

Applied **Industrial** **Flooring Canada**

Floors for a safer, cleaner and more productive workplace.

A division of
Preferred Polymer Coatings Ltd.

HEALTH, SAFETY & ENVIRONMENT (HSE) MANUAL

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A division of Preferred Polymer Coatings Ltd.

1275 Crestlawn Dr, Mississauga, Ontario, L4W 1A9

Phone: (416) 201-9003 / 1-800-824-2443 • Fax: (416) 201-0224

WEB: www.appliedfloors.com

SAFETY POLICY

Scope

These policies apply to all locations and/or work sites of the companies named under "APPLIED"

Policy

"Applied Industrial Flooring Canada "(Preferred Polymer Coatings Ltd.) is committed to providing a safe workplace for all of its workers.

We recognize that all workers have the right to work in a safe and healthy environment, consistent with the *Occupational Health and Safety Act*, the *Regulations for Construction Projects* and any other applicable legislation.

Our company is committed to take every reasonable effort to eliminate the hazards that cause accidents and injuries.

Disregard or willful violations of this Policy by employees at any level may be considered cause for disciplinary action in accordance with the company's policies."

A healthy and safe workplace, benefits both APPLIED and all its members. Putting safety first is good business.

It is the Policy of APPLIED to:

- A. Establish and provide for constant improvement to a healthy and safe working environment.
- B. Provide an environment as free as is reasonably possible from fire and security loss.
- C. Ensure that design of the work environment considers individual member capabilities and limitations;
- D. Strive toward eliminating personal injury, and workplace illness; and
- E. Present the policy in a manner that will provide all members the understanding to comply with their legal obligations in an efficient and cost-effective manner.

Applied Industrial's Commitment:

As an employer APPLIED is ultimately responsible for worker health and safety, which includes training and enforcement.

Operations manager and job leaders will be held accountable for the health and safety of workers under their supervision. They are responsible to ensure that machinery and equipment are safe; all required material information is available with the crew boss/ job leader and that all workers follow established safe work practices and procedures. These procedures are outlined in this policy document.

All APPLIED workers are expected to practice the trained procedures and will receive ongoing upgrading and retraining to maintain adequate level of training in their specific work tasks to protect their health and safety. Every worker is expected to protect his or her own health and safety by following the law and APPLIED's Safe Work Practices and Procedures.

It is in the best interest of all members to consider health and safety in every activity. Commitment to health and safety is the most essential part of APPLIED's operation.

This policy document covering these complex laws will be open at any time, for any company member to provide improvement and updating. At minimum, it will be reviewed once a year to ensure that it is current.

OUTLINE OF RESPONSIBILITIES OF THE INDIVIDUAL

The Supervisor (Crew Boss / Team Leader):

Shall ensure that:

- Workers work in the manner and with the protective devices, measures and procedures prescribed by the act and regulations;
- Workers use or wear the equipment, protective devices or clothing that the employer requires to be used or worn;
- Workers are advised of any potential or actual danger to their health or safety;
- Workers are provided with timely orientation (in writing where prescribed) as to the measures and procedures to follow for their protection.
- Workers are aware of job site emergency exits
- Workers are informed of special customer regulations and instructions regarding health and safety pertaining to the job site.
- Workers are informed of location of job site fire extinguishers

Worker: (Any company member regardless of function that is involved in the act of any work):

Shall:

- Work in compliance with the provisions of the act and the regulations;
- Use or wear the equipment, protective devices or clothing that the employer requires to be used or worn;
- Report to the employer or supervisor any problem with the equipment which may endanger personnel;
- Report to the employer or supervisor any contravention of the act or the regulations or hazard on the project;
- Never work in a manner that may endanger anyone;
- Never engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct on a project;
- (a) Not use or be under the influence of Alcohol or non-prescriptive drugs while on the job site
- (b) Report to a manager if they are on ANY medication that may impact their ability to work (in a safety sensitive environment) including medicinal marijuana. (see Alcohol and Drug policy)
- Use appropriate eye protection when chipping, drilling, blasting, scarifying or using chemicals or acids;
- Maintain an orderly work area;
- Always Control all operations to protect fellow workers, material and equipment;
- When in doubt, ask for information or direction from the person in charge

INJURY PREVENTION

1- GENERAL PERSONAL PROTECTION

A successful Occupational Health and Safety Management System (OHSMS) minimizes the potential for injury or illness in the workplace.

1. For your personal protection on the job, shirts (preferably long sleeved) and long pants shall always be worn.
2. Do not wear loose clothing or cuffs, torn or ragged clothing. Greasy, oily or resin/ hardener/ urethane contaminated clothing, gloves or boots. (Any prolonged skin contact, even after washing, of uncured, partially cured, or cured Resin/hardener/urethane may hasten skin sensitivity.) Do not wear finger rings or neck chains or any other type of Jewelry. Long hair should be tied.
3. All workers are required to wear protective clothing or use personal protective equipment or devices and are adequately instructed and trained in the care and use of the clothing, equipment, or device (PPE) before wearing or using it.

2- PERSONAL PROTECTION EQUIPMENT (PPE)

a- Foot Protection

1. Workers must wear CSA certified grade 1 safety boots or shoes at any time they are working on company Premise, shop, in a company vehicle, or on a job site, other than the actual application area of floor. Note: Spiked shoes are permitted only during floor application and must not be worn outside the application area.
2. Any member purchasing new safety boots or shoes, should obtain CSA certified grade 1 footwear. Such Footwear bear a green triangular patch stamped with the registered trademark of the Canadian Standards Association on the outside and rectangular green Label on the inside.
3. Work boots should be fully laced and tied.
4. Replace badly worn or deteriorated footwear as per requirement
5. It is the responsibility of the individual member to arrange proper safety boots or shoes. Company will reimburse the expense after approval.

b- Breathing / Respiratory Protection

1. A project shall be adequately ventilated by natural or mechanical means. If it is not practicable to provide natural or mechanical ventilation, Protective breathing devices must be worn when using hazardous materials (dust, fumes, vapors, or gas contaminants).
2. All workers are expected to be equipped with proper protective breathing devices when on any job site or work site and follow the respective procedures.

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3. Applied Industrial Flooring Canada ensures that employees are trained in house and when required, by third party, on the selection, use, and care of respiratory protective equipment before wearing such apparatus. Appropriate respiratory masks should be worn after taking the "Fit Test", arranged by the company.

c- Eye Protection

4. Suitable eye protection must be worn when using powder actuated tools such as chipping hammers, grinding, Shot-blasting or cutting, and when transferring, mixing or washing with solvents, solvent content mixtures, or acid solutions.
5. Company provided Eye protection must always be worn, where it is a condition of the job site, or customer.
6. When working with acids, or acid solutions, non-fogging goggles must be worn.

d- Hearing Protection

7. It is required that each worker have hearing protection available for use at all work sites, as continuous exposure to excessive noise from any impacting process such as chipping, grinding, shot-blasting, scarifying, scrubbing or needle scaling can lead to hearing loss with prolonged exposure.

e- Head Protection

8. Workers must wear CSA certified class B safety hard hats when working under overhead construction, or in areas where it is a condition of working there.
9. Inspect and replace a shell that shows signs of wear, scratches or gouges. Shells exposed to heat, sunlight and chemicals can become stiff or brittle.
10. Replace headwear that has been struck, even if no damage is visible.
11. Remove and destroy any headwear if its protective abilities are in doubt.

3- FIRE PROTECTION

12. Fire extinguishers must be readily accessible at adequately marked locations in company buildings.
13. They must be properly maintained on a regular schedule and promptly refilled after use.
14. They must also be inspected for defects or deterioration on monthly basis in house and at least once a year by a competent 3rd party agent who shall provide a written dated record of the inspection on a tag attached to it.
15. At least one fire extinguisher must be on site where flammable liquids are stored, handled or used; where temporary oil-fired or gas fired equipment is used.
16. Every fire extinguisher must be of a type whose contents are discharged under pressure and shall have an underwriter Laboratories of CANADA 4A40BC rating.

17. Every worker who may be required to use fire extinguishing equipment shall be trained in its use.
18. The job leader shall be responsible for knowing the locations of fire extinguisher on the job site(s) under his/her supervision and inform the workers of their location at the beginning of the job.

4- MATERIAL HANDLING PROTECTION

19. Wherever practical, heavy lifts should be done with mechanical lifting devices.
20. When manual handling is required, dollies, pump trucks and similar devices should be used.
21. Individuals should know their physical limitations and the approximate weight of materials they are attempting to lift.
22. Individuals are encouraged to get help when a lifting task may be more than they can safely handle.
23. Remember- in lifting, the back and stomach muscles are easily injured, and they bear most of the strain if lifting is done incorrectly.

5- MATERIAL STORAGE & SPILL PROTECTION

All Chemical substances should be stored in proper containers to minimize the potential for a spill.

Whenever possible, chemicals should be kept in closed containers and stored so they are not exposed to storm water.

A proper spill kit must contain the appropriate supplies for materials that may be spilled. Supplies must be easily accessible when required, and considerations must be made for both the type and quantity of materials.

The Shop Manager should ensure the availability of adequate spill response supplies by periodic inspection to assess their availability and adjust inventory as necessary.

Employees must be instructed on the proper response procedures for spilled materials.

The training should include materials available for use, proper waste disposal, and communication procedures.

Minor spills can be taken care of the individuals involved and can be reported afterwards to Shop / Operations Manager.

Serious environmental spills should be immediately reported to Operations Manager or Shop Manager.

For serious environmental spills, Shop Manager / Operations Manager should immediately report to environmental authorities with the details of type and quantity of materials spilled.

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6- WORKING AT HEIGHTS/ FALL PROTECTION

1. Fall protection equipment is used for all employees in any of the following hazards; including falling more than 3 metres or more than 1.2 metres. Falling into operating machinery or into water or another liquid hazardous or otherwise. Falling into an object, or through an opening on a work surface.
2. A worker shall be adequately protected by a guardrail system. If it is not reasonably possible to install a guardrail system, a worker shall be adequately protected by a travel restraint system, fall restricting system, fall arrest system, or a safety net.
3. A travel restraint system shall consist of a full body harness with adequate attachment points or a safety belt. The full body harness or safety belt shall be attached by a lifeline or lanyard to a fixed support.
4. A fall arrest system shall consist of a full body harness with adequate attachment points and a lanyard equipped with a shock absorber or similar device.
5. The fall arrest system shall be attached by a lifeline or by the lanyard to an independent fixed support. The fall arrest system shall be arranged so that a worker cannot hit the ground or an object or level below the work. The fall arrest system shall not include a shock absorber if wearing or using one could cause a worker to hit the ground or an object or level below the work. The fall arrest system shall not subject a worker who falls to a peak fall arrest force greater than 8 Kilo Newton.
6. During the Fall protection training, procedures for rescuing the worker after his or her fall has been arrested, has been developed and the workers are required to follow it.
7. APPLIED has ensured that a worker who may use a fall protection system is adequately trained in its use and given adequate oral and written instructions by a competent person. A written training and instruction record for each worker with signs must be recorded. The training and instruction record shall include the worker's name and the dates on which training and instruction took place.
- 8.
9. The fall arrest system or travel restraint system shall be inspected by a competent worker before each use. If a component of the fall arrest system or travel restraint system is found to be defective on inspection, the defective component shall immediately be taken out of service.

a- Use of Ladder

1. Applied Industrial Flooring Canada ensures that portable ladders, including step ladders shall be free from broken or loose members or other faults and have non-slip feet placed on a firm footing
2. If exceeding six meters in length and is not securely fastened, or is likely to be endangered by traffic, it shall be held in place by one or more workers while being used.
3. Applied Industrial Flooring Canada ensures a ladder shall be situated so that its base is not less than one-quarter, and not more than one third, of the length of the ladder from a point directly below the top of the ladder and at the same level as the base of the ladder, if the ladder is not securely fastened.

4. Applied Industrial Flooring Canada ensures a ladder used as a regular means of access between levels of a structure shall extend at the upper level at least 900 millimeters above the landing or floor.
5. Applied Industrial Flooring Canada ensures the maximum length of a ladder measured along its side rail shall not be more than six meters for a step-ladder. When a step-ladder is being used as a self-supporting unit, its legs shall be fully-spread and its spreader shall be locked. No worker shall stand on the top of or the pail shelf of a step-ladder.

b- Use of scaffolding

1. Applied Industrial Flooring Canada ensures that every scaffold shall be designed and constructed to support or resist, (a) two times the maximum load or force to which it is likely to be subjected, without exceeding the allowable unit stresses for the materials of which it is made; and (b) four times the maximum load or force to which it is likely to be subjected without overturning. A scaffold with structural components whose capacity can only be determined by testing shall be designed and constructed to support or resist three times the maximum load or force to which it is likely to be subjected without causing the failure of any component. No scaffold shall be loaded in excess of the load that it is designed and constructed to bear.
2. Applied Industrial Flooring Canada ensures that a competent worker designated by the supervisor of the project shall inspect the scaffold before it is used to ensure that it is erected in accordance with the design drawings. The person carrying out an inspection shall state in writing whether the scaffold is erected in accordance with the design drawings. An elevating work platform shall be inspected each day before use, in accordance with the manufacturer's instructions by a trained worker. An elevating work platform shall not be loaded in excess of its rated working load.
3. Applied Industrial Flooring Canada ensures that a worker who operates an elevating work platform shall, before using it for the first time, be given oral and written instruction on the operation and be trained to operate that class of elevating work platform. The instruction and training shall include, (a) the manufacturer's instruction; (b) instruction in the load limitations; (c) instruction in and a hands-on demonstration of the proper use of all controls; and (d) instruction in the limitations on the kinds of surfaces on which it is designed to be used.
4. Worker must:
 - Check for enough clearance from overhead ---powerlines and other overhead hazards.
 - Make sure that workers:
 - ✓ are equipped with fall arrest equipment
 - ✓ tie off while erecting and dismantling the scaffold and install all scaffold components
 - ✓ Make sure that the working level has guardrails in place, is fully planked, and is clear of tripping hazards

HAZARDOUS MATERIALS IDENTIFICATION, HANDLING & REPORTING (WHMIS & SDS - MSDS)

1. All hazardous materials found in the workplace are identified in accordance with the Workplace Hazardous Materials Information System (WHMIS) requirements of the Occupational Health and Safety Act.
2. Safety Data Sheet (SDS) Material Safety Data Sheets (MSDS) should be obtained from the suppliers and available on every work site.
3. All employees who work with, or, near hazardous materials shall be sufficiently trained and capable of recognizing and understanding the labelling on the material containers; understanding the Material Safety Data Sheets and knowing the safe use, storage, handling, and disposal of the materials is to be carried out.
4. The hazards identification should include, but not limited to, Job Hazard Analysis (JHA/JSA), daily hazard assessments, or pre-job hazard assessments.
5. Hazard assessments should be performed before work. Worker begins to formally identify and assess hazards. A Job Hazard Analysis (JHA), or Job Safety Analysis (JSA), should be developed for all routine tasks. Formal workplace inspections should be performed on a regular basis. Hazard assessments and JHAs/JSAs should be updated whenever changes occur to processes, equipment, and/or facilities.
6. All employees must be actively involved in the hazard identification process. If subcontractors are performing work at the location, they should be included. Identified hazards must be reviewed with all affected employees.
7. All employees should be informed for classifying and ranking hazards according to risk. Risk may be determined by analyzing the probability of the hazard causing harm, the frequency the hazard is encountered, and the potential consequences of impact with the hazard.
8. When a hazard is identified, first attempt to eliminate the hazard. If elimination is not practicable, use engineering controls. If engineering controls are not practicable, implement administrative controls. If the hazard cannot be adequately controlled using engineering and/or administrative controls, employees must use Personal Protective Equipment. A combination of engineering controls, administrative controls, and Personal Protective Equipment is usually best.
9. WHMIS refresher course is conducted on a regular basis.
10. Shop Manager should ensure that every controlled product not in a container, and every container of a controlled product, received at a workplace from a supplier is labelled with a supplier label. If a label applied to a controlled product or a container of a controlled product becomes illegible or is removed, an employer shall replace the label with either a supplier label or a workplace label. If a controlled product that an employer receives in a container from a supplier is transferred to another container, the employer shall ensure that the other container has a workplace label.

11. Workers handling chemicals must wear Personal Protective Equipment (PPE) for skin protection.
12. When a worker is exposed to a potential hazard of injury to the eye due to contact with a chemical substance, an eyewash fountain shall be provided. Eye wash stations has been established in the shop and for onsite work.
13. When a worker is exposed to a potential hazard of injury to the skin due to contact with a substance, a quick-acting deluge shower shall be provided. Shower in the main washroom in the shop is established for this purpose.
14. APPLIED has taken all necessary measures and procedures by means of engineering controls, work practices, and hygiene facilities and practices to ensure that a worker's airborne exposure to lead does not exceed the TWA (Time Weighted Average), STEL (Short Term Exposure Limit) or C (Ceiling Limit).
15. The potential exposure to lead is assessed by referring respective MSDS of the product and proper PPE is administrated. The respiratory protective equipment, provided by company, must be worn when the airborne concentration of lead cannot be reduced below its occupational exposure limit.
16. If required, workers exposed to lead are provided health assessments.

HAZARD AND ACCIDENT REPORTING POLICY

This section deals with the requirements to address and report the following:

1. Workplace Accidents (page 13)
2. Emergency Responses (page 18)
3. Building Evacuation (page 20)

1. WORKPLACE ACCIDENTS AND ILLNESS:

When notified of any work-related incident, Applied Industrial Flooring will appoint qualified personnel to complete the investigation of the incident. For reporting requirements, workplace accidents are divided into the following three categories:

- A-Employees reporting accidents that result in Death or Critical Injury (Page 13)
- B-Minor injuries (Page 14)
- C- Occupational illness (Page 14)

All employees are required to report all incidents to the company, this will include near misses, illnesses, injuries and property damage and the appropriate departments and committees will be notified.

A-Employees reporting accidents that result in Death or Critical Injury.

"Critical Injury" for the purpose of the OHSA and its regulations is to mean a person has received an Injury of a serious nature that

- 1- Places life in jeopardy
- 2- Produces unconsciousness;
- 3- Results in substantial loss of blood
- 4- Involves the fracture of a leg or arm but not a finger or toe;
- 5- Involves the amputation of a leg, arm, hand or foot but not a finger or toe; 6- Consists of burns to a major portion of the body; or 7- Causes the loss of sight in an eye.

Reporting:

1. The employee/employer and/or the constructor immediately notify Safety Representative at Applied Flooring
2. The employee/employer and/or constructor must provide a detailed written report of the circumstances of the accident to the appropriate ministry director (for APPLIED this will be most likely the industrial branch).
3. This reporting must be done within 48 hours of the accident occurrence.
4. A worker's compensation form must be filled out and filed (see WSIB injury reporting)

5. When in doubt as to the nature of the injury, assume that it may be critical and report it.

B-Minor injuries:

Accidents that do not cause death or "critical" injury but that result in a worker's requiring medical attention and/or being too disabled to perform his or her usual work.

Employees reporting when medical attention is required:

- 6- Employees must report and record an accident, explosion, or fire causing injury requiring medical attention, but not disabling a worker from performing his usual work shall be kept in the permanent records of the employer and include particulars of:
 - 6.1) (A) The nature, circumstance and reasons of the occurrence and the injury sustained;
 - (B) The time and place of the occurrence;
 - 6.2) Name and address of the injured person.
 - 6.3) A record as prescribed by section (1) above, for the inspection of an inspector shall be notice to the Director.
 - 6.4) A worker's compensation form must be filled out and filed (see WSIB injury reporting)

Employees reporting when medical attention is not required:

7-Employees must report all incidents (Major or Minor) to the company

8-A worker's compensation form must be filled out and retained in the Worker's personal file for records.

C- Occupational illness:

A condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that the normal physiological mechanism is affected, and the health of the worker is impaired thereby and includes an industrial disease as defined by the workers' compensation act.

Reporting:

1. If an employer is advised by a worker or by another individual on the worker's behalf that the worker has an occupational illness, the employer must give written notice thereof, within four days, to a ministry director and/or Health and Safety representative.
2. This obligation extends even to an employer that is advised by a former worker that he or she has or had occupational illness.
3. Notification to the workers compensation board must also be made within the same time period.

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CORRECTIVE & PREVENTIVE MEASURES

In all cases of any minor or major accident, APPLIED shall:

1. Make sure that the written incident investigation report shall include an explanation of the contributing factors or root causes of the incident that were identified during the investigation.
2. The written incident investigation report shall include any immediate corrective actions that were taken as well as any long-term actions that are required to prevent the recurrence of the incident.
3. Members of the incident investigation team shall be qualified and competent individuals.

WSIB INJURY REPORTING

In all cases of injury, APPLIED shall:

4. Make sure that first aid can be given immediately, in accordance with the regulations.
5. Record the first aid treatment or advice given to the injured member and informed the worker that the modified work is available.
6. Record the details of incident/ accident, complete form 7. send a copy to the Workplace Safety and Insurance Board (WSIB) by mail or fax. Provide a copy to the worker (this includes all attachments) and keep a copy for your records.
7. Provide immediate transportation to a hospital, a doctor's office, or the injured member's home, if necessary.
8. Submit Form 7 WSIB board, within three days of learning of an accident, any information that may be required by the act.

Mail: Workplace Safety and Insurance Board 200 Front Street West Toronto, ON M5V 3J1

Fax: Local: (416) 344-4684 Toll-Free 1-888-313-7373

9. Pay full wages and benefits for the day or shift on which the injury occurred when compensation is payable for Loss of earnings.
10. Complete and have available an accident report for the Ministry of Labor. The Ministry of Labor can be reached 24 hours a day at 416-325-1090.

In all cases of injury, the APPLIED member shall

1. Promptly obtain first aid.
2. Notify APPLIED, or the representative person in charge, immediately of any injury requiring health care, and obtain from APPLIED or the representative person in charge, a completed treatment memorandum (WSIB Form 7) to take to the doctor, medical center, or hospital.

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3. Choose a doctor or other qualified practitioner, with the understanding that once the choice is made, a change of Doctor, or qualified practitioner cannot be made without permission of the board.
4. Complete and promptly return all report forms received from the board.
5. Health care includes medical, surgical, optometric and dental aid; the services of osteopaths, chiropractors and Chiropodists; hospital and skilled nursing care; and provision and maintenance of artificial members and Appliances made necessary as a result of the injury.

Modified Work Availability

- Shadowing
- Paperwork / General Office Work

Try to provide suitable work. Suitable work is work that:

- is safe,
- is productive,
- is within your employee's functional abilities, and
- matches your employee's pre-injury pay as closely as possible.

The Functional Abilities Form for Early and Safe Return to Work (PDF) provides information about your employee's physical condition and their ability to work. A request for the form should only come from you or your employee and should only be completed when your employee is able to return to work.

Your employee's treating health-care professional (e.g., doctor, physiotherapist) will complete the form. The form will provide us with information about what you can do after a workplace injury or illness. Your employee's treating health-care professional will identify their ability to walk, stand, sit, lift, and perform other work-related tasks. You and your employee can then use this information to identify jobs that they are capable of performing within the limits set out in the form.

Always Report Brochure: A Guide to Reporting for Injured Workers and Employers – WSIB

http://www.wsib.on.ca/WSIBPortal/faces/WSIBArticlePage?fGUID=835502100635000223&_afrLoop=1311178188788000&_afrWindowMode=0&_afrWindowId=null#%40%3F_afrWindowId%3Dnull%26_afrLoop%3D1311178188788000%26_afrWindowMode%3D0%26fGUID%3D835502100635000223%26_adf.ctrl-state%3D19do3ej35t_4

Brochure to Post:

You will be able to access the 1234 colorful brochure in the above link

POLICY

(RETURN TO WORK PROGRAM {RTWP})

The management and staff of Applied Industrial Flooring Canada are committed to developing and maintaining a safe and healthy work environment.

In keeping with this goal, it is the policy of this company to make every reasonable effort to provide suitable employment to any employee unable to perform his/her duties as a result of a work-related injury.

The purpose of this Return to Work (RTW) policy is:

- a) to provide for the early and safe return to work of injured employees
- b) to provide gainful employment for employees who are permanently disabled due to an injury in the workplace
- c) to restore at least the worker's ability to perform the essential duties of their pre-injury job

TERMS OF REFERENCE

Temporarily Disabled Employees

Employees who are temporarily unable to do their regular job duties due to a compensable injury will be offered suitable employment if:

- a) A productive work assignment, suitable to the employee's limitations is available
- b) The work assignment will have a rehabilitative affect on the employee's condition
- c) Complete rehabilitation is expected to occur within four weeks. This placement may be extended if there is progress in his/her rehabilitation. (Complete rehabilitation means the ability to perform the essential duties of the pre-injury Job but it is preferable if the worker is able to perform all his pre-injury job duties)

Permanently Disabled Employees

Employees who are permanently disabled due to a compensable injury will be offered suitable work if a work assignment suitable to the employee's limitations, education and training is available. It may be necessary for some employees to obtain additional training before they are qualified to perform the work assignment.

Return to Work Plan (RTW Plan) and Placement

Management will develop with their injured employee a RTW plan, once a suitable work assignment is identified and the company will agree to send a copy of the plan to the WSIB.

When a suitable match is found, an offer of a suitable work assignment will be made using the RTW plan. The RTW plan shall include the number of weeks of a RTW plan, hours of work to be performed, breaks, any job assistance to be provided and pay structure.

Periodic Review

The company management and injured employee should review the employee's progress once a week while on a suitable work assignment. The management and employee should complete the follow-up tracking form.

2- EMERGENCY RESPONSES

HEALTH EMERGENCY RESPONSE:

The following is preliminary emergency care information. All effort must be made to get the injured person to proper medical care as fast as possible.

FIRST AID

Should an accident occur, it is essential that first aid be administered immediately by a qualified first aid attendant, followed by proper medical treatment as necessary.

FIRST AID KITS

- APPLIED is required to have at least one first aid kit maintained in accordance with the workers compensation act for each work site. The workers compensation board form 82 must be posted adjacent to the first aid kit at the first aid location.
- The size and contents of the kit will vary with the number of applied members at that site.
- Regulations require that each workplace have a person trained in first aid.
- Everyone should know the location of first aid kit in the event of an emergency.
- Service vehicles should also contain a first aid kit and drivers should be familiar with its contents.

BASIC FIRST AID CONCENTRATES ON THREE PRIORITIES- BREATHING, BLEEDING AND BURNS

Breathing

If a person is not breathing, start CPR, call 911 or ask someone to call 911

Bleeding

1. If the injured person is bleeding from an external wound, control the bleeding immediately.
2. Apply direct pressure to the wound with a clean, preferably lint free dressing.
3. Lay the injured person down in a comfortable position.
4. Elevate the injured part if possible.
5. The simple formula for the control of bleeding is r-e-d: rest, elevate, direct pressure.

Burns

6. For minor burns, flush the area with cold water to relieve pain and swelling. Cover the burn area gently with a clean, lint free, loose dressing, and get medical help.

7. In the case of serious burns, cover the injured area with clean, damp dressing and get medical help.
8. Do not apply creams, lotions or ointments. Do not prick blisters, pull or attempt to remove clothing stuck to the burn area.

SPILL / FIRE EMERGENCY

INCIDENT RESPONSE PLANNING

Recognizing and identifying hazardous materials are the critical phases of any emergency operation. The complexity of potential harm from Hazardous Materials requires that all facilities that use, store, generate hazardous materials; make a firm commitment to preparation.

Pre-emergency planning will identify hazardous materials locations resource information, reveal the potential problems and enable the development of contingency plans for emergency response.

First step in pre-emergency planning is the collection of data that will be useful in hazard assessment, contingency planning and resource information.

For the information to be useful, it must be collected and stored systemically, e.g. W.H.M.I.S.
Identified stations with M.S.D.S.

GUIDE FOR EMERGENCY RESPONSE

Incident level I

1. This is the least serious and easiest handled. This incident requires only the employees who, as part of their duties, deal with limited spills and releases of Hazardous materials. This is the level that first responders can handle correctly without any special expertise required to control, contain and isolate.
2. Examples of level 1 incidents: A spill of epoxy resin, hardener, urethane, or solvent of less than five gallons quantity.

Incident level II

1. A level II incident usually requires a level of expertise beyond the normal capabilities of the average worker. The incident will pose a threat to life and/or property and the environment.
2. First responders cannot, and therefore should not attempt to handle these incidents without response from a specially trained emergency response team. In our case "The fire department".
3. Examples of level II incidents: A spill on a truck, of a drum containing more than ten gallons.
4. Hazardous material level II spill emergency response procedure:
 1. Phone the nearest "Fire Department" and report the spill giving full description of the material and the incident. See waste list item # 211, # 232, # 233. In most cases, the fire department can be reached by dialing "911" if not the operator (dial "0") can connect you.
 2. Coordinator or person in charge initiates order for evacuation.

3. Plant evacuation procedure is utilized.

3. BUILDING EVACUATION PROCEDURE

1. Bulletin boards in each building will display emergency exit routes.
2. All personnel shall leave the building in an orderly manner through the nearest exit and assemble at the designated area.
3. Note no running.
4. Do not stop to retrieve personal belongings.
5. Stop all machinery before evacuation.
6. Do not pull main breakers during evacuation.
7. After all are assembled, a physical head count will be taken by department coordinators / designated personnel. No one is allowed back in the shop under any circumstances except emergency personnel-supervisory personnel.
8. After the all clear is given by person in charge, return inside.
9. On job sites, the job leader is to establish site emergency exit locations and customer's evacuation information and communicate this to the workers prior to commencing the job.

FIRE EMERGENCY PROCEDURES

- 1- The person who discovers a fire should activate the nearest alarm and notify his or her supervisor and other Building/ work area occupants.
- 2- Employees should only fight a fire if the fire department has been notified; if the fire is small and confined to its point of origin; if you have an escape route available and can fight the fire with your back to the exit. Be sure you have a proper, fully functioning fire extinguisher, and are trained to use it.
- 3- Leave your work area if you hear a fire alarm. Close all windows and doors and turn off any gas jets when you leave; evacuate the building/work area and move away from exits and assemble in an area designated in the company/Client's evacuation plan. Remain outside until a competent authority says it is safe to re-enter the building/ work area

FIRE EMERGENCY PLAN FOR PERSONS WITH DISABILITIES

- 1- First line supervisors are responsible for assisting persons with disabilities under their supervision and must choose an alternate to assume responsibility in the supervisor's absence.
- 2- The supervisor, alternate and worker with the disability will be trained on available escape routes. A list of persons with disabilities must be kept on file in the (personnel, safety directors) office.
- 3- Company visitors with disabilities will be assisted in the same manner as employees.

OUTLINE OF SPECIFIC RULES AND REGULATIONS ENDANGERING ANY APPLIED MEMBER

MAJOR INFRACTIONS:

A) Use of Alcohol and Illegal Drugs on the work site.

- I) Any APPLIED member found using or consuming alcohol or legal or illegal drugs during working hours, on the job, or while operating a company vehicle on the job or off the job, will be immediately dismissed.
- II) Any APPLIED member found operating or convicted of operating a company vehicle while under the influence of alcohol over the legal limit, or under the influence of illegal drugs, will be immediately dismissed.
- III) Any APPLIED member found under the influence of alcohol or illegal drugs during working hours, or on the job, will be sent home with a warning and without pay for the rest of the day or shift. On a second occurrence the member will be dismissed.

B) Applied Industrial Flooring Canada, upon employee orientation fully describes the contents of our company policy regarding workplace violence, horseplay, fighting and/or wilful neglect:

- I) Any APPLIED member engaged in horseplay, fighting and/or wilful neglect causing potential endangerment to another person will get a written warning and be sent home without pay for the remainder of the day or shift. On a second occurrence of similar nature the member will be suspended without pay for one week, and on a third occurrence the member will be dismissed.
- II) Applied Industrial Flooring Canada will conduct risk assessments that shall consider circumstances that would be common and specific to various and similar workplaces
- III) Applied Industrial Flooring Canada policy states that all Incidents of workplace violence is to be reported immediately to a supervisor or manager and will be fully investigated by the employer. Upon filing of report appropriate action will take place to resolve the conflict, including any out-side measures such as police involvement if required.

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1275 Crestlawn Dr, Mississauga, Ontario, L4W 1A9

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C) Dismissal from a customer's job site for non-compliance of safety rules:

- I) Where the customer's safety rules and procedures were made known to the APPLIED member before the start of the job, and the member fails to comply and gets dismissed or banned from the job, the member will receive written notice and one day's suspension on the first occurrence, one week's suspension on the second occurrence and dismissal on the third occurrence. All occurrences must happen within a three-year period and will be documented.

"ON SITE" SAFETY RULES

1. Review customer's regulations where applicable
2. No smoking except in designated smoking areas.
3. Safety shoes must be worn.
4. Proper eye protection and breathing protection must be worn where required.
5. Review emergency/fire regulations and evacuation routes.
6. Obtain a welding/flame permit for welding, cutting and grinding as required by customer.
7. Zero Energy (ZES) procedures to be followed.
8. Working on-site locations where refrigeration units are located, regarding ammonia leaks. Employees are to turn off all machinery and evacuate immediately following evacuation protocol 3 page 18.
9. Report leaks to on-site company personnel and emergency response units. Report any health and safety issue if exposed to ammonia and follow First Aid procedures as in addendum A

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JOB COMPETENCY

1. All employees are trained in house by qualified team leaders in relation to the specific jobs employed to perform. Hiring process for skilled labourers include the following, appropriate driver's licences for various trucks, tow motor certification for warehouse and on staff chemist for mixes and First Aid and CPR. Documents are copied and verified and Applied Insured.

The Job organizational chart list of job titles and roles in the company is as follows:

Team Leader: Applied team leader performs and trains for all company jobs. This includes operating all major equipment & tools to prep concrete floor, good understanding of mixing and applications of all flooring and painting products.

Crew Boss: The second on the team, who can handle all or specific jobs with all or major above said skills. This person can lead a team of more than one crew member.

Senior Crew: The skilled labourer who has gained the skills through years of experience working under Crew boss.

Crew / Helper: Less skilled labourer who is in a process of learning the job hired to perform with constant training and supervision.

2. Since the nature of our industry at APPLIED is performing laborious jobs, we require at least secondary school education or equivalent pertaining to crew members, those requiring specific skills are hired with appropriate certification and license. All employees must go through a 3-month probation period, during which the skills related to the job are evaluated by senior members and the management.
3. For new employees, on site job training by Team Leader / Crew Boss, is provided to improve their skills to perform related job functions and orientation of the whole work scope is provided.
4. A competent person (Team Leader / Crew Boss) must verify that the new employee is competent to perform their roles and responsibilities before being allowed to work independently.

AMMONIA EXPOSURE

FIRST AID

When someone is injured in an ammonia-related accident, first aid can help reduce the impact of their injuries and prevent further injuries from occurring.

The following steps apply to any situation in which someone is injured:

1. Do not panic.
2. Ensure that there is no more danger to yourself or the victim.
3. Using appropriate safety gear, remove the victim from the contaminated area.
4. Send for medical help.

Ammonia inhalation

Someone who has inhaled ammonia may be unconscious and may have difficulty breathing or may have stopped breathing completely. Follow these steps when treating a victim of ammonia inhalation:

1. Assess the victim's breathing:

If breathing has stopped, begin artificial respiration and continue until the victim resumes breathing. (Mouth-to-mouth and pocket masks are the most effective methods of artificial respiration.)

If the victim is having difficulty breathing (gasping, coughing), place the victim in the most comfortable position, usually semi-sitting.

2. If oxygen therapy unit and trained personnel are available, administer oxygen at a 10-litre flow.
3. Ensure that the victim is transported to hospital in case the victim suffers a delayed reaction in the form of pulmonary edema. Any physical exertion, excitement, or apprehension increases the chances and severity of a delayed reaction. Keep the victim warm and completely at rest. Reassure the victim while waiting for assistance and transportation to hospital by ambulance.

Skin contact Skin contact with ammonia can result in severe — even fatal — burns.

Before attempting to flush a victim's contaminated skin, make sure the victim is breathing properly. Follow these steps:

1. Assess the victim's breathing:

If breathing has stopped, begin artificial respiration and continue until the victim resumes breathing. (Pocket masks are recommended for artificial respiration, although the mouth-to-mouth method may also be used.) **Unconscious**

Patients

As soon as they resume breathing, always place unconscious patients in the drainage position (on their side, so fluids can drain from the mouth and airways). Never give an unconscious patient anything by mouth.

First aid

Ammonia in Refrigeration Systems, If the victim is having difficulty breathing (gasping, coughing), place the victim in the most comfortable position, usually semi-sitting.

2. As soon as the victim resumes breathing, flush the victim's contaminated skin and clothing with large amounts of water for 30 minutes.
3. Remove all contaminated clothing while flushing.
4. Continue flushing until all traces of ammonia have been removed.
5. Dress obvious burns with sterile gauze and bandage them loosely.

Apply insulated cold packs to help reduce pain.

6. Call for an ambulance to take the victim to a hospital.

Notes

1. Do not attempt to neutralize the ammonia with other chemicals.
2. Do not apply salves, ointments, or medications unless prescribed by a doctor.
3. Skin contact with liquid ammonia or an ammonia gas stream leaking under high pressure can cause frostbite. Pure liquid ammonia can cause severe burns.

Eye contact

Eye contact with liquid ammonia for even a short period can cause permanent disability such as blindness. Flushing must begin within 10 seconds. Follow these steps:

1. Flush the eyes immediately with large amounts of running water (preferably lukewarm) if:
Any amount of liquid ammonia has entered the eyes Exposure to gaseous ammonia causes persistent eye irritation.
2. Hold the eyelids apart forcibly to ensure full flushing of the eyes and eyelids.
3. After flushing has removed all traces of ammonia, cover both eyes with moistened sterile gauze pads and bandage enough to keep light out.
4. Apply insulated cold packs to help reduce pain.
5. Call for an ambulance to take the victim to a hospital.

Notes

1. Do not attempt to neutralize the ammonia with other chemicals.
2. Do not apply oils, ointments, or medications to the eyes.

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AMMONIA AWARENESS PART 2

Purpose

The purpose of this procedure is to advise employees in areas where ammonia is being used and to supply on an awareness level basis about the properties and hazards of ammonia, general guidelines and training requirements.

Scope

This procedure applies to APPLIED INDUSTRIAL FLOORING CANADA operations where employees whose work activities may involve working with or around ammonia. When work is performed on a non-owned or operated site, the operator's program shall take precedence, however, this document covers APPLIED INDUSTRIAL FLOORING CANADA employees and contractors and shall be used on owned premises, or when an operator's program doesn't exist or is less stringent.

Responsibilities

Managers and Supervisors

- In coordination with the Safety Manager, develop and implement ammonia awareness training.
- Ensure personnel are aware of work that has the potential of exposure to ammonia.
- Identify possible locations where ammonia in the workplace may be used.
- Inform the Safety Manager of upcoming work involving ammonia, allowing the Safety Manager to provide any necessary monitoring or other required actions.
- Ensure employees comply with the ammonia awareness requirements.

Safety Manager:

- Coordinate annual ammonia awareness training activities.

Employees:

- Comply with the ammonia awareness requirements and direct any questions or concerns to the Safety Manager.
- Attend required annual training.

Procedure

Characteristics of Ammonia

Appearance

Ammonia is a colorless gas under normal conditions. It can be a liquid under pressure. It has a pungent, suffocating odor.

Description

Ammonia refers to solutions that are 50% ammonia or greater, ammonia anhydrous, and ammonia anhydrous liquefied, unless otherwise specified. Ammonia is a toxic gas or liquid that, when concentrated, is corrosive to

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tissues upon contact. Exposure to ammonia in sufficient quantities can be fatal. One of the highest production-volume chemicals in the U.S., concentrated ammonia is used in manufacturing, refrigeration, and agriculture (as a fertilizer). Household ammonia is much less concentrated; it rarely causes burns, but it does cause irritation. The lowest level at which humans can detect the odor of ammonia (odor threshold) generally provides sufficient warning of exposure; however, persons with prolonged exposure to ammonia will lose their ability to detect the odor (olfactory fatigue). Ammonia commonly exists as part of a solution.

Health Effects

Some of the potential health effects of ammonia such as burning of the eyes, temporary blindness, coughing, chest pain, etc. Exposure of the eyes to ammonia may cause burning, tearing, temporary blindness and severe eye damage. Exposure of the skin to ammonia may cause severe burns and blistering. Exposure of the respiratory tract (mouth, nose and throat) to ammonia may cause runny nose, coughing,

AMMONIA AWARENESS PART 2

Chest pain, severe breathing difficulties, severe burns and death.

Possible ways employees may be exposed to ammonia during their job functions.

Some examples may include, but not limited to:

- ✓ Working on/near industrial refrigeration machinery rooms, equipment and/or piping
- ✓ Working in petroleum refineries
- ✓ Working with/near agricultural fertilizer.

Methods of Dissemination:

- ✓ Indoor Air: Ammonia can be released into indoor air as a liquid spray (aerosol) or as a vapor.
- ✓ Water: Ammonia can be used to contaminate water.
- ✓ Food: Ammonia is unlikely to contaminate food due to unpalatable qualities rendered to food.
- ✓ Outdoor Air: Ammonia can be released into outdoor air as a liquid spray (aerosol) or as a vapor.
- ✓ Agricultural: If ammonia is released into the air as a liquid spray (aerosol), it has the potential to contaminate agricultural products. If ammonia is released as a vapor, it is highly unlikely to contaminate agricultural products.

Routes of Exposure

✓ Ammonia can cause harm if inhaled and/or if it comes into contact with the eyes or skin. High concentrations of ammonia gas, liquid ammonia and solutions of ammonia can cause harm if inhaled or if they come into contact with eyes or skin.

✓ Pre-Job Planning for Ammonia Related Work

✓ Pre-job planning or a site assessment will be conducted prior to starting work and that the assessment will be documented. Documented planning will be conducted for those operations involving potential ammonia exposure and this includes anytime an active purge is being applied to a system in or around equipment associated with work. Some planning or assessment elements include:

✓ All proposed work requires a jobsite visit by the requestor and a unit operator to identify special precautions, equipment status and personal safety equipment requirements.

The permit must clearly identify all hazards and special personal protective equipment requirements.

Appropriate signage will be utilized and adhered to. Appropriate signage will include adequate warning as seen below.

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OCCUPATIONAL HEALTH AND SAFETY AWARENESS AND TRAINING

1. Basic occupational health and safety awareness training — workers

(1) APPLIED Industrial Flooring shall ensure that a worker who performs work for the employer completes a basic occupational health and safety awareness training program that meets the requirements set out in subsection (3) as soon as practicable.

(2) Subsection (1) does not apply if,

(a) the worker previously completed a basic occupational health and safety awareness training program and provides the employer with proof of completion of the training; and

(b) APPLIED Industrial Flooring verifies that the previous training meets the requirements set out in subsection

(3) A basic occupational health and safety awareness training program for workers must include instruction on the following:

- ✓ The duties and rights of workers under the Act.
- ✓ The duties of employers and supervisors under the Act.
- ✓ The roles of health and safety representatives and joint health and safety committees under the Act.
- ✓ The roles of the Ministry, the Workplace Safety and Insurance Board and entities designated under section 22.5 of the Act with respect to occupational health and safety.

5. Common workplace hazards.

6. The requirements set out in Regulation 860 (Workplace Hazardous Materials Information System (WHMIS)) with respect to information and instruction on controlled products.

7. Occupational illness, including latency.

2. Basic occupational health and safety awareness training — supervisors

(1) APPLIED Industrial Flooring shall ensure that a supervisor who performs work for the employer completes a basic occupational health and safety awareness training program that meets the requirements set out in subsection (3) within one week of performing work as a supervisor.

(2) Subsection (1) does not apply if,

(a) the supervisor previously completed a basic occupational health and safety awareness training program and provides the employer with proof of completion of the training; and

(b) APPLIED Industrial Flooring verifies that the previous training meets the requirements set out in subsection

(3) A basic occupational health and safety awareness training program for supervisors must include instruction on the following:

- ✓ The duties and rights of workers under the Act.
- ✓ The duties of employers and supervisors under the Act.
- ✓ The roles of health and safety representatives and joint health and safety committees under the Act.
- ✓ The roles of the Ministry, the Workplace Safety and Insurance Board and entities designated under section 22.5 of the Act with respect to occupational health and safety.
- ✓ How to recognize, assess and control workplace hazards, and evaluate those controls.
- ✓ Sources of information on occupational health and safety.

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3. Exemptions

- (1) The requirements set out in section 1 do not apply to an employer with respect to a supervisor if,
 - ✓ Before this Regulation came into force, the supervisor was performing work as a supervisor for the employer; and
 - ✓ the employer verifies that, before this Regulation came into force, the supervisor completed a basic occupational health and safety awareness training program that meets the requirements set out in subsection 2 (3).
- (2) The requirements set out in section 1 do not apply to an employer with respect to a worker or supervisor if,
 - ✓ Another employer was exempt with respect to the worker or supervisor under subsection (1); and
 - ✓ The worker or supervisor provides the employer with proof of the exemption.

4. Record of training

- (1) An employer shall maintain a record of the basic occupational health and safety awareness training required by sections 1 and 2 that is completed by workers and supervisors who perform work for the employer.
- (2) An employer shall maintain a record of workers and supervisors who perform work for the employer in respect of whom the employer is exempt under section 3.
- (3) If a worker or supervisor completes a training program under subsection 1 (1) or 2 (1), the employer shall, at the request of the worker or supervisor, provide the worker or supervisor with written proof of completion of the training.
- (4) If an employer is exempt with respect to a supervisor under subsection 3 (1), the employer shall, at the request of the supervisor, provide the supervisor with written proof of the exemption.
- (5) If, within six months of a worker or supervisor no longer performing work for an employer, the worker or supervisor requests a written proof described in subsection (3) or (4), the employer shall provide the worker or supervisor with the requested written proof of Certification Training

5. Certification training

- (1) An employer shall carry out the training programs necessary to enable a committee member to become a certified member, and the programs must be selected in accordance with the training and other requirements established by the Chief Prevention Officer under section 7.6 of the Act.
- (2) For greater certainty, in subsection (1), "Carry out" includes paying for the training.

Revocation and Commencement

Revocation

6. Ontario Regulation 780/94 is revoked.

Commencement

7. (1) Subject to subsection (2), this Regulation comes into force on the day it is filed.

(2) Sections 1 to 4 come into force on the later of July 1, 2014 and the day this Regulation is filed.

ONTARIO REGULATION 297/13 MADE UNDER THE OCCUPATIONAL HEALTH AND SAFETY ACT

MADE: SEPTEMBER 11, 2013 FILED: NOVEMBER 14, 2013

PUBLISHED ON E-LAWS: NOVEMBER 15, 2013

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ACKNOWLEDGEMENT OF RECEIPT OF HSE MANUAL

I have received and reviewed the current company's HSE Manual and have read and understand the material covered. I have had the opportunity to ask questions about the procedures in this handbook, and I understand that any future questions that I may have about the manual or its contents will be answered by the Operations Manager or his or her designated representative upon request. I agree to and will comply with the policies, procedures, and other guidelines set forth in the manual. I understand that the company reserves the right to change, modify, or abolish any or all the policies, benefits, rules, and regulations contained or described in the manual as it deems appropriate at any time, with or without notice. I acknowledge that neither the handbook nor its contents are an express or implied contract regarding my employment.

This Manual is the company property and must be returned upon separation.

Signature

Date

Employee Name: Printed in Capital Letters

ACCESSIBILITY POLICY

OVERVIEW

Applied Industrial Flooring Canada (“AIF” or “the Company”) is committed to excellence in serving all of our clients and visitors, and the Trust strives at all times to meet the accessibility needs of persons with disabilities in a timely manner, and to provide our services in a way that respects the dignity and independence of people with disabilities.

In addition, AIF is committed to equal treatment with respect to employment.

It is the responsibility of all employees of AIF to comply with this Accessibility Policy, to treat all people with dignity and respect, and to provide additional assistance where and when necessary in order to assist those requiring accommodation.

Upon request, this policy will be made available in accessible formats.

DEFINITION

AIF looks to the Ontario Human Rights Code, for a definition of a disability. A similar definition is provided by the Government of Canada. A disability is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under an applicable insurance plan

PROVIDING SERVICES TO CLIENTS AND VISITORS WITH DISABILITIES

AIF will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients and visitors receive the same value and quality;
- Allowing clients and visitors with disabilities to do things in their own way, at their own pace when accessing AIF’s services as long as this does not present a safety risk;
- Using alternative methods when necessary to ensure that clients and visitors with disabilities have access to the same services, in the same place and in a similar manner;

- Ensuring the provision of services to persons with disabilities and others are integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
- Taking into account individual needs when providing services; and
- Communicating in a manner that takes into account a person's disability.

INFORMATION AND COMMUNICATION STANDARD

AIF will communicate to those with disabilities in ways that takes into account their disability. When required, we will train our employees on how to effectively interact and communicate with our diverse community and people with various types of disabilities.

FEEDBACK

AIF has established a process to ensure clients and visitors with disabilities are able to provide us with feedback on our products/services and how we deliver them to those with disabilities.

Feedback is always welcome and appreciated and can be submitted in the following formats:

- in person – 77 King Street West, Suite 4010, Toronto, ON
- by telephone – (416) 201-9003
- by email – info@appliedfloors.com
- through our website - <http://www.appliedfloors.com>

AIF will continue to ensure that all clients and visitors are able to provide feedback and if the stated methods of feedback do not for some reason accommodate a person who would like to provide feedback, we are willing to arrange for other methods based on request (i.e. accessible formats, communication supports etc.).

If a complaint is received, we will work with the person making the complaint to determine a way that we can improve our procedures to better accommodate them in the future. We will welcome their suggestions, and take them into consideration when updating our policies and procedures as related to disability accommodation.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Upon request, AIF will provide, or will arrange to provide information in an accessible format and with communication supports in a timely manner that takes into account a person's accessibility needs due to his or her disability.

AIF will consult with the person making the request in determining the suitability of an accessible format or communication support. Some examples of accessible formats and communication supports that AIF is willing to provide in order to best accommodate a person with a disability, include:

- accessible electronic formats such as HTML and MS Word
- large print
- reading the written information aloud to the person directly

Accessibility Policy

- exchanging hand-written notes
- repeating, clarifying, or restating information

AIF will provide formats and supports in a timely manner, and will notify the public of the availability of this accommodation.

TELEPHONE SERVICES

AIF is committed to providing fully accessible telephone service to all persons. AIF will ensure employees communicate with persons over the telephone in plain language while speaking clearly and slowly. AIF will offer to communicate with clients and visitors by email or letter if telephone communication is not suitable to their communication needs or is unavailable.

AIF will communicate with clients and visitors by TTY (the special device that allows people who are deaf, hard of hearing, or speech-impaired to use the telephone to communicate, by allowing them to type messages back and forth) if telephone communication is not suitable to their communication needs or is not available.

USE OF ASSISTIVE DEVICES

An assistive device is one or more devices used by a person with a disability to help him/her independently complete everyday tasks. Accessibility devices include mobility aids (e.g. wheelchairs and walkers), portable communication devices, head-wands, hearing aids, white canes used by people who are blind or who have low vision, note-taking devices and personal oxygen tanks to assist breathing, etc.

AIF welcomes the use of assistive devices by our clients and visitors and third parties to access our services. We will ensure our employees are trained on how to interact with individuals using various assistive devices and how employees can provide alternative or supplemental service methods to those requesting them, such as reaching items on high shelves and passing them to clients and visitors, pushing or directing wheelchairs, reading labels aloud, etc.

REPORTS

AIF is committed to providing accessible reports to all our clients and visitors and third party business partners. AIF will answer any questions clients and visitors may have about the content of the reports and will be responsible for ensuring that the alternative formats are available upon request.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS:

SERVICE ANIMALS

An animal is a service animal for a person with a disability if, (a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

AIF welcomes service dogs to our offices, and all AIF employees will be made aware that service dogs are permitted. For the purpose of this policy, service dogs will include service dogs-in-training.

In the rare situation where another person's health and safety could be seriously impacted by the presence of a service dog, AIF will review all options for safely allowing the service animal, by working with both affected parties to meet their individual needs.

SUPPORT PERSONS

A support person is an individual who accompanies a client or visitor (or other third party doing business with AIF) with a disability to help them meet his or her communication, mobility, personal care or medical needs or to assist the client or visitor in accessing services. A client, visitor or third party with a disability who is accompanied by a support person will be allowed to enter AIF's premises together with the support person, and will not be prevented from having access to the support person while on the premises.

All support persons are welcome at all AIF properties.

NOTICE OF DISRUPTION OF SERVICES

In the event of a planned or unexpected temporary disruption to accessing our services, AIF is committed to providing timely notice to our clients and visitors. Temporary service disruptions may result due to many different situations. The following is a list of some common circumstances that may result in a temporary service disruption.

This list is not exhaustive:

- Power failure
- Phone lines down
- Internet down

Notice of a temporary service disruption shall be posted at a conspicuous place on the premises as soon as practicable. The notice will include:

- Reason for the disruption
- Which services are disrupted
- Expected duration

Every effort will be made to provide clients and visitors information as quickly as possible.

In the event of a snow storm/community-wide power outages, it is also encouraged that prior to visiting our locations, clients and visitors requiring assistance call to ensure AIF is best prepared to accommodate.

WORKPLACE EMERGENCY RESPONSE

AIF will provide individualized workplace emergency response information to any employee who has a disability, if the disability is such that the individualized information is necessary, and if AIF is aware of the need

for accommodation due to the employee's disability. AIF will provide this information as soon as practicable after becoming aware of the need for accommodation.

AIF recognizes how an individual's disability, as well as the physical nature of the workplace, may create unique challenges in emergency situations.

For example:

An employee who has a hearing disability may not hear an alarm and may need to be notified by other means, such as flashing lights or another employee physically notifying them. Or, an employee with a visual disability may be unable to identify the escape routes, or obstructions to the escape routes.

AIF will consult with employees who have disabilities so that the individualized workplace emergency response information meets the employee's specific needs.

A wide range of potential emergencies will be considered, including but not limited to, the following:

- fire
- power outages
- severe weather
- natural disasters
- security incidents
-

Where the employee requires assistance, AIF will, with the consent of the employee, provide the workplace emergency response information to the person designated by AIF to provide assistance to the employee.

AIF will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, or when AIF reviews its general emergency response policies.

EMPLOYMENT STANDARDS

RECRUITMENT

AIF strives to notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.

RECRUITMENT, ASSESSMENT OR SELECTION PROCESS

An equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. As part of our accessibility commitment, there are alternative ways to interview with us in order that we may accommodate people of all abilities.

AIF strives to notify potential job applicants of the ability to accommodate in writing, through making this policy available upon request, and as part of any job postings on external websites, where applicable.

In addition, job applicants selected to participate in an assessment or selection process (interview) are to be advised verbally over the telephone that accommodations are available upon request relating to the materials or processes to be used.

If a successful candidate requires accommodation and they advise AIF, we will consult with them one-on-one in order to best assist them in taking into account their accessibility needs as related to their disability.

NOTICE TO SUCCESSFUL APPLICANTS

When making offers of employment, AIF notifies successful applicants of our policies for accommodating employees with disabilities.

JOB INFORMATION

AIF will provide accessible workplace information when an employee with a disability asks for it. This includes:

- any information that employees need to perform their jobs
- performance management related information
- training materials
- general information that is available to all employees at work (e.g., company memos, bulletins about company policies and health and safety information)
- information about emergency procedures

INFORMING EMPLOYEES OF SUPPORT

AIF will continue to inform its employees of its policies (and any updates to those policies) written to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

PERFORMANCE MANAGEMENT

When the Company has been made aware of an employee's disability, each individual's needs will be considered when determining how to best accommodate them in any performance management related process.

AIF will provide performance management related documentation in accessible formats to employees who request them due to a disability.

Managers will also provide informal and formal coaching and feedback in a manner that takes into account their disability, such as using plain language for an individual with a learning disability.

CAREER DEVELOPMENT AND ADVANCEMENT

When providing career development and advancement opportunities, AIF will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position.

For example, an employee may receive a promotion which includes new responsibilities. In this case, AIF and the employee may review the individual accommodation plan to learn what adjustments may be needed for the new responsibilities.

REDEPLOYMENT

Should AIF decide to use redeployment processes, AIF will consider the accessibility needs of employees with disabilities when moving them to other positions so that those employees can continue to have their accommodation needs met.

QUESTIONS OR CONCERNs

If you have a question or concern about this policy, please speak with your manager directly.

MODIFICATIONS TO THIS AND OTHER POLICIES

AIF is committed to developing accessibility policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of AIF that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed. This policy and its related procedures will be reviewed as required in the event of legislative changes.

POLICY COMMUNICATION

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VERSION CONTROL

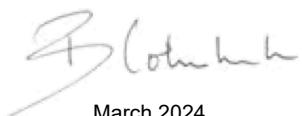
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MANAGEMENT RIGHTS

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SENIOR MANAGEMENT SIGNATURE

Signature:



Date:

March 2024

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and understand and agree to comply with the Company Respect in the Workplace: Workplace Violence, Harassment, Sexual Harassment and Discrimination Policy and Program and know my role and responsibility in keeping our workplace safe and free from Violence, Harassment, Sexual Harassment and Discrimination. I agree to comply with the policy and understand that a violation of this policy may result in disciplinary action including suspension without pay and/or termination of my employment with cause.

Signed: _____

Worker Name: _____

Position: _____

Date: _____

AUDIO & VIDEO RECORDING POLICY

SCOPE

Unless otherwise approved in advance by senior management in writing (email is sufficient), it is against our policy for employees of Applied Industrial Flooring Canada ("AIF" or "the Company") and contractors, sub-contractors, agents, or any other party carrying out AIF Business, to record conversations, phone calls, or company meetings, or take photos/videos with any recording device.

Recording devices include but are not limited to cellphones, digital recording devices or digital cameras and any other device capable of recording audio and/or video

Management may, from time to time, make recordings of work events, activities and/ or announcements for reasonable business purposes including sharing information.

Capturing and/or sharing of the following is explicitly prohibited under this policy:

- Group or one-on-one meetings (whether or not they take place physically at our work location(s), at other locations, or virtually).
- Group or one-on-one discussions or conversations (whether or not they take place physically at our work location(s), at other locations, or virtually).
- Discussions or conversations with customers, vendors, or other stakeholders.
- Our physical workplace(s).
- Any training we provide either internally or by third party facilitators.
- Our documents and other materials team members obtain or have access to in the course of their employment.
- Employee related information.
- Customer related information.
- Vendor related information.
- Management related information.
- Our properties.
- Our processes, policies and/or methods.
- Telephone calls and/or voicemail messages, text message, WhatsApp or Slack messages, or similar.

The exceptions to this are:

1. where video or photographs or other images or recordings are captured by a manager for the sole purpose of posting on approved AIF social media pages or to complete a task approved for their role
2. For site assessment purposes – taking picture of the floors
3. For installation job purposes - taking picture of the floors

QUESTIONS OR CONCERNS

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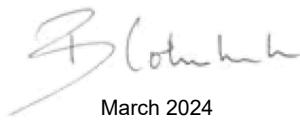
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Signature:



Date:

March 2024

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Signed: _____

Worker Name: _____

Position: _____

Date: _____

ELECTRONIC MONITORING POLICY

INTRODUCTION

The Ontario Employment Standards Act (ESA) requires that certain employers introduce a written policy regarding their electronic monitoring practices.

The purpose of our Electronic Monitoring Policy (“the Policy”) is to communicate how Applied Industrial Flooring Canada (“AIF” or “the Company”) electronically monitors our employees and may use the information gathered through the process.

ELECTRONIC MONITORING

“Electronic monitoring” includes all forms of employee monitoring that is done electronically.

SCOPE

This policy is applicable to all employees of AIF, at each of our locations, regardless of working arrangement (in-person, remote, hybrid, part-time, etc.).

This policy does not provide employees any new rights or right to not be electronically monitored. Nothing in this policy affects or limits the Company’s ability to conduct electronic monitoring, or use information obtained through electronic monitoring.

In administering this policy, AIF will ensure compliance with the ESA and the Ontario Human Rights Code.

This policy does not eliminate or alter other company policies.

POLICY

The following describes the electronic monitoring activities of the Company:

Security Cameras/Video Surveillance

- The Company monitors the interior and exterior of our location(s) through use of security cameras/video surveillance. Security camera location(s) are decided upon by the Company, and all security cameras are visible - there are no “hidden” cameras.
- The Company monitors the security camera video stream throughout the work day, and may periodically access the recorded video footage at later dates and times.
- The information gathered through our security cameras and video surveillance is used for employee and customer health and safety, to evaluate employee performance, to monitor customer service, to monitor flow of work, and to monitor for theft. It may also be used if

required by law, if a complaint has been received, if there is a discrepancy or potential policy violation.

Company Devices, Systems and Software

- The Company may monitor company-owned or issued devices and/or systems and/or software.
- The Company may monitor company employee email, company online chats, company system and software use, company laptop use, company mobile device use, and web access. The monitoring may be live or take place at later dates or times.
- The information gathered through this monitoring may be used to evaluate employee performance, to ensure the appropriate use of employer equipment, email, chat, systems and software, to protect our confidential and proprietary information, and to ensure work is being performed during working hours. It may also be used if required by law, if a complaint has been received, if there is a discrepancy or potential policy violation.

Personal Devices

- The Company may monitor company email, company software, company systems, or company online chats installed and/or used on employee personal devices.
- The Company may monitor live, or at later dates or times.
- The information gathered through this monitoring may be used to evaluate employee performance, to ensure the appropriate use of company email, systems and software, or online chats, to protect our confidential and proprietary information, and to ensure work is being performed during working hours. It may also be used if required by law, if a complaint has been received, if there is a discrepancy or potential policy violation.

Global Positioning System (GPS)

- The Company monitors our company vehicle movements and locations by tracking our vehicles through GPS.
- The Company monitors vehicle movement throughout the work day, and periodically accesses travel and location records at later dates and times.
- The information gathered through this monitoring may be used to evaluate employee performance and efficiency, to evaluate and help set routes, for employee safety, to ensure employees do not deviate from their routes, to determine location of company vehicles. It may also be used if there is an accident, if required by law, if a complaint has been received, if there is a discrepancy or potential policy violation.

Time and Attendance System

- The Company monitors the time and attendance system, [QuickBooks Time].
- The Company monitors the time and attendance system throughout the work day, while reviewing schedules against work shifts, while processing payroll, and periodically at later dates and times.
- The information gathered through monitoring our time and attendance system is used for employee scheduling and to monitor compliance. It may also be used if required by law, if a complaint has been received, if there is a discrepancy or potential policy violation.

Electronic Door Locks/Fob Access

- The Company monitors the use of our electronic door locks/fob access. Our door-lock system collects and retains logs of physical access attempts to restricted areas and is tied to uniquely identifiable cards issued to employees.
- The Company monitors the use of our electronic door locks/fob access throughout the work day, while reviewing schedules against work shifts, while conducting security audits, and periodically at later dates or times.
- The information gathered through monitoring our electronic door locks/fob access is used for safety and security, to monitor compliance with our Policies. It may also be used if required by law, if a complaint has been received, if there is a discrepancy or potential policy violation.

Disciplinary Action

An employee may be subject to disciplinary action as outlined in our Employee Handbook if, through the course of electronically monitoring our employees, the Company determines that:

- a policy has been violated,
- any of our devices, systems, email, chat, software, vehicles, time and attendance system, key fob system, or other property have been used inappropriately, or
- theft (including theft of time) has occurred.

QUESTIONS OR CONCERNS

If you have a question or concern about this policy, please speak with your manager directly.

POLICY COMMUNICATION

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Signature:



Date:

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Signed: _____

Worker Name: _____

Position: _____

Date: _____

OCCUPATIONAL HEALTH AND SAFETY POLICY

The employer and senior management of Applied Industrial Flooring Canada (“AIF” or “the Company”) are vitally interested in the health and safety of its workers. Protection of workers from injury or occupational disease is a major continuing objective.

The Company will make every effort to provide a safe, healthy work environment. All employers, supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

The Company, as employer, is ultimately responsible for worker health and safety. As Vice President of Applied Industrial Flooring Canada, I give you my personal commitment that I will comply with my duties under the Act, such as taking every reasonable precaution for the protection of workers in the workplace.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are subject to various duties in the workplace, including the duty to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the employer. Workers will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the president to the workers.

QUESTIONS OR CONCERNs

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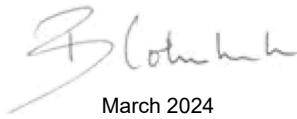
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SENIOR MANAGEMENT SIGNATURE*Signature:**Date:*

March 2024

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Signed: _____

Worker Name: _____

Position: _____

Date: _____

RESPECT IN THE WORKPLACE POLICY

WORKPLACE VIOLENCE, HARASSMENT, SEXUAL HARASSMENT, AND DISCRIMINATION POLICY AND PROGRAM

INTRODUCTION

Applied Industrial Flooring Canada ("AIF" or "the Company") is committed to providing a work environment that is free from violence, harassment, sexual harassment, and discrimination and one where the dignity and self-esteem of every worker is respected. All workers, customers, vendors, and members of the general public, have a right to work and conduct their business in a safe and secure environment. The Company expects that relationships, interactions, and communications in our workplaces will be respectful, and free from violence, harassment, sexual harassment, and discrimination.

Workplace violence, harassment, sexual harassment, and discrimination can come from outside parties like customers, vendors, domestic/intimate parties, members of the public or from inside the workplace, from employers, supervisors, managers, or co-workers. Under no circumstance will incidents be tolerated or condoned in any form by the Company. Every effort will be made by the Company to identify acts of violence, harassment, sexual harassment, and discrimination and to implement procedures and corrective actions which address these incidents, regardless of whether such conduct is perpetrated by an internal or external party. However, we cannot act alone. All workplace parties have a role in assisting the Company in creating and maintaining a work environment based on respect and that is free from violence, harassment, sexual harassment, and discrimination, and all workplace parties must comply with this policy as outlined below.

Any worker found to have engaged in any act of workplace violence, harassment, sexual harassment, or discrimination will be subject to discipline, up to and including suspension from work without pay and/or termination of employment with cause.

PURPOSE

The purpose of this policy and program is to help workers of the Company to understand, prevent, prevent escalation of, and report incidents of workplace discrimination, violence, harassment, and sexual harassment, and to outline the processes that will be followed if such acts occur.

TRAINING

The Company will provide training on *Respect in the Workplace*, and the application of this policy and program to ensure that all workers are aware of the content of this policy and program and the conduct that it addresses. Further, this policy and program will be reviewed on an annual basis in consultation with the Joint Health and Safety Committee or Health and Safety Representative (whichever is in place at the time) to ensure continued compliance with statutory requirements.

Respect in the Workplace Policy

SCOPE

All of our workers (including all senior managers, managers, supervisors, employees, interns, temporary workers, consultants, and contractors) are expected to conduct themselves in accordance with this policy when they are at the workplace, on our premises, at a Company-sponsored event such as holiday celebrations or after-hours gatherings, when using social media or the internet, through the telephone, through text message, or using other technologies or communications software or systems, when conducting business on behalf of the Company, and when on any Company-rated trip, meeting or other event.

Please note that incidents covered by this policy that occur between co-workers outside of work may be included in this policy if they have an impact on workers and/or work.

DEFINITIONS

Discrimination

Discrimination in the workplace occurs when an individual or groups are treated unfairly or unequally based on certain characteristics.

The Ontario *Human Rights Code* (the “*Code*”) prohibits discrimination on the basis of specifically enumerated grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, or record of offences (for which a pardon has been granted) (collectively, the “Prohibited Grounds”).

Discrimination is prohibited under this policy.

Harassment

The *Code* defines harassment as engaging in a course of vexatious comment or conduct that is known or ought to be known to be unwelcome based on one of the Prohibited Grounds.

In addition, the Ontario *Occupational Health and Safety Act* (“OHSA”) broadly defines workplace harassment to include any conduct, comment or gesture against a worker that is known or ought reasonably to be known to be unwelcome. This includes any action that is likely to cause discomfort, offence, or humiliation to any worker, such as bullying or verbally abusive behaviour. Workplace harassment, which is contrary to OHSA, need not be based on one of the Prohibited Grounds to be unlawful.

Some examples of conduct prohibited under this policy include:

- Spreading malicious rumours, gossip, or innuendo.
- Treating someone “lesser than” or unfairly as a result of a difference protected under one or more of the Prohibited Grounds.
- Excluding or isolating someone socially.
- Unwanted touching such as hugs, poking someone’s arm, etc.
- Using unwanted nicknames or “pet names” such as, hun, sweetheart, darling, etc.
- Intimidating a person.
- Undermining or deliberately impeding a person's work.

Respect in the Workplace Policy

- Withholding necessary information or purposefully giving the wrong information.
- Making jokes that are 'obviously offensive'.
- Sarcastic comments meant to hurt someone's feelings or make them feel "less than".
- Intruding on a person's privacy by pestering, spying, or stalking.
- Yelling or using vulgar profanity.
- Criticizing a person persistently.
- Belittling a person's opinions.
- Unwarranted (or undeserved) punishment.
- Tampering with a person's personal belongings or work equipment.
- Offensive or intimidating comments or jokes;
- Bullying or aggressive behaviour;
- Displaying or circulating offensive pictures or materials;
- Inappropriate staring;
- Workplace sexual harassment;
- Isolating or making fun of a worker because of gender identity.

Harassment is prohibited under this policy.

Sexual Harassment

The *Code* defines sexual harassment as including: (1) any vexatious conduct, comment, gesture, or contact against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, that: (i) is likely to cause offence or humiliation to any worker or create a negative psychological or emotional work environment; or (ii) is known or ought reasonably to be known to be unwelcome; and (2) any 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.

In addition, sexual harassment could include conduct that is not sexual in nature if such conduct is based on a person's sex (gender) and has the purpose or effect of creating a hostile work environment. Sexual harassment may involve individuals of the same or different genders.

The Ontario *Occupational Health and Safety Act* says "workplace sexual harassment" includes distressing, unwelcome comments or conduct against a worker due to their gender, sexual orientation, gender identity or expression; or any type of sexual solicitation or advance by a person who is in a position of power over the worker, where the person knows or ought to reasonably know the advance is unwelcome.

Some examples of conduct prohibited by this policy include:

- Unwelcome sexual contact, sexual advances, flirtations, leering, whistling, touching, or pinching;
- Requests for sexual favors or demands for sexual favors in exchange for favorable treatment or to avoid unfavorable treatment;
- Unwelcome solicitation or advances from a manager, supervisor or another person who has the power to reward or punish the worker;
- Obscene or vulgar gestures or comments;

Respect in the Workplace Policy

- Sexual jokes or comments about a person's body, sexual prowess, sexual preferences or sexual deficiencies;
- Visual harassment such as sexually-explicit or derogatory photos, cartoons, posters, drawings or video clips;
- Sexually-explicit e-mail, voicemail, etc.;
- Unwelcome comments of a sexual nature;
- Conversation about one's own or someone else's sex life;
- Conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
- Teasing or other conduct directed toward a person because of his or her gender.

Without limiting the generality of the foregoing, oral communications as well as communications by e-mail, voicemail, bulletin, social media, text message, newsletter or otherwise that contain any material that constitutes sexual harassment is a violation of this policy.

Sexual harassment is prohibited under this policy.

Gender Identity and Gender Expression

Gender identity is each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same as or different from their birth-assigned sex. Gender identity is fundamentally different from a person's sexual orientation.

Gender expression is how a person publicly presents their gender. This can include behaviour and outward appearance such as dress, hair, make-up, body language and voice. A person's chosen name and pronoun are also common ways of expressing gender.

Workplace Violence

Workplace violence includes: (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) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; (3) a statement or behaviour that 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.

Examples of conduct prohibited by this policy include:

- Throwing something at another person
- Throwing something around in an aggressive or threatening way
- Yelling or screaming and scaring another person
- Aggressive gestures such as shaking a fist
- Threatening notes, text messages or e-mails
- Pushing or shoving
- Deliberate obstruction of another employee
- Jokes that could be understood to be threatening
- Trying to run down a person with a vehicle of any type
- Aggressive "road-rage", following a person by vehicle in a threatening way

Respect in the Workplace Policy

Accidental situations – such as a worker tripping over an object and pushing a co-worker as a result – are not meant to be included.

For workplace violence to occur, a person must apply, attempt to apply, or threaten to apply physical force against a worker. However, they do not need to have the capacity to appreciate that these actions could cause physical harm.

For example, a person may have a medical condition that causes them to act out physically in response to a stimulus in their environment. This would still be considered workplace violence.

Workplace violence could also include situations where two non-workers, customers for example, are fighting and a worker is injured when they intervene. The non-workers may not have intended their violence to spill over to anyone else, but they used physical force, which ultimately caused physical injury to a worker.

Workplace violence is prohibited under this policy.

Domestic Violence

A person who has a personal relationship with a worker – such as a spouse or former spouse, current or former intimate partner or a family member – may physically harm, or attempt or threaten to physically harm, that worker at work. In these situations, domestic violence is considered workplace violence.

DOMESTIC VIOLENCE

If the Company becomes aware, or ought reasonably to be aware, that a worker may be exposed to domestic violence that could result in physical injury to the worker or others in the workplace, we will take every precaution reasonable in the circumstances to protect the worker or others in the workplace. Protective measures may include the following or other appropriate measures:

- restricting access to the workplace;
- providing a security escort;
- removing the worker's name and contact information from the external sources such as social media posts or the website; or
- changing the physical location of the worker's workspace to an area that is not accessible to the public.

HISTORY OF VIOLENT BEHAVIOUR

The Company will identify person(s) with a history of violent behaviour to workers who are expected to encounter that person(s) in the course of work. The Company will determine whether the risk of violence is likely to expose the worker to physical injury and will take every precaution reasonable in the circumstances to protect the worker from the person(s) with a history of violence at the workplace.

COMPLAINT PROCEDURE

The Company is committed to addressing all incidents of workplace violence, harassment, sexual harassment, and discrimination and we recognize that it may be difficult to come forward with complaints and will make every reasonable effort to ensure that the privacy of the persons involved in a complaint is protected. To the extent practical and appropriate under the circumstances, confidentiality will be maintained subject to the overriding responsibility of the Company to investigate and deal with complaints and act in accordance with the Occupational Health & Safety Act and Ontario Human Rights Code. All complaints or incidents will be dealt with in a fair and timely manner. And no worker shall be penalized for reporting an incident or participating in a workplace investigation unless the incident is reported falsely or maliciously.

What to do in cases of workplace violence, harassment, sexual harassment, or discrimination.

Please report any incidents of workplace violence, harassment, sexual harassment, or discrimination to the appropriate party, as described below.

If you have experienced any form of discrimination, violence, harassment (including sexual harassment), threat of violence (including domestic violence) in the workplace or you witness or have reason to believe that another worker has been subject to acts of discrimination, harassment (including sexual harassment) or violence (including domestic violence), you should immediately take the following steps:

If there is an emergency, always find a safe space to be and call 911. Otherwise:

- 1. Corrective Action.** If you are comfortable doing so, clearly communicate to the individual that their behaviour or conduct is unwelcome. In some cases, this may be sufficient to put an end to the conduct.

Some examples of what you could say, include:

- “Please stop what you are saying/doing, it is making me feel uncomfortable.”
- “Stop touching me.”
- “I don’t like your behaviour (state what the specific behaviour is) and I’m asking you to stop.”
- “What you are doing makes me feel very uncomfortable and I am going to get my assistant manager or store manager now.”
- “Step back from me and give me some personal space.”
- “Please respect my personal space/boundaries and step back.”
- “I don’t like what you are saying and I’m asking you to stop.”

- 2. Report the Incident.** Alert your supervisor, manager, or senior management if you are the victim of or witness an act or become aware of an act that could amount to workplace discrimination, violence (including domestic violence) or harassment (including sexual harassment).

If the alleged act of violence, harassment, sexual harassment, or discrimination involves the supervisor or manager, go straight to senior management. If it involves senior management, contact Jackie@appliedfloors.com

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Incidents may be reported by email, or telephone, with confidentiality and safety at top of mind.

3. **Document the Incident.** Take detailed written notes or otherwise record each incident, including the date, time, place, and details of what was said and done, names of possible witnesses and the surrounding circumstances. Keep records, text messages, or other documents and information that could help with the reporting and investigation process. All of this information may be required as part of the reporting and investigation process.
4. **Cooperate with the Investigation.** With your assistance, the Company will be able to conduct a timely investigation into the allegations and take corrective action, if necessary.

The Company consider allegations of workplace violence, harassment, sexual harassment, and discrimination to be serious matters; however, in the event that we deem the allegations to be "trivial", we may not conduct a full investigation.

INVESTIGATION OF THE COMPLAINT

The investigation conducted will be appropriate for the given circumstances and all complaints or incidents of workplace violence, harassment, sexual harassment, and discrimination will be handled in a timely manner.

A supervisor or manager who receives a complaint must immediately advise senior management. Senior management will manage the complaint and may, depending on the circumstances, get assistance from an external investigator such as a lawyer, professional workplace investigator, human resources consultant, or a lawyer.

Upon receipt of the complaint, depending on the given circumstances and the seriousness of the allegations, the person conducting the investigation will conduct an appropriate investigation into the matter. The investigation procedure may include a request for written statements and/or interviews with all parties involved, including any witness(es), and the request for other documents and evidence (text messages, emails, video footage, notes from prior incidents or investigations, etc.). Please note that if the incident involves external parties, it may not always be possible to interview them.

Depending on the given situation, any of the parties involved may be asked to be removed from their regular schedule or duties while the investigation is taking place.

While the investigation is on-going, the worker who has made the complaint and the accused person and any witnesses will be instructed not to discuss the complaint, incident or the investigation with other workers or witnesses or other parties unless necessary to obtain advice about their rights from their spouse or counsel.

Information obtained about an incident or complaint of workplace harassment, including identifying information about individuals involved, will not be disclosed, unless the disclosure is necessary for the purposes of investigating the incident or complaint, or for taking corrective action, or is otherwise required by law.

At the conclusion of the investigation, the person conducting the investigation will make one of the

Respect in the Workplace Policy

following decisions:

- the complaint was substantiated;
- the individual(s) involved voluntarily resolved the matter to the individuals and management's satisfaction; or
- the complaint was not substantiated.

If a complaint is substantiated, the investigator, if a third party, may be asked by the Company to make recommendations.

Once the investigation is completed, the Company may be required to provide the Joint Health and Safety Committee or Health and Safety Representative with a written report outlining the findings in some instances of workplace violence.

If both/all employees (the alleged victim and accused parties), will be notified in person, by video call or by phone, and in writing, including corrective action being taken.

Where the Company concludes that it is necessary to impose corrective action against a worker, the range of actions could include a formal apology, referral to appropriate counselling, reassignment, training, review of policies and processes, coaching, temporary workplace suspension without pay, demotion, employment termination, end of contract, or other action(s) depending upon the seriousness and nature of the offence.

Where the violence, harassment, sexual harassment, or discrimination arises from external parties, the corrective action could include a modification of services, termination of contracts, or potentially a refusal of services, depending upon the seriousness and nature of the offence.

Retaliation against any individual for reporting alleged acts of workplace violence, harassment, sexual harassment, or discrimination will not be tolerated. Equally, because false accusations can have serious effects on innocent persons, the willful misuse of this policy or making false accusations will not be tolerated and may be grounds for disciplinary action up to and including termination of employment.

Where the allegations are toward a supervisor or manager, senior management will conduct the investigation. Where the allegations are toward senior management, an external party will conduct the investigation without being overseen by the individual(s) involved.

Some incidents may be reported to the Police and/or Ministry of Labour, depending on the circumstances.

RECORD KEEPING

The Company will keep and secure records of all complaints or incidents of workplace violence, harassment, sexual harassment, and discrimination, including:

- a copy of the complaint or details about the incident;
- a record of the investigation including notes;
- copy of witness statements, if taken;
- a copy of the investigation report, if any;
- a copy of the results of the investigation that were provided to the worker who reported the

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- incident and the person alleged to have violated this policy; and
- a copy of any corrective action taken to address the complaint or incident.

Records will be kept by the investigator and shared only with the appropriate parties for the purposes of communicating what information is necessary for compliance with this policy and the Occupational Health and Safety Act or Human Rights Code.

The documents associated with a complaint, incident and/or investigation must not be disclosed unless necessary to investigate an incident or complaint, take corrective action or otherwise as required by law.

Under the Occupational Health and Safety Act, records must be kept for at least one year from the conclusion of the investigation.

OTHER RESOURCES

Other resources and ways to get help can be accessed through <https://www.ontario.ca/page/understand-law-workplace-violence-and-harassment> or through the Joint Health and Safety Committee or Health and Safety Representative.

EMERGENCY RESPONSE

In the case of emergency including violence or threat of violence, please dial 9-1-1 immediately and if necessary, for your safety or the safety of another worker, exit the building immediately at the closest exit and dial 9-1-1 as soon as possible.

QUESTIONS OR CONCERNs

If you have a question or concern about this policy, please speak with your manager directly.

MANAGERIAL RESPONSIBILITY

It is important to stress that all workers involved in the supervision of others must, upon becoming aware that acts of workplace violence, harassment, sexual harassment, or discrimination are occurring or may have occurred, contact senior management even if no formal complaint is made. A person who has the authority to prevent or discourage discrimination, violence, harassment, or sexual harassment may be held legally responsible for failing to do so.

MANAGEMENT RIGHTS

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace. A reasonable action taken by an employer, supervisor, manager, or senior management relating to the management and direction of workers or the workplace is not workplace harassment.

Respect in the Workplace Policy

SENIOR MANAGEMENT SIGNATURE*Signature:**Date:*

March 2024

POLICY COMMUNICATION

We commit to providing a copy of this policy to employee(s) of the Company:

- Within thirty (30) calendar days of this policy's creation,
- Within thirty (30) calendar days of any changes made to this policy, and/or
- Within thirty (30) calendar days of a new employee starting work with us.

We may provide a copy of this policy to employee(s) of the Company:

- As a printed document,
- As an attachment to an email if the employee can print a copy, or
- As a link to the document online (if the employee has access to a printer)

POLICY REVISIONS

This policy is subject to change at the sole discretion of the Company. Employees will be notified of any such change(s) within thirty (30) days of the change.

This version of our policy will be retained by the Company for a minimum of three (3) years following any updates or changes.

REVISION CONTROL

| DATE | TYPE | VERSION | APPROVED BY |
|----------------------------------|---------|---------|-------------|
| December 21 st , 2022 | CREATED | 1.0 | MM, MA, BC |
| | | | |
| | | | |

Respect in the Workplace Policy

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and understand and agree to comply with the Company Respect in the Workplace: Workplace Violence, Harassment, Sexual Harassment and Discrimination Policy and Program and know my role and responsibility in keeping our workplace safe and free from Violence, Harassment, Sexual Harassment and Discrimination. I agree to comply with the policy and understand that a violation of this policy may result in disciplinary action including suspension without pay and/or termination of my employment with cause.

Signed: _____

Worker Name: _____

Position: _____

Date: _____

RIGHT TO DISCONNECT POLICY

PURPOSE

Applied Industrial Flooring Canada (“AIF” or “the Company”) values the health and well-being of its employees. Disconnecting from work at appropriate times is vital for a person’s well-being, sustaining a healthy work-life balance and working more productively during their actual working hours.

AIF provides employees with a flexible and respectful work environment which supports and encourages our employees’ health and wellbeing.

Employees are encouraged to review and follow the guidance set out in this policy to ensure they are taking time to manage their workload appropriately per deliverable timelines.

SCOPE

This Right to Disconnect Policy (the “Policy”) applies to all AIF full-time, part-time and contract employees (if applicable).

This Policy will be governed by and interpreted in accordance with all applicable legislation, including (but not limited to) Ontario’s Employment Standards Act, 2000 (the “ESA”) and Occupational Health and Safety Act.

The purpose of this Policy is to demonstrate AIF’s support for employees to disconnect from work when appropriate to assist in achieving a healthy work-life balance, regardless of whether employees are working in the workplace, from home, remotely elsewhere, or in a flexible working arrangement.

Due to the evolving nature of AIF’s business, AIF may amend this Policy at any time, as it deems appropriate.

“Disconnecting from work” in accordance with the ESA and this Policy means “not engaging in work or work-related communications, including e-mails, telephone calls, video calls or sending or reviewing other messages, to be free from the performance of work”.

GENERAL GUIDELINES ON COMMUNICATING OUTSIDE OF REGULAR WORK HOURS

AIF, its Leaders and employees should aim to conduct their communications during regular business hours whenever possible, however circumstances arise when it is necessary to communicate during off hours. When the need arises to communicate outside of regular business hours, employees should do so with the following considerations in mind:

Hours of Work

- AIF's established hours of work are regular business hours.

Vacation

- Employees are strongly encouraged to take their full vacation entitlement for each calendar year.
- Employees are encouraged to take at least one (1) uninterrupted week - five (5) consecutive days of vacation each calendar year for their health and wellbeing.

Meetings

- Employees should make all reasonable efforts to book meetings and calls during the attendee's normal hours of work and include employees that will be actively required to participate in the meeting. Similarly, employees are encouraged to review and send work-related communications during their normal working hours. However, from time to time, meetings may be required to be convened during one or more employees' off hours.

Work-Related Communications

- Work-related communications should not be sent to or from employees' personal e-mail addresses, personal telephone numbers or other personal devices, except under unusual and necessary circumstances or by agreement with their Leader to communicate in this manner.
 - Employees are encouraged to use work-related communication tools during work hours and keep use of personal devices minimal – other than in cases of emergency.
- All employees are expected to use their best judgment when determining whether to send a communication during a recipient's off hours. Similarly, all employees are expected to use their best judgment when determining whether to respond to a communication received during their off hours. Where this is the case, the sender should consider the timing of their communications and understand that the recipient is not expected to respond until their return to work at the earliest. The sender should also consider appropriate safeguards on other employees' normal hours of work, including but not limited to the following:
 - Using the "Delay Delivery" function for e-mail messages in Microsoft Outlook so that their message is sent during regular working hours
- Employees are encouraged to activate an automatic e-mail "out of office" response whenever taking a vacation/time off from work. The automatic response should be sent automatically in response to all e-mail communications and advise the sender that the recipient is absent from work. The response should include the start and end date of the recipient's absence and provide an alternative contact's information.
- Employees should make any scheduling restrictions known to their Leader and co-workers.

Handheld and Remote Work Devices

- AIF may provide some employees with handheld devices, such as cell phones, laptop, tablet or other devices to assist with working remotely. These devices are provided to employees to encourage flexibility in completing their work.

Right to Disconnect Policy

QUESTIONS OR CONCERNS

If you have a question or concern about this policy, please speak with your manager directly.

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| DATE | TYPE | VERSION | APPROVED BY |
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MANAGEMENT RIGHTS

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SENIOR MANAGEMENT SIGNATURE

Signature:



Date:

December 21, 2022

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and understand and agree to comply with the Company Respect in the Workplace: Workplace Violence, Harassment, Sexual Harassment and Discrimination Policy and Program and know my role and responsibility in keeping our workplace safe and free from Violence, Harassment, Sexual Harassment and Discrimination. I agree to comply with the policy and understand that a violation of this policy may result in disciplinary action including suspension without pay and/or termination of my employment with cause.

Signed: _____

Worker Name: _____

Position: _____

Date: _____