

I. Purpose

To create a positive, safe, and efficient work environment that promotes employee well-being and productivity. By fostering a culture of respect, collaboration, and professionalism, we aim to optimize our workplace and achieve our organizational goals.

II. Shared Responsibility

A harmonious and efficient workplace is a collective effort. The company commits to providing necessary resources and support, while employees are expected to actively contribute to maintaining a positive work environment.

III. Employee Responsibilities

- **Access and Security:**
 - Utilize the designated North-West entrance and revolving doors.
 - Scan access cards for entry and exit.
 - Sharing access cards is strictly prohibited.
 - Do not tailgate to maintain security
 - Keep access cards visible and secure.
 - Report lost cards promptly.
- **Locker Usage:**
 - Store personal belongings in lockers.
 - Remove belongings and leave lockers unlocked at the end of the shift.
 - Adhere to locker clearance policies.
- **Workstation Etiquette:**
 - Use workstations for work purposes only.
 - Avoid consuming food or beverages at workstations, except for water in spill-proof containers.
 - Keep workstations clean and organized.
 - Lower workstations and push in chairs at the end of the shift.
- **Shared Areas:**
 - Use shared areas responsibly and respectfully.
 - Clean up after yourself.
 - Adhere to specific guidelines for cafeterias, water fountains, game rooms, prayer rooms, and first-aid rooms.
 - Minimize noise levels and avoid disturbances.

Workspace Guidelines



- **General Workplace Conduct:**

- Practice good hygiene.
- Refrain from using strong scents.
- Adhere to noise and distraction policies.
- Avoid loitering in the contact center.
- Communicate exclusively in French or English on the floor. The use of any other language is prohibited, regardless of the language for which the employee was hired.

IV. Company Responsibilities

- **Facility Maintenance:** The company will ensure the workplace is well-maintained, clean, and safe.
- **Equipment and Resources:** Provide employees with necessary tools and equipment to perform their duties efficiently.
- **Training and Support:** Offer training and support to help employees understand and adhere to workplace policies and procedures.

V. Enforcement

- **Regular Inspections:**
Regular inspections will be conducted to assess compliance with workplace policies.
- Any issues or concerns will be addressed promptly.

By signing below, I acknowledge that I have read, understood, and agree to these terms. I understand that non-compliance may lead to disciplinary action and/or financial responsibility.

Employee Signature: _____

Date: (yyyy-mm-dd): ____/____/____