.3 Not putting themselves or others in danger due to impairment
 - 6.1.4 Not returning to the office or engaging in work later in the day after having consumed marijuana
 - 6.1.5 Have arranged for safe transportation to/from the event
- 6.2 In the case where employees are representing the company at conferences, trade shows, sales meetings, or equivalent, the above rules shall apply, as well as any additional guidance provided by on-site managers and supervisors. In the case of marijuana consumption in particular, it is best to actively seek guidance for the time being.

7. Medical Marijuana

Where an employee requires medical use of marijuana and can provide appropriate medical evidence that they may need to use marijuana during work, for medical purposes, they must contact their manager and Human Resources to discuss limitations and accommodation requirements per the Accommodation Policy.

8. Disciplinary Action

Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment for cause without compensation at the first offence. Where applicable, the Company may also take legal action in accordance with the law.

E. Code of Conduct

All employees are urged to become familiar with the Company's rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company's business.

1. Attendance and Punctuality

The Company expects employees to be ready to work at the beginning of assigned daily work hours and to reasonably complete their projects by the end of assigned work hours.

2. Work Schedule

Unless otherwise specified, regular full-time employees are expected to work at least forty-four (44) hours per workweek following the Company's Set schedule. New Schedules are posted every month. Every effort will be made to provide two consecutive days off per week on top of Sunday.

3. Start Times

The Company expects employees to be on-site, on time to begin work at the proper scheduled time so that maximum productivity may be reached as soon as they are “on the clock”. Similarly, at the end of the shift employees are expected to “punch out” and then change their clothes if necessary.

4. Absence and Lateness

4.1 From time to time, it may be necessary for an employee to be late or absent from work. The Company is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact all affected parties if they will be absent or late.

4.2 If an employee is unable to come to work, the Company must receive a call from him/her one (1) hour prior to the start of the scheduled shift. All calls must be made directly to the Operation Manager. A further call must be made to the office no later than 3:00 p.m. on the first day of illness to advise the Company whether or not the employee will be in the next day. As the Company must schedule work in advance, it expects a call from the employee on each day he/she is away with an updated report on the expected return date to work.

4.3 The Company expects employees with an illness that lasts for two (2) or more days to be under the care of a physician. Consequently, the Company requires a doctor's note for all absences due to illness exceeding two (2) days. Failure to supply the Company with a doctor's note is grounds for immediate dismissal with cause.

5. Unscheduled Absence

Absence from work on scheduled days without notifying a manager will be considered a voluntary resignation.

6. Meal and Break Periods

By law, employees are allowed a half-hour break period when the work period is five (5) hours long or longer. Lunch breaks are generally taken between 11:30 AM and 1:00 PM. The Company has established meal and break periods for different categories of employees.

7. Harassment

The Company does not tolerate workplace harassment. Workplace harassment can take many forms. It may be but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. As a customer-facing business, customer homes and job sites are considered workplaces. Employees interacting with people on these premises are subject to this policy. Please review section *III-A Workplace Violence & Harassment* of this handbook.

8. Sexual Harassment

The Company does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favours, or other unwelcome verbal or physical contacts of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position. As a customer-facing business, customer homes and job sites are considered workplaces. Employees interacting with people on these premises are subject to this policy. Please review section *III-A Workplace Violence & Harassment* of this handbook.

9. Violence in the Workplace

The Company has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect the Company or which occur on the Company or client property, will not be tolerated. As a customer-facing business, customer homes and job sites are considered workplaces. Employees interacting with people on these premises are subject to this policy. Please review section *III-A Workplace Violence & Harassment* of this handbook.

10. Confidential Information and Nondisclosure

By continuing employment with the Company, employees agree that they will not disclose or use any of the Company's confidential information, either during or after their employment. The Company sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, employment with the Company assumes an obligation to maintain confidentiality, even after an employee has left the Company.

11. Ethical Standards

The Company insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind the Company's great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with the Company's principles and standards.

12. Dress Code

Employees of the Company are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects the Company's reputation or image is not acceptable. T-shirts are required for the Residential and Commercial sectors. Black or Grey cargo-style work pants are the only acceptable type of pants to wear. Technicians are responsible for providing their own work clothes. Shorts and muscle shirts are not acceptable.

13. Steel Toe Boots and Personal Protective Equipment

13.1 Employees of the Company are required to wear CSA-approved work boots. The boots have to cover the ankles so they cannot be any shorter than 6". The reason for this is that we

work in factories and construction sites that require us to have ankle-high steel-toe boots. All workers must come with their own steel-toe boots on day one.

13.2 Other personal protective equipment may be required and will be provided by the Company. Please review section ***III-B-7 Personal Protective Equipment*** of this handbook.

14. Use of company equipment

The Company will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of the Company unless it is approved for a job that specifically requires the use of company equipment outside the physical facility.

15. Use of Computer, Phone, Mail and Cell Phones

15.1 Company property, including computers, phones, fax, electronic mail, and voicemail, should be used only for conducting company business. Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

15.2 Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

16. Use of personal cell phones

Workers are permitted to bring their personal cell phones to the workplace. Cell phones are required for Dispatch / Invoice and Debit Machine Payments. Calls must never be made or picked up while driving.

17. Employee Social Media and Internet Policy

17.1 Applicability

These guidelines apply to all employees who create or contribute to blogs, wikis, social networks, virtual worlds, or any other kind of social media during work hours and non-work hours. The list includes but is not limited to; Twitter, Facebook pages/groups, Tumblr, Google +, Wikipedia, Pinterest, Instagram, YouTube, foursquare, LinkedIn, Tik Tok, Word Press, video or comments on online media stories.

Note: *This policy does not apply to employees' personal use of social media platforms outside of work- hours where the employee makes no reference to company-related topics.*

17.2 Social media-specific policy for employees,

Take time to understand and follow these simple but important guidelines. Our overall goal is simple: to enable employees and contractors to participate online in a respectful, relevant way that protects our reputation and follows the letter and spirit of the law.

17.3 Internet/ intranet usage:

17.3.1 When on the job site - the use of cell phones to take photos or videos should be approved by the customer and the images/video should be attached to the invoice

17.3.2 Acceptable use – internet access is to be used primarily for business purposes. Any personal social media use must not interfere with normal business activities, must not involve solicitations, must not be associated with any for-profit outside business activity, and must not potentially embarrass the company, damage the company's reputation or tarnish its image.

17.3.3 Never represent yourself or the company in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated

17.3.4 Posting meaningful, respectful comments- In other words, please avoid spam and remarks that are off-topic or offensive.

17.3.5 Stick to your area of expertise and feel free to provide unique, individual perspectives on non-confidential activities at the company.

17.4 Protection and Privacy

Employees should be smart about protecting him/herself, his/her privacy, and the company's confidential information. What a person publishes online becomes widely accessible and will be around for a long time. Consider the content carefully; search engines like Google, Bing, and Yahoo keep a database of all the updates.

18. Smoking

18.1 No smoking of any kind is permitted inside company offices or vehicles. Smoking may take place only outside the Company's facilities.

18.2 Smoking or Vaping is not permitted in the homes or places of business of any of the Company's customers without exception. Remember, this Company is in the indoor air quality business.

19. Alcohol and Substance Abuse

It is the policy of the Company that the workplace be free of illicit drugs and alcoholic beverages, and free of their use. In addition to the damage to respiratory and immune systems, malnutrition, seizures, loss of brain function, liver damage, and kidney damage, the abuse of drugs and alcohol has been proven to impair coordination, reaction time, emotional stability, and

judgment of the user. This could have tragic consequences where demanding or stressful work situations call for quick and sound decisions to be made.

20. Gifts

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client. Employees are not permitted to give unauthorized gifts to clients.

21. Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute non-company literature in work areas at any time during business hours.

22. Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, the Company encourages employees to contact next-level management. Employees who observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of the Company should immediately report the violation in accordance with the following procedures:

1. Immediate supervisor / Lead Hand
2. Manager
3. Vice President
4. President

23. Corrective Procedure

Unacceptable behaviour that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Unpaid Leave/Counseling Session, (d) Termination, (e) Other.

24. Crisis Suspension

An employee who commits any serious violation of the Company's policies at a minimum will be suspended without pay pending an investigation of the situation. Following the investigation, the employee may be terminated even without any prior disciplinary action.

25. Outside Employment

Employees may not take an outside job, either for pay or as a donation of their personal time, with a customer or competitor of the Company; nor may employees do any work on their own if it competes or interferes in any way with the sales of products or services that the Company provides to its clients.

26. Return of Company Property

Any Company property issued to employees such as keys, safety equipment, tools or company credit card(s), must be returned to the Company at the time of termination. Employees will be responsible for any lost or damaged items.

27. Improper Use of Computers and Mobile Devices at Work

27.1 Phones and Computers

The use of phones and computers is essential to conduct business; however, the improper use of mobile devices and computers can lead to distractions, decreased productivity, security breaches, and legal issues. The Company aims to provide guidelines for the appropriate use of phones and computers to ensure that employees use these devices in a responsible, productive, and lawful manner.

27.2 Guidelines

27.2.1 Work-Related Use: Employees may use phones and computers during work hours for work-related purposes, including communicating with clients or colleagues, conducting research, and completing work tasks.

27.2.2 Personal Use: Personal use of phones and computers during work hours is strictly prohibited, except during authorized breaks. Personal use includes but is not limited to, texting, browsing social media, playing games, and watching videos.

27.2.3 Prohibited Activities: Employees may not use phones and computers for any illegal, unethical, or inappropriate activities, including but not limited to, accessing or viewing inappropriate or illegal content, harassing or discriminating against others, and engaging in illegal activities.

27.2.4 Confidentiality: Employees must maintain the confidentiality of company information, client information, and the personal information of colleagues. Employees may not disclose this information through any communication channels, including phones and computers unless authorized to do so.

27.2.5 Security: Employees must take appropriate measures to ensure the security of company devices and data. This includes using strong passwords, keeping devices physically secure, and reporting any suspected security breaches immediately.

27.2.6 Monitoring: The company reserves the right to monitor employee use of phones and computers during work hours to ensure compliance with this policy. This includes monitoring emails, instant messages, and web browsing.

28. Right of Refusal

28.1 Every employee can refuse illegal, unethical, immoral or unsafe work without fear of negative consequences.

28.2 Except for circumstances mentioned in 28.1, every employee is expected to follow the instructions of his or her supervisor in the accomplishment of his or her duties. Refusal to comply with work-related directives or accept on-the-job inspection may lead to an oral warning, written warning or immediate dismissal for cause without notice or pay in lieu of notice.

28.3 Employee who does not agree with a specific directive, except in the circumstances mentioned in 28.1, may escalate and contest after the fact. At the moment, they have to comply without condition.

29. Right for Compensation in Unusual Circumstances

29.1 It is the Company's policy to pay hourly employees uninterrupted from the official start of a shift until the end of the shift when employees return to the shop/parking lot.

29.2 In inclement weather or when the vehicle is incapacitated, the hourly employees are paid until they are brought back to the shop/company parking lot. If it cannot be done, they will be paid until a third party drops them off at a hotel for the night. The Company will also pay for the night stay.

29.3 If a homeowner refuses service or service cannot be performed due to external factors, the technician has to notify the office immediately. The office may replace the job with another one or instruct the technician to go back to the shop/company parking lot. The technician will be paid until the arrival at the shop/company parking lot or while waiting as instructed by the office.

29.4 If for any reason, work cannot be performed as per schedule and the technician decides to wait without notifying the office, such actions could be considered as time theft. The Company may deduct pay for that period and take disciplinary measures up to dismissal for cause without notice or pay in lieu of notice.

29.5 The Company allows technicians to eat a lunch brought from home or takeout from a restaurant for up to 30 minutes with pay. Any lunch break above 30 minutes needs to be cleared with the office.

29.6 Technicians are expected to travel between the shop/company parking lot and job sites using the most efficient route. Employees should use an app with traffic data such as Google Maps or Apple Maps for navigation. If a technician is found to intentionally take a detour, such actions could be considered as time theft. The Company may deduct pay for that period and take disciplinary measures up to dismissal for cause without notice or pay in lieu of notice.

29.7 It is strictly forbidden for employees to stop at locations other than those in the daily schedule for personal purposes. Such actions could be considered as time theft. The Company may deduct pay for that period and take disciplinary measures up to dismissal for cause without notice or pay in lieu of notice.

29.8 GTA for the purpose of this policy is defined as the quadrilateral between Highway 48/Markham Road to the East, Winston Churchill to the West, Major MacKenzie to the North and Lake Ontario to the South.

29.9 Anyone working in the GTA could be sent to any of the Company's GTA sites defined in 29.8 with no additional compensation. However, a technician living closer to a particular site in the GTA will have priority over a new hire.

29.10 If a technician is asked to work at a site outside of the GTA (OGTA), he or she will be

entitled to

29.10.1 Mileage if he/she is using his/her own vehicle: Distance between the OGTA site and its closest GTA site x mileage rate

29.10.2 The technician can clock out at the OGTA site or go to the GTA site closest to the OGTA site and clock out there

29.10.3 If the technician uses a Company vehicle, he/she gets no mileage allowance and can clock-out where he/she is asked to park the Company vehicle.

29.11 For technicians based outside of the GTA,

29.11.1 The Company will pay mileage between his/her parking habitual site and the work site of the day if using personal vehicle.

29.11.2 The technician can clock out once back to his/her habitual parking site.

F. Compensation and Benefits

1. Base Compensation

It is the Company's desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

2. Performance Bonuses

Performance bonuses may be given to the Company's employees at the discretion of management. There is a multitude of factors that typically determine bonus availability and amounts: i.e. Company performance, absences, quality issues, personal performance etc.

3. Timekeeping Procedures

By law, the Company is obligated to keep accurate records of the time worked by employees.

Each employee must fill out the appropriate electronic time records each day, and time records must be completed in accordance with the Company's time-reporting guidelines.

4. Overtime Pay

Overtime compensation is paid on any hours worked above 44 hours. All overtime work performed must receive the supervisor's prior authorization.

5. Payroll

The frequency of the Company's payroll distribution is bi-weekly. Employees are paid every two weeks and payday falls on Friday. On Friday, employees will be paid for all the hours worked in the 2-week period up until midnight of the previous Saturday.

6. Time Off

6.1 Statutory Holidays

The Company observes the following statutory holidays:

- 6.1.1 New Year's Day
- 6.1.2 Family Day
- 6.1.3 Good Friday
- 6.1.4. Victoria Day
- 6.1.5 Canada Day
- 6.1.6 Civic Holiday
- 6.1.7 Labour Day
- 6.1.8 Thanksgiving
- 6.1.9 Christmas Day
- 6.1.10 Boxing Day

6.2 Holiday Pay

Employees will receive holiday pay for all statutory holidays. Alternatively, the employee can agree electronically or in writing to work on the holiday and be paid:

- 6.2.1 public holiday pay plus premium pay for all hours worked on the public holiday and not receive another day off (called a "substitute" holiday);
- or
- 6.2.2 be paid their regular wages for all hours worked on the public holiday **and**

receive another substitute holiday for which they must be paid public holiday pay.

6.3 Last and First Rule

In order to qualify for paid statutory holidays, the employee has to work on the last regularly scheduled day of work before the public holiday and the first regularly scheduled day of work after the public holiday.

6.4 Unpaid Leaves of Absences

6.4.1 Employees covered by the Employment Standards Act are able to access several types of unpaid, job-protected leaves. Eligibility requirements and duration vary by legislation and leave type. Please consult the *ESA* or other applicable legislation for full details.

6.4.2 While these leaves are generally unpaid, in certain circumstances, employees may be able to apply for employment insurance benefits while on leave. Please note that the eligibility requirements and duration of EI-covered leave may differ from the unpaid, job-protected leave provided under the *ESA* or applicable legislation. Please consult the Service Canada website for eligibility requirements for accessing employment insurance (EI) benefits while on leave.

6.4.3 Common Leaves of Absence are as follows:

- Pregnancy Leave
- Parental Leave
- Sick Leave
- Family Caregiver Leave
- Family Medical Leave
- Bereavement Leave

6.4.4 Per *ESA*, leaves granted under 6.4.3 above are unpaid.

6.4.5 If taking an unpaid leave of absence, please provide as much notice as reasonably possible prior to going on leave. Many statutory leaves require employees to provide at least 2-week's written notice.

6.4.6 Ample notice helps the Company to reassign project tasks as necessary and ensure that the leave has minimal impact on day-to-day operations. Unless stated otherwise, we generally ask employees to provide a minimum of 8 weeks' notice when requesting leave for a duration of more than 4 weeks, where this is reasonably possible.

6.4.7 All requests for leaves of absence must be provided in writing. Further documentation may be required, depending on the leave being taken.

6.5 Duty to Cooperate

If an employee is granted a leave of absence, he/she must cooperate with the Company during the term of his/her absence as outlined below.

6.5.1 Duty to Communicate

When an employee takes a leave of absence, he/she must stay in contact with his/her manager and/or a Company representative. This duty involves, at a minimum, responding to the manager or other designated contact's calls, messages, emails, notes and other attempts to communicate with the employee as soon as reasonably possible and in no case later than five (5) business days after a request for communication is made.

6.5.2 Definition of "Responding"

"Responding," for purposes of the foregoing, means communicating directly with the manager and receiving a confirmation. The employee may respond by calling his/her manager, talking in person, or emailing him/her.

6.5.3 Duty to Furnish Information

If requested, the employee must furnish information that the company believes is appropriate and necessary to verify his/her right to be away from work, and continuing eligibility to receive salary, benefits or disability payments and/or to plan for his/her return to work. When a request for such information is made, the employee will make every effort to provide that information to the Company as soon as reasonably possible. The information the employee share is strictly confidential and to be used for the purpose of verifying his/her right to be away from work and facilitating his/her return to work. This information will only be shared with his/her manager, where applicable.

6.5.4 Consequences of Non-Compliance

Failure to follow the terms of this Policy is a serious offence that may warrant disciplinary action up to and including possible termination with cause and without notice.

6.6 Unscheduled Absence

Absence from work without notifying a manager will be considered a voluntary resignation from Day one.

IV. Corporate Policies

The Company has established specific policies in order to facilitate the operation of its business. These policies may be modified at any time while new policies may be added. The most current version of the Company's corporate policies will be sent to you as part of your initial onboarding package. Updates, modifications and addition will be sent to all existing employees as they occur. New employees should receive the most current version during their onboarding process.

Company managers have the latest version of them. All employees are welcome to ask his/her manager for an updated copy of one corporate policy or its entirety.

- | | | |
|----|-----------|---|
| A. | Policy #1 | BONUS PROGRAM FOR HOURLY EMPLOYEES |
| B: | Policy #2 | PREPAID WAGES |
| C. | Policy #3 | REFERRAL BONUS - 500 HOURS for \$500 |
| D. | Policy #4 | VACATION POLICY FOR NON-MANAGERIAL HOURLY STAFF |
| E. | Policy #5 | RIGHT TO DISCONNECT |
| F. | Policy #6 | COMMERCIAL UNIT CREDIT and COLLECTION |
| G. | Policy #7 | PROCUREMENT OF GOODS AND SERVICES |
| H. | Policy #8 | VACATION POLICY - MANAGERS AND UP |
| I. | Policy #9 | RESIDENTIAL SUB-CONTRACTING |

Policy #1: BONUS PROGRAM FOR HOURLY EMPLOYEES

1. Eligibility

- 1.1 This program applies to all hourly employees except commercial duct cleaning technicians and management, hereafter referred to as “Participants”.
- 1.2 The Participant has to work for a minimum of 1,500 hours in cleaning during the given calendar year excluding WSIB, STD, LTD, parental, or any other paid or unpaid leaves.
- 1.3 A new employee becomes a First full calendar year Participant on January 1st subsequent to his or her hiring. However, he/she may be eligible for the \$500 bonus depending on how many months he/she works during the first year
- 1.4 When a Participant leaves the Company, he or she will be considered a new employee upon his or her return.
- 1.5 If a Participant is disqualified in a given calendar year due to insufficient hours but keeps the employment relationship with the Company, he or she can continue to accumulate seniority in the bonus program in subsequent years.

2. The Program

- 2.1 The Participant will receive the following payments after
- | | | |
|-------|--|---------|
| 2.1.1 | Three months and still on payroll on December 31st | \$500 |
| 2.1.2 | First full calendar year participating | \$1,000 |
| 2.1.3 | Second full calendar year participating | \$2,000 |
| 2.1.4 | Third full calendar year participating | \$3,000 |
| 2.1.5 | Fourth full calendar year participating | \$4,000 |

- 2.1.6 Fifth full calendar year and beyond participating \$5,000
- 2.2 The Participant will lose 10% of his or her annual bonus for each occurrence of
 - 2.2.1 Cancelling attendance on scheduled days
 - 2.2.2 Callbacks on completed jobs for technicians
 - 2.2.3 At-fault vehicle accident
 - 2.2.4 Damages to 3rd party property that the Company has to make whole or property belonging to the Company
 - 2.2.5 Significant or repetitive violations of Company operating procedures or /and policies.

3. Payment

The payment is made on the first payroll of June for the bonus earned the previous year. The \$500 first-year bonus is paid on January 1st. The employee has to be on the Company's payroll on the date of payment to be eligible.

4. Forward changes

The Company reserves the right to change or cancel the program prospectively without notice.

Policy #2: PREPAID WAGES

1. Prepaid Wages, a program at the discretion of the management, pays residential technicians, hereafter referred to as “technician”, up to 8 hours a day at his/her regular wage rate for work to be done at a future date.
2. A technician does not need to “work” these hours until such time he/she has worked more than 35 hours a week.
3. In other words, the Company will use the weekly hours that a technician has worked above 35 hours to reduce the prepaid hours.
4. If a technician has worked more than 44 hours a week, he/she will still get the overtime pay no matter how many hours the Company will deduct to pay back the prepaid wages.
5. If a technician leaves the Company prior to working through all the prepaid hours, the Company will deduct the outstanding hours against the technician’s last pay and ask him/her to pay the Company back the remainder if any in cash.

Policy #3: REFERRAL BONUS - 500 HOURS for \$500

In keeping up with best hiring practices, we have introduced the following program. We encourage our employees to refer family, friends or acquaintances to any of our jobs. In return, you will get a **\$500** payment as a token of our appreciation.

These are the specifics:

1. We will provide you with the gift card after your candidate has worked 500 hours, approximately 3 months.
2. Forward his or her resume to me personally at **danrzhou@gmail.com**. You can also approach any of our managers. If we have no open position, I will keep the resume on file and reach out in the future. You will still be entitled to the reward when the person has fulfilled the 500-hour requirement later.
3. We will interview and hire only those that we believe are a good fit for the position.
4. In order to receive the reward, both of you have to be active employees of the Company at the disbursement date.
5. Referring someone who has worked for the Company in the past does not qualify for the bonus.
6. This program is meant for full-time employee positions. It does not apply to summer students, temporary or contractual positions.
7. All employees are eligible to participate except managers.
8. Your candidate has to forward his/her resume directly to me or a manager of the Company, not through a recruitment platform such as Indeed, Ziprecruiter etc.

9. The program is effective as of December 1st, 2021.
10. We reserve the right to cancel the program after notice.

Policy #4: VACATION POLICY FOR NON-MANAGERIAL HOURLY STAFF

1. Entitlement

1.1 Under the terms of *The Employment Standards Act of Ontario*, all employees are entitled to vacation with pay of at least two (2) weeks following the completion of twelve (12) months of continuous employment.

1.2 Vacation pay is accrued from the employee's date of hire. It is calculated at a rate of 4% of gross pay for the first five (5) years and 6% thereafter.

2. Annual amount

- 2.1 The cut-off date for determining vacation available for a given year is January 1st of each year. In other words, the amount of paid vacation an employee can take is the amount of vacation pay earned from the previous year.
- 2.2 The Company will not pay an employee any earned vacation pay other than during properly scheduled vacations.
- 2.3 Upon termination of employment, an employee is entitled to be paid any outstanding vacation pay owed to him/her.

3. Scheduling for employees in the residential unit

- 3.1 Paid vacation entitlement for up to two (2) weeks is to be taken between January and March of each year.
- 3.2 Residential employees with less than one (1) year of service will take paid vacations based on approximately one (1) day per month worked during the prior year. Employees with more than 5 years of tenure will be allowed to take his/her 3rd week of paid vacation entitlement between April and December.
- 3.3 All residential employees are entitled to take a further two (2) weeks of unpaid vacation between April and December. However, these two (2) unpaid vacation weeks cannot be taken consecutively.
- 3.4 Residential employees are defined as employees who spend more than 75% of his or her time servicing or supporting those servicing residential customers.

4. Scheduling for employees in the commercial unit

- 4.1 Due to a lack of clear seasonality, commercial employees may be able to take prior year earned vacation from January to December of the following year.
- 4.2 Commercial employees are allowed to take a further two (2) unpaid vacation weeks once the prior year's earned vacation pay is fully used up.
- 4.3 No commercial employees shall take more than two (2) weeks of vacations, paid or unpaid, consecutively.

5. Approval

- 5.1 Requests for specific vacation periods will be accommodated whenever possible. In instances where a vacation request creates a shortage of staffing in a particular work period regardless of the time of the year, the Company may deny the request and the employee affected will be required to schedule his/her vacation at an alternate time.
- 5.2 All vacation requests must be submitted in writing, a minimum of five (5) weeks prior to the commencement date. Management is committed to approving or denying any such request within one (1) week of receiving it.
- 5.3 Any employee who takes a vacation without written approval, starts an approved

vacation earlier, or returns at a later day than previously approved, is deemed to have resigned from his or her position.

6. Management prerogative

6.1 On February 15th, residential management will schedule a paid vacation for all residential employees who have not yet scheduled themselves all their entitled vacation times

6.2 On July 1st, commercial management will schedule a paid vacation for all commercial employees who have not yet scheduled themselves all their entitled vacation times

6.3 No employee shall carry earned vacation entitlement from any given year for more than one (1) year. Example: vacation earned in 2000 has to be used in 2001.

6.4 The Company may schedule paid vacation in case of the unforeseen, full or partial, shutdown of the office, business unit, or specific site(s)

7. Implementation

7.1 This policy is effective starting September 1st, 2022 and supersedes any prior oral or written communication on vacation.

7.2 It applies to all hourly employees without exception. The Company reserves the right to amend this policy without prior notice.

Policy #5: RIGHT TO DISCONNECT

1. Definitions

- 1.1 Off days: Statutory holidays, vacation days, and any other days that an employee is not scheduled to work.
- 1.2 Off hours: 7:00 PM to 7:00 AM when an employee is scheduled to work on a day shift. Part of the day that an employee is not scheduled to work
- 1.3 Employees: Anyone on Company's payroll as salaried, hourly waged, full-time or part-time, permanent or contractual.
- 1.4 Exceptional circumstances: Situations requiring immediate attention that should not arise more than a few times a month.

2. Core Rules

- 2.1 Non-invasive: Emails are allowed to be sent during off days and off hours. Employees are neither required to open nor expected to respond before the start of their next shift. Such circumstances may include and are not limited to schedule changes, job cancellations or last-minute jobs.
- 2.2 Invasive: Under exceptional circumstances, employees may be contacted via

phone or text at any time of the day.

3. Application

- 3.1 The policy applies to all employees effective Monday, January 17, 2022.

4. Changes

- 4.1 The Company reserves the right to make modifications without prior notice

Policy #6: COMMERCIAL UNIT CREDIT and COLLECTION

1. Stage 1: Credit Review

- 1.1 Before entering into a firm contract, Commercial management is expected to perform a sanity check of “know your customer” regarding the party that HIRES us, not where the job is done.
- 1.2 Large institutions such as hospitals, school boards, banks, and manufacturers are deemed creditworthy.
- 1.3 Large HVAC, mechanical, general contractors, and property managers are deemed creditworthy.
- 1.4 Small contractors and single-site entities of any kind, incorporated or franchised, are those that pose the highest risks of a payment default. These entities often have few assets, less than 50 employees and are run by the owner.
- 1.5 VP should be made aware of any deal over \$20,000 involving a 1.4-section customer before it is finalized.

2. Stage 2A: Standard Collection Process

- 2.1 This applies to customers under sections 1.2 and 1.3 for any amount and section 1.4 if balance < \$10,000
- 2.2 No collection action between Day 1 to Day 30, but making sure invoices are received by the right party and waiting in the processing log.

- 2.3 Weekly calls between Day 31 and Day 60
- 2.4 Daily or every other day calls between Day 61 and Day 90

3. Stage 3A: Standard Legal Process

- 3.1 This applies to customers under sections 1.2 and 1.3 for any amount and section 1.4 if balance < \$10,000
- 3.2 Commercial to hand over the file to Dan at the earliest of: customers not responsive, the Commercial has lost hope, or Day 90
- 3.3 Dan will send a final communication to the customer per 3.2
- 3.4 Legal process starts on Day 100 at the latest

4. Stage 2B: Lien Potential Collection Process

- 4.1 This applies to customers under section 1.4 with a Balance > \$10,000 and any other customers whose capacity to pay is in doubt.
- 4.2 While routine maintenance may not qualify for a lien, we may still decide to lien the property as a pressure tactic by claiming that maintenance is deemed capital
- 4.3 No collection action between Day 1 to Day 30, but making sure invoices are received by the right party and waiting in the processing log.
- 4.4 Notify the customer that per corporate policy and past burns, we will have to register a lien if not paid promptly
- 4.5 Daily or every other day calls between Day 31 and Day 45

5. Stage 3B: Lien Legal Process

- 5.1 Get out the message loud and clear that company policy is to register a lien on the building if not paid by Day 50.
- 5.2 Commercial to advise Dan about the need to register a lien by Day 50
- 5.3 To avoid the lien, the customer has to reduce the outstanding balance to under \$10,000 by making a payment before Day 50.
- 5.4 To register and discharge a lien, will cost the Company approximately \$1,000. To keep the lien valid, the Company has to start formal legal actions within 90 days of registration.
- 5.5 After the lien is registered, Commercial continues the collection calls and hands over the file to Dan at the earliest if customers are not responsive, Commercial has lost hope or Day 90.
- 5.6 Dan will send a final communication to the customer per 5.5
- 5.7 Legal process starts on Day 100

6. Distribution of Responsibilities

- 6.1 Stage 1 is the sole responsibility of COM with approval by VP on section 1.5
- 6.2 Stages 2A and 2B are to be executed by COM and BDM
- 6.3 Stages 3A and 3B are to be executed by COM, BDM, and Dan

6.3 VP shall hold a supervisory role during the Credit and Collection Cycle

7. Aftermath

7.1 Any customer who gets a final communication from Dan under Sections 3.3 or 5.6 will automatically become “Prepaid” if they ask us to work for them again.

7.2 “Prepaid” is defined as fully paid before we put the job up for scheduling.

7.3 The “Prepaid” price is our normal price + 11%

7.4 The customer is invited to schedule a call with Dan if he/she wants to argue about the “Prepaid” term.

7.5 Dan will offer the decision maker a 10% cash discount, which will bring the price to the normal price point with payment upfront.

8. Exceptions

8.1 Prepaid status is the red line. It is the diplomatic way to deny service. There is no flexibility for customers who have reached that stage.

8.2 VP may delay Dan’s final communication by up to 10 days if something is in the works. Never go over the 100-day mark.

Policy #7: PROCUREMENT OF GOODS AND SERVICES

1. It is the Company’s philosophy that its staff and managers should focus on their core competency of managing customers/employees instead of dabbling in procurement.
2. Procurement of goods and services is time-consuming when done diligently and could cost the Company dearly when done casually.
3. With its current size, Power Vac can afford to allocate dedicated resources to this function. Henceforth, the Company is implementing a policy to insulate staff and managers from procurement.
4. Staff and management may purchase goods and services only in cases of EXTREME emergency.
5. EXTREME emergency is defined as without a specific purchase, the business grinds to a halt and Dan cannot be reached per clause 19 below.
6. The Company will implement a supply management system with an automatic replenishment feature so that all regularly used items

have a safety stock.

7. The Company will also implement a system where all tools and consumables need to be signed out without exception
8. As a general rule, all procurement demands should be addressed to Dan either in-person or electronically. You need to provide the following 5 pieces of information:
 1. Technical spec with picture
 2. Current price
 3. Current supplier/brand
 4. Estimated annual usage
 5. When needed
9. Nothing is too small. Dan is available 24/7, it is no bother. The company wants to make sure that all employees are 100% focused on their primary job and be held accountable for the results.
10. Darwyn uses a credit card solely to facilitate his online purchase of residential-related services, it is not the Company's petty cash. Darwyn needs to concentrate on managing the Company's businesses, not acting as an ATM machine.
11. If a supplier requires payment by credit card, you call Dan, not Darwyn, no exception.
12. In case of emergency, minor expenses, or business meals, managers should use his/her own cash/debit/credit. He/she will then fill out an expense report that has to be signed off by Darwyn. The Company commits to reimburse the employee within seven (7) business days after the expense report is submitted and approved.
13. While employees do not need approval for expenses incurred in clause 12 above, the Company reserves the right to deny expense reports submitted by any of its employees
14. The Company will not implement a Purchase Order system immediately. Instead, from suppliers that the Company has an account with, managers need to get approval from Dan before ordering anything, including products or services that they have ordered in the past.

15. The COM is only allowed to order equipment rental services from Sunbelt. Anything else needs approval from Dan.
16. COM should ask Dan to purchase project-specific supplies/equipment or/and make travel arrangements for out-of-town jobs.
17. The Company will hire a technician to look after the supplies and the vehicles. Consequently, all vehicle-related issues will go through that technician, including company vehicles driven by managers.
18. It is much simpler sometimes to jump into one's car and buy what the business needs. This entrepreneurial spirit was de rigueur when Power Vac was a tiny shop. As a maturing business, procurement is a distraction from which managers should have the discipline to stay away. Your plates are full enough!!
19. If Dan cannot be reached, Darwyn will step in one (1) hour after attempts have been made to reach Dan by text, email, and call.
20. This policy applies to the procurement of goods and services starting January 9th, 2023.

Policy #8: VACATION POLICY - MANAGERS AND UP

1. Application

1.1 This policy applies to all salaried managers and above, hereafter called “Managers”, effective October 1st, 2022.

1.2 Managers have a responsibility to take their vacations to minimize adverse impacts on the operations of the Company’s business. Below are the basic rules for all to follow based on an honour system.

2. Approval Process

2.1 Managers should submit their vacation requests to their supervisors at least one (1) month in advance. As for hourly staff, managers should submit/receive their requests/approvals in writing to avoid misunderstanding.

2.2 Vacation approval is formalized only after Managers have received explicit consent from their supervisors. Making or/and paying for reservations is not a preemptive way to put the company in front of a fait accompli.

2.3 During vacations, Managers are expected to keep their mobile devices open in

compliance with the Company's "Right to Disconnect" policy mandated by the provincial government.

3. Timing and Length

3.1 Managers are expected to oversee their areas of responsibility on a continuous basis 24/7. Consequently, the Company allows Managers to take vacations throughout the calendar year.

3.2 The Company prefers that managers take their vacation at the rate of one (1) week or less non-consecutively. However, managers may stack vacation time up to two (2) weeks.

3.3 Managers may not take consecutive vacation days over ten (10) business days, paid or unpaid, as it will disrupt the functioning of the Company's normal activities.

3.4 Managers' supervisors may grant more than ten (10) business days of vacation at a time on an exceptional basis.

3.5 Vacation is calculated on a calendar year basis. Managers may take vacations in the year they earned or carry it over to the subsequent year. Carryover to a subsequent year may not exceed the annual entitlement.

3.6 The managers' supervisors may schedule managers' vacations for them so that vacation entitlement is not deferred for more than one (1) year.

4. Blackout Periods

4.1 Managers are expected to attend: 1) Annual planning meetings, 2) Monthly tactical meetings and 3) Weekly operational meetings

4.2 Annual planning meeting, usually held in late November or early December, is set a month or two in advance. The Company will make sure that it does not conflict with any managers' approved vacation. Once set, managers are expected to plan their new vacation around it.

4.3 Weekly operations meetings are meant to launch quick response actions. Since the Company does not expect managers to conduct regular business while on vacation, these meetings will be cancelled during the length of the vacation.

4.4 Monthly meeting is the most important governance tool to keep the Company on the right track. Managers are expected to make every effort possible to attend in person. Since it is centred around the review of the prior month's results, it will take place the first or second week of every month.

4.5 The Company will publish the dates of all monthly meetings at the beginning of every fiscal year.

4.6 Managers should schedule their vacations or any other absences around these pre-established dates as a courtesy to other participants. Under exceptional circumstances, the Company may decide to change a date to accommodate a person.

4.7 In rare cases where a vacation day comes into conflict with the monthly meeting day, the Company will ask the absentee manager to join remotely.

Policy #9: RESIDENTIAL SUB-CONTRACTING

1. **Premise:** The Company does not perform residential duct cleaning on Sunday or statutory holidays. As such, the Company will subcontract jobs to independent contractors during these periods. Such an arrangement is open to anyone who has the training to perform the work.
2. **Process:** The contractor will be provided with company equipment and supplies. He/she will go to duct cleaning appointments booked by the Company. He/she will perform the duct cleaning based on the Company's standard procedure. He/she will collect the proceeds of the job using the Company's payment system.
3. **Self-employ:** The contractor is self-employed. He/she is not acting as the Company's employee. The Company makes no payroll deduction (EI, CPP, DAS) and offers no WSIB coverage.
4. **Fees:** The contractor will be paid \$100 for each cleaning job regardless of the size of the house. He/she will also get 20% from the proceeds of selling add-ons such as dryers and sanitizing.
5. **Callback:** The Company may inspect the work of the contractor. Should the Company finds any deficiency or receiver complaints from the homeowner, the Contractor has to go back and fix the issue at

his/her own cost and time.

6. **Payment:** The Contractor will be paid the full amount (# of jobs x \$100 + 20% of upsell) with no deduction within 15 business days of submitting a duly filled Form 1.
7. **On call:** These jobs are on call with no fixed schedule or timetable. The Company may call any contractor at its discretion.
8. **Income tax:** It is the contractor's sole responsibility to report income to tax authorities as any service provider

V. Acknowledgement

I have read this Handbook (Manual 1) in full from **Section I to Section IV**. I understand that this Handbook will be updated from time to time with the latest version posted on the Company's portal that I have full access. Furthermore, depending on my position within the Company, one or several of the following manuals on the Company's portal will apply to me.

Manual 2	RD OM	Dispatcher
Manual 3	RT OM	Technician
Manual 4	ROM OM	Operation Manager
Manual 5	RSM OM	Sales Manager
Manual 6	RSR OM	Sales Rep
Manual 7	NTT OM	Trainer and Trainee

I agree to abide by all the clauses of Manual 1 to Manual 7 and its updates that apply to me without reservation.

Employee Signature

Date