



**QSI** INTERIORS LTD.

# Employee Handbook

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## **SECTION 1: INTRODUCTION**

### **1.1 Welcome Message**

We are glad that you made the decision to work for QSI Interiors Ltd. This handbook will provide you with an overview of our key human resources policies and practices. It is intended to familiarize you with important information about QSI Interiors Ltd., as well as provide guidelines for your employment experience with us. This handbook highlights QSI Interiors Ltd. information for your personal understanding. The contents are not intended to contravene the provincial laws as they apply to conditions of employment or human rights. QSI Interiors Ltd. reserves the right to amend its policies and practices and/or make exceptions to the handbook from time to time, where such amendments and/or exceptions are deemed necessary or warranted. Any terms and conditions included in an employee's employment agreement will prevail provided they are not in contravention of any requirements under legislation.

We strive to make QSI Interiors Ltd. a great place to work and believe that we must all work together to make our work experiences here meaningful, rewarding, respectful, profitable, fun and full of growth. This handbook is just one of the ways in which we foster an environment of open communication. If you are uncertain about any policy or practice please contact your supervisor or manager.

### **1.2 Who We Are**

Our mission is "Building Quality, Service and Integrity". We accomplish this by respecting and building strong relationships with our internal (you, me and everyone we work with) and external customers (suppliers and customers). If we say something will be done, we must ensure that it is done. If we haven't got time to do it right we surely won't have time to fix it, so do it right the first time – every time. We strive for zero deficiencies and zero time loss incidents on all our projects.

QSI Interiors Ltd. is a commercial sub-contractor. Our fields of expertise include:

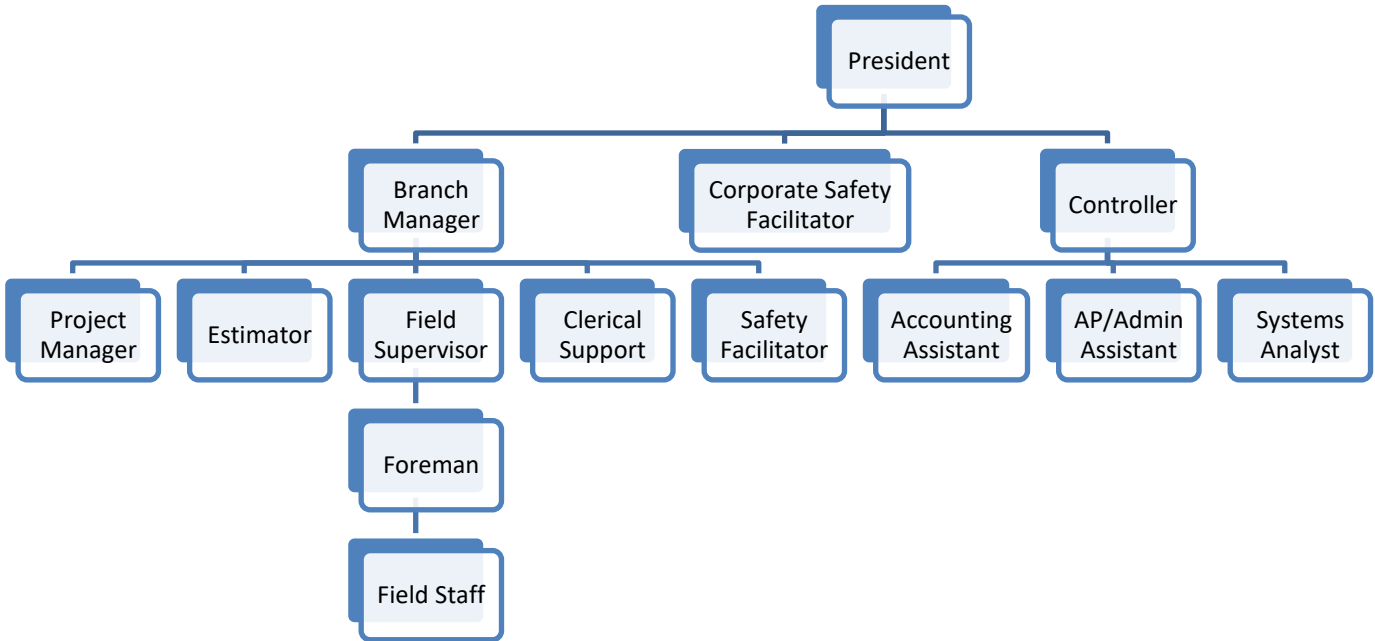
- Drywall and steel studs
- Suspended acoustical ceilings, drywall ceilings and specialty ceilings
- Insulation
- Access floor installation
- Demountable partitions
- Acrylic stucco system application

We have offices in Winnipeg, Edmonton, Saskatoon, Calgary and Regina.

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### 1.3 Organizational Chart



## **SECTION 2: YOUR EMPLOYMENT**

### **2.1 Anniversary Date**

The most recent date on which you began employment with QSI Interiors Ltd. is considered your anniversary date. This date is used to calculate service and determine timing and eligibility for vacation time and other Company benefits. If a person is laid off and reinstated within a period of less than three months, the anniversary date will remain the same.

### **2.2 Employment Categories**

Field Staff - perform construction or installation duties mainly on job-sites.

Office Staff - work duties are mainly carried out at corporate office or in one of the branch offices.

### **2.3 Introductory Period**

The first 3 months of employment is considered an introductory period during which time your supervisor and/or manager will be assessing your ability to meet the expectations for the job. At the end of the introductory period, you may receive a formal performance appraisal from your supervisor or manager.

### **2.4 Hours of Work**

In Manitoba and Saskatchewan the standard work week consists of 40 hours or 8 hours per day, except for General/Public Holidays. In Alberta the standard work week consists of 44 hours or four 9 hour days and one 8 hour day, except General/Public Holidays. Standard hours will be determined by your immediate supervisor or manager and may be adjusted to meet the needs of the business.

Employees who work 5 hours or more in a day will receive one 30 minute unpaid meal break.

While we strive to offer a flexible work environment, changes to hours of work need to be mutually agreed upon by the employee and their supervisor or manager, with the needs of the business prevailing. Any reduction of hours will result in the corresponding reduction in pay.

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## **2.5 Outside Employment**

QSI Interiors Ltd. recognizes that employees may decide to engage in a second job. If you find it necessary to do so, the following applies:

- You may not take a second job with an organization in the same or related business as QSI Interiors Ltd. or is in any way a competitor of QSI Interiors Ltd. without express consent from your Branch Manager.
- A second job must not interfere with your ability to perform your job with QSI Interiors Ltd. Absenteeism/tardiness is not excused by the demands of a second job.
- QSI Interiors Ltd. work assignments and schedules will not be changed to accommodate a second job.
- You may not use your working time with QSI Interiors Ltd. or QSI Interiors Ltd. equipment for business related to a second job.
- You may not disclose any confidential or proprietary information of QSI Interiors Ltd. while working at a second job.

As a full-time employee of QSI Interiors Ltd., we view QSI Interiors Ltd. as your main employer. Should you choose to accept a second job, the above points apply.

## **2.6 Ending Employment**

An employee of QSI Interiors Ltd. may decide to end the employment relationship at any time. If this occurs, the following will apply:

### **Employee Initiated Termination/Resignation**

In the event that you make the decision to end your employment with QSI Interiors Ltd., you must put your intent in writing addressed to your supervisor or manager. The letter should include the last day you intend to work taking into account legislative requirements around termination notice. See exceptions below.

### **QSI Interiors Ltd. Initiated Termination**

While QSI Interiors Ltd. will make every effort to ensure ongoing, viable employment for all employees, there may be times where a significant change in business requires QSI Interiors Ltd. to reassess its staffing needs. There may also be times where an employee's performance is unsatisfactory or the employee has committed an act of misconduct and as a result, a review of their ongoing employment is required.

Where required, working notice of termination or pay in lieu of notice will be provided in accordance with provincial legislation where QSI Interiors Ltd. ends the employment relationship. However, an employee may be terminated without notice in accordance with provincial legislation. The following are situations where notice may not be provided:

- An employee is within the “no notice” period as prescribed by provincial legislation.
- An employee has been hired for a specific length of time or a specific task or job and the term, task or job has ended as defined at onset of employment or otherwise agreed to.
- It is only casual employment and the employee has substantial control over whether they accept shifts or not and are not penalized by QSI Interiors Ltd. for choosing not to work.
- An employee acts in a manner that constitutes willful misconduct, disobedience or willful neglect of duty and the behaviour is not condoned by QSI Interiors Ltd.
- An employee acts in a manner that is violent in the workplace or is dishonest in the course of employment.
- An employee is placed on a temporary layoff.

#### Field Staff in Manitoba and Alberta

Construction Workers in Manitoba and Alberta are not required to give notice of resignation.

Where QSI Interiors Ltd. ends the employment relationship, notice of termination or pay in lieu of notice, is not required in accordance with provincial legislation in Manitoba and Alberta.



## **SECTION 3: GENERAL POLICIES**

### **3.1 Equipment**

All of QSI Interiors Ltd. equipment should be used for legitimate business purposes. Employees must not use equipment or supplies for their own personal activities without prior approval from their supervisor or manager.

Reasonable care and precaution must be taken while using QSI Interiors Ltd. equipment to prevent damage, maintain good condition and prevent theft.

### **3.2 Facilities**

#### **Kitchen Area**

The QSI Interiors Ltd. office offers a kitchen for employees that they can store and prepare food and beverages. The kitchen is available to all employees. As this amenity is a benefit to employees, it is expected that all employees will do their part in keeping the kitchen clean and organized. Dishes, glasses, cups and utensils are to be properly cleaned and put away after use. The garbage is to be placed in the appropriate receptacles, counters are to be wiped clean of crumbs and spills, the microwave is to be wiped clean when food boils over and the fridge is to be kept free of old food. The kitchen is not the place to store personal possessions.

#### **Work Areas**

Employees must keep their work and common areas neat, clean and functional. Posters, pictures and other personal items which might be deemed as offensive to customers, suppliers or other employees are not permitted in the work area.

### **3.3 Dress Code**

It is QSI Interiors Ltd. policy that employees present a professional image while at work, traveling on QSI Interiors Ltd. business, attending work functions, training events or other work-related activities. QSI Interiors Ltd. values its positive profile in the business community and therefore each employee has a responsibility to ensure that the image he/she portrays is of the highest standard. QSI Interiors Ltd. goal is to provide a work environment that is professional and tasteful and comfortable.

Employees must dress appropriately for their jobs and the nature of their contacts with customers, suppliers and others outside of QSI Interiors Ltd. Clothing must be clean and

in good repair. Employees should consult their supervisor or manager if they have any questions about appropriate attire.

The following items are considered unacceptable while at work for QSI Interiors Ltd.:

- Athletic footwear in poor condition, beach sandals, casual “flip flops”, casual sandals and any kind of rubber shoe/sandal.
- Spaghetti-strapped shirts.
- Tube, tank, halter, crop or strapless tops and other low-cut or revealing shirts.
- Short miniskirts and shorts (women may wear “walking shorts” to the knee during the summer months).
- Sheer clothing.
- Athletic/sweat pants or any kind of gym wear.
- T-shirts with inappropriate and/or offensive gestures, wording or advertising.

Field staff are required to wear clothing that is in accordance with the Personal Protective Equipment policy in the QSI Interiors Ltd. Safety Manual. Field staff should also present a professional image while representing QSI Interiors Ltd. on a jobsite.

Speak with your supervisor or manager if you have any questions about appropriate work attire.

### **3.4 Employee Files**

Employee files are the property of QSI Interiors Ltd. However, upon written request, QSI Interiors Ltd. will provide employees with copies of performance evaluations and other performance related documents that the employee has previously received. In addition, employees may review the contents of their file in the presence of their Branch Manager or designate.

Supervisors and managers may only see the files for their direct reports or the file of an employee who has applied for a position reporting to that supervisor or manager.

It is the employee’s responsibility to report any changes in name, address, telephone number, emergency contacts, dependants, marital status, etc. to payroll.

### **3.5 Employment of Relatives**

We recognize that employment applications may be received from persons who are related to, or who have a personal relationship with current employees. We will consider the applications provided there is no conflict of interest as defined below. All applicants will be assessed on their qualifications and suitability for available positions and will be required to go through the normal application and interviewing process.

For purposes of this policy, a conflict of interest means but is not limited to situations where an employee:

- Would directly or indirectly be the supervisor or manager of the applicant.
- Would have access to confidential information relating to the applicants functions or performance.
- Would be responsible for handling or processing payroll data for the applicant.

When two employees become related by marriage or a common-law relationship and a conflict of interest is created, QSI Interiors Ltd. reserves the right to take such reasonable action as it deems necessary to ensure that the organization's best interest is not jeopardized. Such action may include reassigning one or both employees to other duties.

### **3.6 Information Systems & Electronic Devices**

Information systems and electronic devices such as: computers, printers, photocopiers, PDA's, smart phones, software, e-mail, landline phones, cellular phones, fax machines and internet access are tools that QSI Interiors Ltd. provides its employees to assist them in their work. These resources and related access systems are proprietary QSI Interiors Ltd. property and subject to review or access by QSI Interiors Ltd. at any time. They are provided for business purposes however, occasional use for personal reasons is permitted. Employees must refrain from sending chain letters or joke emails from a QSI Interiors Ltd. account. No user should have the expectation of privacy as to their computer-related usage at work whether for business or personal reasons.

The following guidelines on information systems and electronic devices must be adhered to at all times:

- They are mainly to be used for QSI Interiors Ltd. business purposes only. Personal usage is generally allowed only during times when business activities and customer service will not be disrupted.
- Messages and communications sent via QSI Interiors Ltd. information systems and electronic devices are subject to subpoena and access by persons outside of QSI

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Interiors Ltd. and may be used in legal proceedings. Please consider this before sending any confidential messages or material.

- Remember that all of QSI Interiors Ltd. policies, including but not limited to policies on Respectful Workplace and Confidentiality and Code of Conduct apply to the use of QSI Interiors Ltd. information systems and electronic devices. Employees must not view or forward sexually explicit, profane or otherwise unprofessional or unlawful material through QSI Interiors Ltd. network and electronic devices.
- Employees may not install any software or program on any QSI Interiors Ltd. computer or other hardware without the express consent of their manager.
- QSI Interiors Ltd. expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material.
- Employees must not attempt to override or evade any program or measures installed by QSI Interiors Ltd. to protect the security or limit the use of its information systems and electronic devices.
- In order not to compromise your own safety or the safety of others and in compliance with current legislation, staff members may not use a QSI Interiors Ltd. cell phone or a personal cell phone to conduct company business while driving without the use of a hands-free device. Please remember that your primary responsibility is driving safely and obeying traffic laws.

QSI Interiors Ltd. retains the right to review all communications conducted and data saved, reviewed or accessed via QSI Interiors Ltd. information systems and electronic devices. Inappropriate use of information systems and electronic devices may result in discipline, up to and including termination of employment. Employees should be careful to safeguard their passwords, log off their computer terminals when not in use and not permit unauthorized users to access QSI Interiors Ltd. systems.

### **3.7 Personal Cell Phone Use**

In order not to compromise your own safety or the safety of others, employees may not use personal cell phones except during lunch and coffee breaks. This includes text messaging, emailing, internet use and making or answering calls. Violation of this policy may result in disciplinary action taking place. Employees are urged to provide family members with their supervisor's company cell phone number and QSI Interiors Ltd. office number in the event of an emergency.

### **3.8 Inclement Weather/Emergency Closing**

At times, emergencies such as: severe weather, fire or power failures can temporarily disrupt operations. While QSI Interiors Ltd. will endeavour to notify employees if the office or job-site must close due to one of these situations, it is the employee's responsibility to contact QSI Interiors Ltd. to find out if the business has been temporarily closed.

In the event the office or job-site remains open but an employee is unable to attend to his/her duties because of the weather or related circumstances, the employee must notify his/her supervisor or manager as soon as possible. Normally, employees will be allowed to use annual vacation day(s), make up the time or take leave without pay to accommodate the absence.

### **3.9 Reference Checks/Employment Verification**

All external enquiries confirming employment should be directed to a Branch Manager. Only information regarding status of employment, hire date, salary and current position held will be verified for telephone enquiries for current employees upon written consent. When necessary, written confirmation of this information will be provided. Information will not be released for former employees without their written consent authorizing the release of employment dates and position. No other information will be provided unless previously agreed to by the employee.

### **3.10 Company Vehicles**

QSI Interiors Ltd. is committed to safe, accident-free driving. Every QSI Interiors Ltd. employee who drives a vehicle as part of their employment is responsible for its safe operation and condition. This policy applies to individuals that have been assigned a Company vehicle or use their personal vehicle to carry out Company business.

#### **Company Issued Vehicles**

QSI Interiors Ltd. will cover all expenses related to the maintenance, insurance and fuel of all Company vehicles. To ensure that Company vehicles are mechanically sound, the driver is responsible for ensuring regular maintenance checks and that they meet all legislative requirements at all times.

## Personal Vehicles Authorized for Company Use

Individuals that are authorized to use their personal vehicle for Company use will receive an allowance to cover the cost of operating the vehicle. The Company is not responsible for maintenance, insurance, fuel, etc.

## Employer Responsibilities

QSI Interiors Ltd. is committed to safe driving and will ensure Company vehicles have received an oil and maintenance check as required by the manufacturer.

QSI Interiors Ltd. will follow-up annually to ensure a copy of the employee's driver's license is on file.

## Driver Responsibilities

All employees driving Company vehicles are subject to the following:

- Ensure that they are in possession of a valid driver's license. A copy of the license must be submitted annually to your supervisor or manager.
- Drivers operating their own vehicle authorized for Company use are responsible for ensuring that they are in possession of the appropriate insurance for their vehicle.
- No driver may operate a vehicle while impaired by the influence of alcohol, drugs, excessive fatigue or extreme stress.
- No driver may operate a vehicle while using a QSI Interiors Ltd. cell phone or a personal cell phone without the use of a hands-free device.
- All drivers must report accidents, damage or problems to their supervisor or manager immediately.
- All drivers are personally responsible for driving in a safe and legal manner. All local, provincial and federal regulations must be followed.
- All tickets for traffic violations (speeding, parking, etc.) must be paid for by the employee.
- All drivers are responsible to complete Monthly Truck Logs.

### If a Motor Vehicle Accident Occurs

- All accidents must be reported to management immediately.
- The supervisor or manager will notify the insurance company when an accident occurs with a Company vehicle.
- When an accident occurs with a personal vehicle authorized for Company use, the driver will notify the insurance company.

### **3.11 Company Travel**

QSI Interiors Ltd. will reimburse reasonable out of pocket expenses incurred by employees when required to be away from home on QSI Interiors Ltd. business. All travel and expenses must be approved in advance by your Branch Manager. Employees will normally pay for all expenses up front, however, travel advances may be granted in certain situations.

With prior authorization, employees using their personal vehicle for QSI Interiors Ltd. business will be reimbursed. Gasoline, maintenance, insurance and other operating costs shall be the responsibility of the employee. Any tickets received for traffic violations are the employee's responsibility.

All travel expense claims must be forwarded to your Branch Manager for review and approval.

### **3.12 Smoking**

In accordance with provincial legislation QSI Interiors Ltd. has adopted the following no-smoking policy.

- Smoking is prohibited in any building.
- Employees that do smoke will be required to do so in designated smoking areas.
- Smoking will be limited to coffee and lunch breaks.
- Smoking in company vehicles is prohibited.

## SECTION 4: TIME AWAY FROM WORK

### 4.1 General / Public Holidays

These are days recognized by legislation as Holidays. You either have this day off with pay or if you work, are paid according to provincial legislation. The days in **bold** are not legislated Holidays but days that QSI Interiors Ltd. has chosen to recognize.

<b>Manitoba</b>	<b>Saskatchewan</b>	<b>Alberta</b>
New Year's Day	New Year's Day	New Year's Day
Louis Riel Day	Family Day	Family Day
Good Friday	Good Friday	Good Friday
Victoria Day	Victoria Day	Victoria Day
Canada Day	Canada Day	Canada Day
<b>Civic Holiday</b>	Saskatchewan Day	<b>Civic Holiday</b>
Labour Day	Labour Day	Labour Day
Thanksgiving Day	Thanksgiving Day	Thanksgiving Day
<b>Remembrance Day</b>	Remembrance Day	Remembrance Day
Christmas Day	Christmas Day	Christmas Day
<b>Boxing Day</b>	<b>Boxing Day</b>	<b>Boxing Day</b>

QSI Interiors Ltd. understands that employees may have other religious holidays that they may recognize. Employees wanting to take time off for these days must make the request in writing for approval by their supervisor or manager. Normally, employees will be given the option of using annual vacation day(s), making up the time or taking leave without pay in order to accommodate the absence.



## 4.2 Vacation

As your health and wellness is important to us, QSI Interiors Ltd. encourages you to use your vacation time for rest, relaxation and personal pursuits. In the event that an employee's available vacation is not used during the calendar year, it will not be transferrable to the next calendar year. Employees are not eligible to receive pay of any kind in lieu of their vacation time. Field and hourly paid employees will receive vacation pay as a percentage of gross pay on every pay cheque. Vacation pay / time eligibility is determined in accordance with provincial legislation and the established practices of the individual branches.

### Alberta Employees

Service	Vacation Pay	Vacation Time
After 1 Year	4% annual earnings	2 weeks
After 5 Years	6% annual earnings	3 weeks

**Construction workers** are entitled to vacation pay of 6% of annual earnings from the start of employment, vacation time is not mandatory.

### Manitoba Employees

Service	Vacation Pay	Vacation Time
After 1 Year	4% annual earnings	2 weeks
After 5 Years	6% annual earnings	3 weeks

**Construction workers** are entitled to vacation pay of 2% of total wages for each entitled week of vacation (see chart above) from the start of employment.

### Saskatchewan Employees

Service	Vacation Pay	Vacation Time
After 1 Year	3/52 of annual earnings	3 weeks
After 10 Years	4/52 of annual earnings	4 weeks

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- You earn vacation from your first date of employment and must take the accrued vacation time in the same calendar year it has been accrued, unless otherwise approved by your supervisor. When an employee leaves the company, any vacation taken but not accrued will be deducted from their final pay cheque.
- All requests for vacation must be submitted to your manager/supervisor for approval a minimum of one month in advance.
- All vacation requests are subject to the manager's approval and management reserves the right to deny a particular time period for vacation requested due to scheduling or other work related conflicts.

### **4.3 Leaves of Absence**

<b>Type of Leave</b>	<b>Alberta</b>	<b>Saskatchewan</b>	<b>Manitoba</b>
<b>Maternity Leave (unpaid)</b>	15 weeks after 12 months of employment	18 weeks after 20 weeks employment. Primary caregiver of adopted child gets 18 weeks after 20 weeks employment.	17 weeks after 7 months of employment
<b>Parental Leave (unpaid)</b>	37 weeks of adoption or parental leave after 12 months of employment	After 20 weeks: 34 weeks if maternity or adoption leave taken; 37 weeks if maternity or adoption leave not taken.	37 weeks after 7 months of employment
<b>Misc. Leave (unpaid)</b>	Reservists' leave; eligible after 26 weeks employment	5 days bereavement-eligible after 3 months employment; 12 days sick; 12 weeks compassionate care or 16 weeks compassionate care if on EI compassionate care benefits; Reservists' leave immediate eligibility.	4 hours Citizenship Ceremony; 3 days bereavement; 3 days sick/family responsibility; 8 weeks compassionate care; 13 weeks organ donor. Eligibility for the above is 30 days employment except for Reservists' leave which is eligible after 7 months employment.

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#### **4.4 Team Building**

In order to promote and build a healthy working environment, QSI Interiors Ltd. will at various times arrange for off-site team building events. Attendance at these events is voluntary but encouraged. Employee's time outside of their normal work hours will not be paid, however, some expenses may be covered by the company.

#### **4.5 Medical & Dental Appointments**

Employees requiring time off to attend medical and dental appointments should make every effort to schedule these appointments at times which will least disrupt business operations. These times may include the employee's lunch break or at the beginning or end of the day. Employees are encouraged to make arrangements to make up the time missed in order to avoid loss of hours.

## **SECTION 5: WORK ENVIRONMENT**

### **5.1 General Employment Practices**

QSI Interiors Ltd. is committed to fostering and maintaining a diverse workforce that is characterized by dignity, respect and equality. QSI Interiors Ltd. provides equal opportunity to all employees and applicants for employment. It is our intent and desire that fair and equitable opportunities will be provided in employment which includes recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment.

### **5.2 Respectful Workplace**

QSI Interiors Ltd. is committed to providing a safe and respectful work environment for all employees, suppliers, customers and visitors so far as reasonably practicable. No one, whether a manager, an employee, a supplier, a customer or any member of the public should be subjected to discrimination, harassment, sexual harassment, personal harassment, bullying, disrespectful or violent behaviours for any reason, at any time. No one has the right to discriminate against, harass, bully, show disrespect or violence towards anyone else, at work or in any situation related to employment. This policy applies to all employees of QSI Interiors Ltd. including all persons contracted by QSI Interiors Ltd. This policy also applies to:

- Any location where the business of QSI Interiors Ltd. is being carried out.
- Other locations and situations such as during business travel, attendance at conferences and trade shows, work-related social gatherings or other locations where the prohibited behaviour may have a subsequent impact on the work relationship, environment or performance.

QSI Interiors Ltd. will not tolerate or condone any type of behaviour which contravenes this policy and will take necessary and appropriate action to address situations that occur which are a breach of this policy. It is the responsibility of every employee to conduct him/herself in a manner consistent with this policy.

#### **Defining Harassment**

Harassment is defined as: any objectionable or offensive conduct, comment, action, gesture or display, directed at a person or group of persons that degrades, demeans, humiliates or embarrasses and that any reasonable person should have known would be unwelcome, thus creating an uncomfortable, hostile and/or intimidating work and learning environment. It also includes an improper use of power or authority inherent in a person's

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position. It is behaviour that is unwelcome, vexatious, hostile, inappropriate and unwanted and that:

- Threatens the health or safety of an employee.
- Endangers an employee's job or threatens the economic livelihood of the employee.
- Undermines the employee's job performance or negatively interferes with the employee's career in any other way.
- Adversely affects the employee's dignity or psychological or physical integrity.
- Results in a harmful workplace for the employee.

Harassment may be a one-time event or series of incidents and may also exist systemically as part of the work environment.

Retaliatory behaviour in response to a complaint is also considered to be harassment.

#### Harassment on Human Rights Grounds

Harassment can be defined as a course of offensive and unwelcome conduct or comment made on the basis of a person's:

- Age.
- Physical size or weight.
- Ancestry, including colour and perceived race.
- Ethnic background or origin.
- Gender-determined characteristics or circumstances.
- Marital or family status.
- Nationality, national origin or citizenship.
- Physical or mental disability.
- Political belief, political association or political activity.
- Record of offences.
- Religion, creed, religious belief, religious association or religious activity.
- Sex, including pregnancy, the possibility of pregnancy or circumstances related to pregnancy.
- Sexual orientation.
- Source of income, including funding, financial or economic status.

Examples of human rights based harassment include, but are not limited to:

- Insulting gestures, remarks, jokes, innuendoes or taunting based on any of the above prohibited grounds or about adornments and rituals associated with cultural or religious beliefs.
- Displaying racist, derogatory or offensive written or visual material.
- Racial or ethnic slurs, including racially derogatory nicknames.
- Unwelcome inquiries about a person's source of income or funding.
- Racially motivated threats, intimidation or physical force.
- Any action, verbal or physical, that expresses or promotes racial intolerance, prejudice, discord or hatred.
- Refusal to work with or cooperate with an employee or co-worker because of any of the above prohibited grounds.

### Personal & Psychological Harassment

Personal and psychological harassment is also known as “bullying” and can include the abuse of authority. This consists of abusive and unwelcome comments and behaviours or actions that offend, abuse, intimidate, humiliate, demean or cause loss of dignity to an individual and can often have the effect of interfering with a person's work performance. Personal harassment can take place between peers and it can take place between individuals where there is a power imbalance.

“Bullying” occurs when the behaviour criticizes or degrades an individual in a persistent manner or in the presence of others. It is abusive behaviour that makes the recipient feel upset, threatened, humiliated or vulnerable. “Abuse of authority” harassment occurs when a person in a position of authority uses their position unreasonably and with the intent to interfere with an employee or the employee's job through the use of humiliation, intimidation, threats or coercion. A “person in authority” is typically someone who has the ability to influence or impact the working conditions of others.

Examples of personal and psychological harassment include, but are not limited to:

- Written or verbal abuse, threats and/or patronizing comments that are humiliating, demeaning or threatening.
- Condescending remarks or behaviour which undermines self-respect.
- Misuse of authority such as deliberately punitive assignments.
- Reprimanding and belittling an individual publicly.
- Threats to one's employment, working conditions or personal security.
- Dismissive gestures or comments.

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- Using patronizing behaviour, language or terminology which reinforces stereotypes and undermines self-respect or adversely affects work performance or working/learning conditions.
- Practical jokes that cause awkwardness or embarrassment that endanger an employee's safety or negatively affects work performance.
- Spreading rumours or gossip about another individual.
- Isolating an individual or refusing to work with an individual without justifiable reasons.
- Displaying graffiti or other material which is racist, sexist, sexually explicit, ethnic-based, religious, offensive, degrading or derogatory.
- Unwelcome remarks, jokes, innuendoes, or taunting about a person's appearance, body, height, weight, attire, age, marital status, gender, ethnic background, race, religion, accent, sexual orientation or disability or any other prohibited grounds.

### Sexual Harassment

Sexual harassment is defined as any type of sexually-oriented conduct, comment or gesture whether intentional or not, that is unwelcome, offensive or unsolicited and has the purpose or effect of creating a work environment that is hostile or offensive. Examples of sexual harassment include but are not limited to:

- Unwelcome sexual jokes, language, advances or propositions.
- Written or verbal abuse of a sexual nature, sexually degrading or vulgar words to describe an individual.
- The display of sexually suggestive or pornographic objects, pictures, posters or cartoons.
- Unwelcome comments or taunting about an individual's body, size, attire, sex or sexual orientation.
- Inquiries or comments about a person's sex life or sexual preferences.
- Unwelcome touching, leering, whistling, brushing against the body, pinching, patting, kissing or suggestive insulting or obscene comments or gestures.
- Sexual assault.
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment or promises of the same.
- Refusing to work with or have contact with workers because of their sex, gender or sexual orientation.

Harassment is not:

- Appropriate performance reviews, counseling, coaching or discipline by a supervisor or manager.
- Day-to-day management or supervisory decisions involving work assignments, workplace assessments or implementation of appropriate dress codes, provided they are carried out in a manner that is reasonable and not abusive.
- Physical contact necessary for the performance of the work using accepted industry standards.
- Conflict or disagreements in the workplace that are not based on one of the prohibited grounds and would reasonably be considered as acceptable within a workplace setting.
- Occasional misunderstandings or miss communications.
- Reasonable words or actions related to isolated stress or frustrations encountered in the performance of work duties.

### Defining Violence

Workplace violence is defined as the exercise of physical force by a person against an employee in a workplace that causes or could cause physical harm or injury to an employee or the attempt to exercise physical force against an employee in the workplace that could cause physical harm or injury. It also includes the threat, real or perceived, of any act of physical force or aggression. Examples of workplace violence include but are not limited to:

- Hitting, scratching, pinching and biting.
- Throwing or slamming things.
- Swearing and the use of profane language.
- Yelling and screaming.
- Direct, conditional or veiled threats.
- Practical jokes that could cause embarrassment or physical harm or injury.
- Vandalism of personal property.
- Use of or threat to use a weapon.

Workplace violence can take place in the workplace itself or outside the workplace in a situation that is somehow connected to work. This includes threatening phone calls from one employee to another at his or her home or any kinds of verbal or written threats or violent actions against an employee's family or property.



## Domestic Violence

If QSI Interiors Ltd. becomes aware of domestic violence that would likely expose an employee to physical injury or harassment in the workplace, we will take every precaution reasonable in the circumstances for the protection of the employee. This could include:

- Preparing an emergency security plan including procedures for contacting police.
- Exploring options for voluntary relocation of the victimized employee.
- Exploring options to prevent the employee from having to deal with harassing electronic communication of any type including telephone calls, e-mails, faxes and text messages.
- Displaying domestic violence prevention information and resource lists.
- Inviting community resources to provide sessions on domestic violence to employees, supervisors and managers.
- Distributing a statement that the organization does not tolerate acts of violence in the workplace including domestic violence.

## Rights and Responsibilities

### Employees

All employees are responsible for ensuring that the work environment is free from discrimination, harassment and violence. Employees are expected to treat each other with respect and to speak up if they or someone else is being harassed, discriminated against or being treated with disrespect. All employees also have a responsibility to report incidents of harassment, discrimination or violence to the appropriate person, and to cooperate in any investigations, should they occur. All employees are responsible for respecting the confidentiality of anyone involved in a complaint or an investigation.

Employees have the right to file a complaint directly with their provincial Human Rights Commission or the Workplace Safety and Health Division. Before filing a complaint with the Workplace Safety and Health Division, the employee must ensure that the person responsible for the behaviour is requested either verbally or in writing to stop the behaviour. If an employee does file a complaint with another body, she/he must give a copy of the complaint to his/her manager.

If a complaint has been filed, an employee also has the right to refuse work if the reported behaviour substantially interferes with the employee's ability to perform his/her work and the employee reasonably believes the behaviour will continue or the employee's health or safety is jeopardized by continuing to work. If an employee refuses to work, she/he must advise his or her manager and must promptly notify a Workplace Safety and Health

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Officer in writing, identifying the reasons for refusing to work. A copy of this notification must be given to his/her supervisor or manager. If it is determined that the employee does not have to work, he/she will be allowed to remain off-site, with pay, until disciplinary or other action has been taken or reasonable alternative work arrangements have been made for the employee.

### Supervisors and Managers

All supervisors and managers are responsible for creating and maintaining a work environment that is free from discrimination, harassment and violence. This includes ensuring that this policy is accessible and communicated to their employees. They are also responsible for setting an example of appropriate workplace behaviour and ensuring that inappropriate behaviour is not allowed, condoned or ignored. This includes taking preventative action to avert the development, escalation or recurrence of inappropriate behaviour within their areas of responsibility. Supervisors and managers are also responsible for assisting employees who turn to them for help with concerns or complaints that fall within this policy. They may be considered party to the complaint if they fail to take corrective actions and could be disciplined.

In addition to the responsibilities outlined above, supervisors and managers are responsible for encouraging, supporting and providing training, in addition to the resources necessary for employees to fulfill their roles with respect to this policy.

Supervisors and managers have the right to work within this policy and to expect that all employees will abide by the policy. They also have the right to be protected from frivolous or malicious claims and to manage the affairs of their area of responsibility to meet QSI Interiors Ltd. objectives.

### Employer

As an employer, QSI Interiors Ltd. has a responsibility to be aware of what is happening in the workplace and to deal with discriminatory, harassing, disrespectful and violent incidents appropriately. QSI Interiors Ltd. will discipline anyone who has been found to have harassed, discriminated against or behaved violently towards a person or group of people or who retaliates in any way against anyone who has lodged a complaint or who has given evidence during an investigation. QSI Interiors Ltd. will also discipline supervisors and managers who do not act properly to end harassment, discrimination and disrespectful behaviours.

Upon hiring, QSI Interiors Ltd. will provide all supervisors and managers with training and education on how to prevent and respond to workplace harassment and violence and will provide refresher training on a regular basis.

QSI Interiors Ltd. has the right to work within this policy and to expect that all employees will abide by the policy. QSI Interiors Ltd. also has the right to manage the affairs of QSI Interiors Ltd. to meet QSI Interiors Ltd. objectives.

### Complaint Procedures

Employees have the right to complain if they feel they have been treated in an inappropriate manner and are encouraged to take direct, assertive action should they experience discrimination, harassment, disrespectful or violent behaviour. QSI Interiors Ltd. will not tolerate any retaliation against anyone who files a complaint. All complaints will be handled in a confidential manner and the name of any complainant or respondent or the circumstances surrounding the complaint will not be disclosed and will be treated confidentially, except as necessary to investigate the complaint or as required by law. Any employee who files a complaint may be accompanied by a person of their choice during any discussions, interviews or investigations arising from the complaint.

#### Informal

Tell the alleged offender you find the behaviour offensive and unwelcome, they should immediately stop such behaviour. This can be done either in person or in writing. Telling the person to “stop” may be difficult to do, but frequently, it is the most effective means of eliminating the problem. Make a note of your discussion with the individual, including the date and keep it for future reference.

Where the above cannot be done, is inappropriate or is unsuccessful, seek immediate assistance from your supervisor or manager. They may suggest a mediated process or a meeting to discuss and get clarification around the events that have occurred. If the supervisor or manager is the alleged harasser, seek assistance from another manager or the President.

The complainant shall not be compelled to proceed with a complaint and shall have the right to withdraw a complaint at any point up to the initiation of the formal process. QSI Interiors Ltd. may, however, determine to proceed with the complaint as an organizational response.

The complainant and the alleged harasser may each be accompanied by a person of his/her choice during meetings conducted regarding a complaint.

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## Formal

Where an informal resolution cannot be done, is inappropriate or is unsuccessful, employees should submit a formal complaint in writing. Employees should seek immediate assistance from their supervisor or manager. Record the dates, times, locations, witnesses and nature of the incidents, particularly any incidents that may have occurred subsequent to the alleged offender being told the behaviour is offensive. Management will take action on any complaint quickly and as confidentially as possible and will let both parties to any complaint know the outcome of any investigation.

The following process will be followed:

- The employee making the claim should submit the complaint in writing. Include information on what happened, when, where, what was said, who said what, witnesses and what you did at the time.
- The supervisor or manager will notify the alleged offender of the complaint and will provide him/her with a copy of the written complaint.
- The alleged offender will be given an opportunity to consult with legal counsel or a personal representative and to respond in writing to the allegations outlined in the formal complaint.
- The Complainant will be given a copy of the Respondents response.
- Management may attempt to resolve the matter through discussion or may initiate a formal investigation.
- If necessary, a formal and confidential investigation will be conducted by either a representative of QSI Interiors Ltd. or by an outside, impartial investigator. Findings will be reported to management.
- Management will inform the person lodging the complaint and the alleged offender of the results of the investigation.

## Outcomes and Remedies

If, based on the balance of probabilities, the evidence supports the complaint management will do whatever is necessary to stop the discrimination, harassment or disrespectful behaviours. Any files regarding the complaint will be kept in a separate and confidential location in the manager's office.

Discipline may range from awareness training to disciplinary action imposed in accordance with the corrective action process.

Remedies for the employee filing the complaint may include, but is not limited to:

- A verbal or written apology from the offender and QSI Interiors Ltd.
- Payment of any wages or benefits lost.
- Granting of a position or promotion that was denied.

If the investigation does not find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of any of the parties involved and no repercussions will occur for the person filing the complaint, if the complaint was filed in good faith.

All incidents and complaints will be taken seriously, but employees should remember that frivolous or unfair complaints are disruptive and unacceptable. Any employee who is found to have filed a complaint that is considered frivolous or that was filed with malicious intent, will be subject to disciplinary action.

An employee has the right to file a complaint with their provincial Human Rights Commission or their provincial Workplace Safety and Health Department. This policy is not intended to discourage or prevent the complainant from exercising any other legal rights.

### Timelines

Complaints should be made as soon as possible, ideally within one month after the occurrence. Complaints will be resolved as quickly as possible, ideally within one month of the complaint being received where possible.

### Confidentiality

Confidentiality must be distinguished from anonymity. The complainant who wishes to seek a remedy must be prepared to be identified to the alleged harasser. Confidentiality of the persons involved in an investigation shall be maintained as appropriate and as allowed by law to protect both the complainant and the alleged harasser against unsubstantiated claims which might result in harmful or malicious gossip. It must be recognized that, to the extent that the parties choose to initiate proceedings or make comments outside the organizations internal complaint procedure, confidentiality cannot be guaranteed.

### Records

Sealed records of harassment complaints will be kept in a secure location within QSI Interiors Ltd. offices.

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### **5.3 Health & Safety**

QSI Interiors Ltd. is committed to fostering a work environment that promotes and maintains the health and safety of its employees, suppliers and customers. The protection of employees from injury and occupational disease is of great importance. QSI Interiors Ltd. will make every effort to provide a safe, healthy and respectful work environment. All managers, supervisors and employees must be dedicated to the intent of reducing risk of injury.

QSI Interiors Ltd., as the employer, is ultimately responsible for employee health and safety. Supervisors and managers will be held accountable for the health and safety of workers under their supervision. Supervisors and managers are responsible for ensuring that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures. Employees must receive adequate training in their specific work tasks to protect their health and safety.

All employees must protect their own health and safety by working in compliance with the law and with safe work practices and procedures established by QSI Interiors Ltd.

It is in the best interest of everyone to consider health and safety in every activity. The commitment to health and safety must form an integral part of this at QSI Interiors Ltd. Please refer to the QSI Interiors Ltd. Safety Manual for a comprehensive list and description of all Health and Safety policies for QSI Interiors Ltd. employees.

#### **What to do if you are injured at work**

- Report the injury to your supervisor or manager immediately and, if required, obtain first aid.
- If required, see a health care professional and submit a copy of the physicians report or modified duty requirements to your supervisor or manager.
- Report to work on your next scheduled shift for regular or modified duties. If you are unable to come into work, call your supervisor or manager and advise that it is due to the workplace accident. A doctor's note needs to be provided.
- Cooperate with your supervisor or manager for an early and safe return to work.

Please refer to the Modified/Return to Work Program in the QSI Interiors Ltd. Safety Manual.

## **5.4 Environmental Policy**

QSI Interiors Ltd. is committed to the development and implementation of a Waste Management / Recycling Program. Our purpose is to create an environment as waste free as possible within the operation and set ourselves as a leader in the reduction, reuse and recycling of our waste.

## **5.5 Privacy**

QSI Interiors Ltd. has implemented a Privacy Policy to comply with the Personal Information Protection & Electronic Documents Act (PIPEDA). QSI Interiors Ltd. is committed to respecting the privacy of personal information about its employees and is committed to protecting the personal information of its employees provided in the course of employment and the operation of the business. This policy outlines the process by which QSI Interiors Ltd. will protect the privacy of personal information regarding its employees and, specifically, how such information is collected, used and disclosed.

Personal information means any information that may be used to identify an individual, including any factual or subjective information, recorded or not, about an identifiable individual, except the name, title, and business address or business telephone number of an employee (information found on a business card or in public directories).

### **Collection of Personal Information**

QSI Interiors Ltd. routinely collects personal information about employees as required by law or for legitimate business purposes including staff administration, management purposes and the performance of services on behalf of QSI Interiors Ltd.

QSI Interiors Ltd. will make every reasonable effort to ensure that the personal information it uses is accurate and complete and will protect this information by taking reasonable measures designed to prevent unauthorized collection, access, use, disclosure or disposal.

QSI Interiors Ltd. may collect information about an employee from a number of different sources including, but not limited to:

- Information provided by the employee on applications or other forms.
- Information provided by agencies or other reference sources such as past employers or educational institutions.
- Medical, health or disability related information provided by employees and/or their health care providers for accommodation, leaves, benefits or insurance purposes.

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- Information disclosed by a government agency and court documents. (e.g. garnishment order).
- Performance generated reports, evaluations and customer feedback.

### Use and Disclosure

QSI Interiors Ltd. will use and disclose personal information only as required by law or for legitimate business purposes including staff administration, management purposes and the performance of services on behalf of customers. In the event QSI Interiors Ltd. desires to use and/or disclose personal information for purposes that are not directly employment-related, it will obtain employee consent for such use or disclosure.

### Safeguards

To ensure that QSI Interiors Ltd. commitment towards the collection, use, storage, disclosure and the destruction of personal information, QSI Interiors Ltd. requires each employee who has access to employee personal information take reasonable measures to protect the privacy of such information.

### Inquiries or Concerns

All complaints and questions will be responded to in a timely manner under the circumstances. All complaints will be investigated and appropriate measures taken to correct deficient policies and practices. Employees have the right to contact the Privacy Commissioner in the event of any dispute. Any complaints or concerns regarding personal information and this Privacy Policy may be addressed, in writing, to QSI Interiors Ltd. Privacy Officer at the following address:

Privacy Officer  
QSI Corporate Office  
120 Terracon Pl  
Winnipeg, MB R2J 4G7  
Phone: 204-235-0710  
Fax: 204-661-1976

If the Privacy Officer is unable to resolve the issue, a written complaint may be filed with the Federal Privacy Commissioner at:  
*The Privacy Commissioner of Canada  
112 Kent Street, Ottawa ON K1A 1H3  
Telephone: 1-800-282-1376*



## **5.6 Confidentiality**

During your employment with QSI Interiors Ltd. you may be exposed to confidential and proprietary information. This information may not be discussed outside QSI Interiors Ltd. It should only be discussed with other employees in the workplace as necessary to complete the processing of daily business. Confidential and proprietary information includes and is not limited to the following:

- Customer information.
- Financial information.
- Business strategies.
- Contracts.
- Human resources information including payroll.
- Technology and computer systems.
- Policies and procedures.
- Any other proprietary and confidential information you are exposed to relating to QSI Interiors Ltd. or our customers.

You are required to ensure that any materials containing confidential or proprietary information are filed and/or locked up before leaving your work areas each day. During the workday, you should not leave any sensitive information lying about or exposed. Confidential information must not be discussed where it can be overheard by customers, suppliers or other external individuals.

## **5.7 Security**

All employees who are issued keys for office access are responsible for their safekeeping.

Employees who work in the office outside of the normal business hours are responsible for ensuring that the doors are locked during these times. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility for ensuring that all doors are securely locked and all lights are turned off.

Personal items kept on QSI Interiors Ltd. property should be carefully safeguarded. QSI Interiors Ltd. is not responsible for personal belongings or property. Purses, wallets and any other valuables should not be left unattended.

## **SECTION 6: STANDARDS OF CONDUCT**

### **6.1 Performance Reviews**

Performance reviews at QSI Interiors Ltd. are conducted to provide a system of formal documentation and evaluation of an employee's performance over a specified period of time.

QSI Interiors Ltd. believes that the value of performing and documenting a performance evaluation goes beyond the use of evaluation for: potential wage increases and provides opportunity for discussions about training and development, clarification of job responsibilities and expectations, documentation and correction of performance issues, assessments for promotional opportunities and individual levels of performance relative to established standards.

### **6.2 Gifts**

Business gifts and entertainment have the potential to compromise the objectivity and integrity of QSI Interiors Ltd. Employees should make every effort to avoid situations that give the appearance of a conflict of interest.

These guidelines on gifts and entertainment apply to anything given or received as a result of an actual or prospective business relationship, for which the recipient does not pay fair market value. Matters covered by these guidelines include such things as: meals and beverage, travel and accommodation for business or vacation purposes, tickets to sporting or cultural events, discounts not available to the general public, cash, art objects and any other merchandise or services. These guidelines apply to all employees at all times; they do not change during traditional gift-giving seasons.

#### **General Guidelines**

- Employees of QSI Interiors Ltd. should not accept any item of value from any person or organization in exchange for or in connection with a business transaction between QSI Interiors Ltd. and that other person or organization unless, it is for approved networking or other business purposes.
- Employees may accept items of minimal value from customers, suppliers or others as long as the gift is not given in response to solicitation on your part and as long as it implies no exchange for business purposes. Items may include: gifts, gratuities, food, drink and entertainment.

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## Gifts

You must not accept gifts, monetary or otherwise, from customers or our business partners in the community. Any significant gifts offered should be:

- Politely declined and returned to the individual or organization with a note explaining QSI Interiors Ltd. guidelines on accepting gifts and entertainment.
- Turned over to your manager for possible donation to charity or for use by QSI Interiors Ltd.

## Special Circumstances

There are some cases where refusal of a gift would cause embarrassment or offend the person or organization offering it. This is particularly true for some cultures. In these cases, the gift should be accepted on behalf of QSI Interiors Ltd. and then turned over to your manager.

## Entertainment

Accepting tickets or invitations to a sporting, social or business event is permissible if the host is present or there is a business reason to attend. Any such activities must be reported to your Branch Manager in advance of the event.

If you are faced with and are unsure how to handle a situation that you believe may be a conflict of interest, please notify your manager.

## **6.3 Code of Conduct and Corrective Action Process**

QSI Interiors Ltd. is committed to high standards of ethical and professional conduct. In order to maintain our high standards and provide a safe, respectful and productive workplace, all employees are expected to follow the code of conduct. The intent is to inform you of the expectations in respect to your behaviour while working at QSI Interiors Ltd. and the consequences that will result if those expectations are not met. These rules and regulations apply to all employees, regardless of their position in QSI Interiors Ltd. In addition, they apply at all times that employees are on QSI Interiors Ltd. premises including: all buildings, grounds, vehicles, parking areas used by QSI Interiors Ltd. to conduct its business. Whether owned or rented by QSI Interiors Ltd., during any period of time when employees are performing duties for QSI Interiors Ltd. They may also apply to off-duty, off-premises conduct if related to your employment. Anyone violating the rules of the code of conduct will be subject to disciplinary action, up to and including termination of employment.

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Depending on the severity or frequency of the infraction, the corrective action process will normally include the following (some steps may be repeated):

**Verbal warning** – First infraction, a verbal warning is the first step in disciplinary action and should be utilized when supervisors or fellow workers notice that safe work practices or company policies are not being followed. The verbal warning should be documented and discussed with upper management. The verbal warning will be noted in the employee's personnel file.

**Written warning or possible suspension without pay** – Second infraction, a written memo will be given to the employee outlining the inappropriate behaviour and the desired changes expected. Also, the employee may be suspended for one day without pay. The written warning will be discussed with upper management and will be filed in the employee's personnel file.

**Possible suspension without pay or termination of employment** – Third infraction, the employee may be suspended for a longer period of time or dismissed, depending on the severity of the infraction.

In cases of serious misconduct or behaviour of a serious nature, some or all of the above steps may be omitted. If the employee acts in a manner that constitutes willful misconduct, disobedience or willful neglect of duty or if the employee acts in a manner that is violent in the workplace or is dishonest in the course of employment, he/she may be immediately terminated without notice.

QSI Interiors Ltd. management and supervisors will determine the appropriate level of discipline.

The following is not a complete list of infractions for which an employee may be subject to discipline, it is a description of those offenses that may result in immediate discipline, up to and including termination of employment for a single offense:

- Failure to act with integrity and honesty, including falsification of QSI Interiors Ltd. related documents or misrepresentation of any fact.
- Attendance and punctuality.
- Fighting, disorderly conduct, horseplay or any other behavior which is dangerous or disruptive.

- Possession of, consumption of or being under the influence of alcoholic beverages, illegal drugs or non-prescribed controlled substances in your body while on QSI Interiors Ltd. premises or on QSI Interiors Ltd. business.
- Possession of weapons, firearms, ammunition, explosives or fireworks on QSI Interiors Ltd. premises.
- Willful neglect of safety practices, rules and policies.
- Reckless driving while conducting QSI Interiors Ltd. business.
- Stealing, embezzling or intentionally damaging property belonging to QSI Interiors Ltd. or its customers or employees.
- Unauthorized use of QSI Interiors Ltd. or its customer's name, logo, funds, equipment, vehicles or property.
- Insubordination, including failure to comply with any work assignments or instructions given by any of QSI Interiors Ltd. managers or supervisors with the authority to do so.
- Violation of QSI Interiors Ltd. Respectful Workplace Policy.
- Failure to maintain the confidentiality of information belonging to QSI Interiors Ltd. or its customers.
- Violation of the Information Systems and Electronic Devices policy.
- Failure to comply with QSI Interiors Ltd. human resource policies and rules.
- Gossip about coworkers that undermines trust and cooperation.
- Posting of confidential, proprietary QSI Interiors Ltd. information onto a social networking site.

#### **6.4 Attendance**

QSI Interiors Ltd. expects that every employee will be regular and punctual in attendance. This means being at work, ready to work, at the agreed upon starting time each day. Absenteeism and tardiness places a burden on other employees and on QSI Interiors Ltd.

If you are unable to report for work for any reason, you must contact your supervisor or manager as early as possible. If your supervisor or manager is not available at that time, you should leave a message on QSI Interiors Ltd. voice-mail system. This will allow QSI Interiors Ltd. to arrange for temporary coverage of your duties, if required, and helps other employees to continue work in your absence.

Excessive absence, tardiness or patterns of absenteeism or tardiness will be addressed through the corrective action process.

## **6.5 Substance Abuse**

QSI Interiors Ltd. is committed to providing a safe and productive workplace for employees and recognizes substance abuse as a health, safety and security problem. We expect all employees to assist in maintaining a work environment that is free of substance abuse. In keeping with this commitment, the following activities are prohibited:

- The manufacture, distribution, possession, sale or purchase of illicit substances or abuse and/or substance-related paraphernalia while performing QSI Interiors Ltd. business or while on QSI Interiors Ltd. property or in QSI Interiors Ltd. vehicles.
- Using, selling, purchasing, transferring, manufacturing or storing an illegal drug or drug paraphernalia or attempting to or assisting another to do so, while in the course of employment.
- Working or reporting to work, conducting QSI Interiors Ltd. business, being on QSI Interiors Ltd. property or operating a motor vehicle while under the influence of an illegal drug or alcohol or in an impaired condition.
- Working while under the influence of prescription drugs that impairs performance.

## **SECTION 7: COMPENSATION & BENEFITS**

### **7.1 Salary Reviews**

QSI Interiors Ltd. reviews salaries on an annual basis. Salary increases may be provided depending upon competitive factors, the employee's performance and QSI Interiors Ltd. ability to pay.

### **7.2 Time Keeping**

Daily timecard booklets are supplied by QSI Interiors Ltd. to all Field staff. Timecards are to be filled out daily with a copy given to the jobsite supervisor.

### **7.3 Pay Schedule**

Office staff are paid on a semi-monthly basis, with payday on the 15<sup>th</sup> and last day of each month.

Field staff are paid on a bi-weekly basis. The pay week is from Saturday to Friday. The normal payday is Friday.

### **7.4 Overtime**

Positions within QSI Interiors Ltd. do require some schedule flexibility. At times this may result in overtime. All overtime must be approved in advance by your manager or supervisor.

Field staff will be paid 1 ½ times their regular wages for overtime worked. Overtime will be calculated based on legislated provincial requirements.

### **7.5 Travel Allowance**

Travelling to and from the work-site is not considered working time. When determining projects where travel allowance is paid, an 80 KM radius of the city is used as a guideline. Projects within the 80 KM radius generally do not pay travel allowance, while projects outside of the radius typically do.

QSI Interiors Ltd. will pay employees their regular rate when travelling to and from projects outside the 80 KM radius. These travelling hours will be calculated separately from working hours and will not be included in overtime calculations. Payroll cheques will note travel allowance separately from hourly pay and overtime pay.

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## **7.6 Group Benefits**

QSI Interiors Ltd. provides a broad range of group benefits to employees including:

- Life Insurance
- Accidental Death & Dismemberment Insurance
- Long Term Disability
- Dependent Life Insurance
- Dental Benefits
- Health Benefits

Enrolment in the employee benefits plan is available following a 3 month waiting period for all new employees working a minimum of 24 hours per week. Employees have up to 31 days from the date you become eligible to apply. If you apply later than the 31 days from your eligibility date, you must provide proof of good health from your doctor. QSI Interiors Ltd. will pay for 50% of premiums related to the benefits listed. All new employees will receive a copy of the Employees Benefits Plan booklet which explains the details of benefits.

QSI Interiors Ltd. does not offer coverage for Short Term Disability.

In the event an employee cannot work due to illness, injury, unpaid leave, or quarantine the employee may apply for sick benefits through Employment Insurance. During such absences employees are required to pay their portion (50%) of premiums related to group benefits, noted above, in order to maintain coverage. Payments of group benefit premiums are due to QSI Interiors Ltd. by the 1<sup>st</sup> of the month and are payable by post-dated cheques. If payment is not received by the 1<sup>st</sup> of the month, the benefit plan will be terminated.

In the event that an employee enrolls in an apprenticeship program, the premiums will be deducted once they return to work.



## **SECTION 8: EMPLOYEE DEVELOPMENT**

### **8.1 Training**

In situations where QSI Interiors Ltd. requires and approves an employee's attendance at mandatory or job related training during their normal working schedule, the employee will be paid for the time at their regular rate of pay. All expenses for training that involves out of town travel will be paid for by QSI Interiors Ltd.

If an employee voluntarily attends training courses to upgrade or increase their job related skills, there must be no cost to QSI Interiors Ltd., unless it has been approved in advance by their manager. Time spent attending these training courses will not be paid by QSI Interiors Ltd.

### **8.2 Educational Assistance**

In order to support full-time employees' continuous growth and development, QSI Interiors Ltd. may provide financial assistance to take developmental programs and courses as discovered through the annual performance review process. These programs and courses must be directly related to an employee's current duties and responsibilities or another position within QSI Interiors Ltd. that is reasonably attainable.

All requests for tuition reimbursement must be submitted to your Branch Manager at least one month in advance of the course registration date. Expenses for tuition and books for pre-approved courses will be considered for reimbursement upon the submission of course marks (within 1 month of course completion) which indicate a passing grade and copies of receipts.

QSI Interiors Ltd. reserves the right to decline requests for tuition reimbursement.

Mandatory training or courses that are required by QSI Interiors Ltd. are covered under the policy on Training.

## **SECTION 9: COMMUNICATION**

### **9.1 Employee Concern Process**

QSI Interiors Ltd. recognizes that there may be times when employees have a job-related problem, question or concern. If this happens, employees should discuss it with their manager. By doing this employees usually reach the simplest, quickest and most satisfactory solution.

Concerns will be addressed as quickly as possible and the employee will be kept informed of the progress and resolution.

QSI Interiors Ltd. values and encourages input from employees on matters that impact their work and the working environment. We encourage you to provide your suggestions and ideas to your manager.

### **9.2 Announcements, Postings & General Information**

Employee communications may be distributed through the e-mail system, by paper memos or announced at staff meetings. Employees are encouraged to read all notices sent out.

## ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I have received the current employee handbook (effective February 1, 2014) and have read and understood the material covered. I have had an opportunity to ask questions about the policies in this handbook and I understand that any future questions that I may have about the handbook or its contents will be answered by my supervisor or manager. I agree to and will comply with the policies, procedures and other guidelines set forth in the handbook. I understand that QSI Interiors Ltd. reserves the right to change, modify or remove any or all of the policies, benefits, rules and regulations contained or described in the handbook as it deems appropriate at any time, with or without notice. The policies are in accordance with provincial legislation in effect as of February 2014; should any policy fall below legislation, legislation will prevail. I acknowledge that neither the handbook nor its contents are an express or implied contract regarding my employment.

The terms and conditions of an individual employment contract will supersede this handbook.

This handbook contains unpublished, confidential and proprietary information. No disclosure, duplication or use of any portion of the contents of these materials for any purpose may be made without the prior express written consent.

These policies supersede all previous employee policies and memos that may have been issued from time to time on subjects covered in this handbook.

*Revised: June 13, 2019*

*Reviewed: June 13, 2019*