

Contract Employee Handbook (Canada Region)

Release 4.0



ASTON CARTER



TEKsystems Canada Inc.

TEKsystems Global Services Corp.

Aerotek ULC

Aston Carter, A Division Of Aerotek ULC

EASi, A Division Of Aerotek ULC

Important Notice

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Purpose of the Handbook

This Handbook is designed to acquaint you with the Company and to give you a ready reference to answer many of your questions regarding your employment with us. Of course, please remember that business conditions change, and this Handbook is only a summary of the employee benefits, personnel policies and employment rules that are in effect at the time we published the Handbook. The Company reserves the right to change, amend, modify, suspend or discontinue any benefit or policy, including any benefit or policy in this Handbook, at its sole discretion and at any time with or without prior notice.

This Handbook applies to all contract employees of the Company. This Handbook is to serve as general guidelines and may be complemented with specific policies covering specific subjects, as created and amended from time to time. Therefore, where it conflicts or is inconsistent with any specific policy, contract, benefit plan, summary plan descriptions or plan documents, those documents shall prevail and govern.

This Handbook supersedes all prior inconsistent Handbooks or policies and may be changed from time to time as necessary.

The Company intends to comply with all applicable federal and provincial laws, including but not limited to those relating to: leave; equal opportunity; human rights; workplace health and safety; and laws regarding any other terms and conditions of employment. Similarly, we expect our employees to comply with all laws that apply to their jobs as a condition of their continued employment.

This Handbook and each of its provisions are to be interpreted and/or applied in accordance with all applicable federal, provincial and local laws. Insofar as there is or may appear to be a conflict between the wording of any provision of this Handbook and applicable law, the law shall take precedence and the provision in question shall be interpreted and applied in a way that conforms to the law.

For additional information about provincial laws where you work or any of the policies in this Handbook, please contact your Customer Support Associate ("CSA").

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Welcome to the Company

Thank you for joining our dynamic team!

Aerotek

Aerotek is a leading provider of technical, professional and industrial recruiting and staffing services. Aerotek has a long history of customized recruiting and placement solutions that continually identify, screen and select top talent in all levels of skill and expertise. Each of Aerotek's industry focused business units focus on providing their customers with the best talent to support their unique business needs.

TEKsystems

As one of North America's largest and most experienced IT staffing firms, TEKsystems is intimately familiar with virtually all IT implementation issues. TEKsystems' focus on the communications, financial services, government, and information technology industries makes it deeply knowledgeable with the business needs of these vertical markets and the IT and communications issues specific to them.

Team Rule

The Company strives to provide you with a work environment that is conducive to both personal and professional growth. The Company is unique in its total commitment to employee involvement and communication. The cornerstone of this commitment is the employee communication process, referred to as the "Team Rule." The Team Rule provides all employees with a voice and is based upon the principle that all employees treat each other with mutual respect. The Company encourages all employees to offer positive and constructive criticism without fear of reprisal. Employees also have the responsibility to inform the Company about any workplace concerns. The Company, at all levels, is committed to listening to and resolving concerns in a fair and timely manner.

Key Policies

Code of Conduct

In addition to this Employee Handbook, the Company also maintains a Code of Conduct ("Code"). You must review and comply with the Code in addition to this Employee Handbook. The Code is designed to provide guidance for conducting business according to the highest ethical standards and based on our shared values. The Code provides guidance and instruction on how to identify and deal with ethical issues if and when they arise. Our Code also provides clear mechanisms for reporting unethical conduct without fear of retaliation or retribution. An electronic copy of our Code of Conduct may be found at: <http://strive.allegisgroup.com/life/policies/Pages/Code-of-Conduct.aspx>

As described in the Code, if you become aware of a situation that may violate the Code, a Company policy or the law, you must report it to one of the contacts listed below. When we speak up to report perceived wrongdoing, it allows our Company to investigate potential problems, implement solutions and prevent future issues that could damage our reputation and harm others.

To make an Ethics violation report, you may contact **any** of the following resources:

- Your Customer Support Associate ("CSA")
- Your Human Resources Representative for your company
- The Legal Department
- The Corporate Ethics and Compliance Officer, by mail or email
 - By mail: 7301 Parkway Dr., Hanover, Md. 21076
 - By email: corporateethicsofficer@allegisgroup.com
- Our External Hotline
 - By phone: 1-866-377-7489
 - Via the Internet: www.allegis.ethicspoint.com

Information Security

The Company is committed to ensuring the safety, security and privacy of personnel and Company data in adherence with data protection and data privacy laws. The goal of the Information Security Program is to ensure all information assets identified with, owned by, or entrusted to the Company are protected in a manner consistent with the value attributed to them by the Company in accordance with business requirements, customer requirements, and relevant laws and regulations. The Information Security Program includes the following Company policies:

- Information Security Policy - provides information regarding the physical, technical and administrative safeguards the Company undertakes to protect information, including (but not limited to) personnel and Company data
- Information Classification Policy - helps employees categorize information by its sensitivity level and provides guidelines on how to label and handle the information
- Privacy and Personal Data Protection Policy - outlines how the Company protects personal data, when it is provided to, or accessible by, the Company
- Electronic Resources Policy - establishes acceptable use of the Company's electronic resources, including (but not limited to) desktop and laptop computers, personal digital assistants, cell phones, electronic mail ("e-mail"),

Internet access, internal network resources (“intranet”), external network resources (“extranet”), file shares, SharePoint sites, telephones, voice mail, fax machines, multifunction devices/printers, software, applications, operating systems, databases, and electronic storage media

- Social Media Policy - helps employees make responsible decisions about the use of Social Media, including, without limitation, blogging and the content of blogs or other comments online, and posting video, pictures, or other media on Web sites, wikis, sharing Web sites, and other interactive Web sites
- Acceptable Encryption Policy – provides guidance for the acceptable use of encryption in accordance with federal and state regulations
- Records Retention Policy – provides guidance for the proper storage, maintenance and destruction of Company records

Full versions of the policies are posted on the Company’s intranet. It is important that every employee read and adhere to all of the policies in the Information Security Program.

The policies of the Information Security Program:

- Apply to all Company personnel, including employees, contract employees, temporary workers, and any authorized representatives, independent contractors or agents
- Apply whether or not the activities are conducted from the Company’s premises
- Are mandatory and will be enforced worldwide
- Establish a minimum level of standards

Where appropriate, local facilities may adopt stricter policies upon prior approval and coordination with the Information Security Council (for example if a facility is seeking ISO certification). If a local facility adopts stricter policies, all employees must follow the Company guidelines as well as any additional guidelines established by the local facility.

The brief summaries above are intended to provide guidance to employees. For more complete details regarding these very important policies, please view the full versions on the Company intranet. In the event of any discrepancy between the information described in these summaries and the full policy, the full policy will control.

Any employee who is found to have violated any of the policies of the complete Information Security Program may be subject to disciplinary action, up to and including termination of employment.

The Company has a few special rules related to Social Insurance Number Numbers:

To ensure confidentiality of Social Insurance Numbers and confidential personal information (including, but not limited to: driver’s license numbers, other federal or provincial identification card numbers, home addresses and phone numbers, or financial account numbers) no employee may acquire, disclose, transfer, or use the Social Insurance Number or confidential personal information of any employee or customer except in accordance with Company policy. The release of Social Insurance Numbers or confidential personal information is prohibited except where permitted or required by law. Internal access to Social Insurance Numbers or confidential personal information is restricted to employees with a legitimate business need for the information.

Any documents that include Social Insurance Numbers or confidential personal information which are to be discarded must be destroyed by shredding paper documents and running a data scrubbing program before disposing of electronic storage media.

Any violation of this Social Insurance Number policy may result in disciplinary action up to and including termination of employment.

Privacy Policy and Employee Personal Information

The Company respects the privacy of our employees, our suppliers and our clients. The Company will ensure that the personal data we collect about or on behalf of the aforementioned remains secure and protected as set forth in more detail in the Company's Privacy and Personal Data Protection Policy, which is part of the Company's Information Security Program.

You must read and comply with the Privacy and Personal Data Protection Policy in its entirety. The Policy is posted on the Company's intranet. Please note that the Policy notifies you that as the Company is headquartered in the United States but has operations worldwide, your Personal Data may be transferred to or accessed from countries outside your country of origin. Because these countries may not have similar data protection laws to your country of origin, the Company has taken numerous steps to protect the Personal Data, including joining the EU / US Safe Harbor program. The Company may transfer Personal Data for its employees located in Canada, the EU and other countries to the United States, to any Company subsidiary worldwide, or to third parties acting on our behalf for processing and storage. We safeguard your privacy interests around the world by ensuring that the Company adheres to the Safe Harbor principles and our data protection principles described in this Policy. By providing the Company with your Personal Data, you consent to its transfer, storage, and/or processing outside your country of origin, including without limitation the processing of your Personal Data in the United States.

Privacy Officer

To confirm our commitment to privacy, the Company has appointed a qualified member of our team as the Privacy Officer. The Privacy Officer is available to offer more information on our practices and policy, to ensure compliance by everyone at the Company and to rectify any complaints.

The Privacy Officer can be contacted by mail and by email at:

Privacy Officer:

Aerotek and Aston Carter – Jeff Balia
350 Burnhamthorpe Road West, Suite 800
Mississauga, Ontario L5B 3J1
Privacy_Officer_Canada@aerotek.com

TEKsystems Canada, Inc. and TEKsystems Global Services Corp – Nadia Dos Santos
350 Burnhamthorpe Road West, Suite 700
Mississauga, Ontario L5B 3J1
Privacy_Officer_Canada@TEKsystems.com

Please refer to our website, under Privacy Policy at each of our Company external websites for our online privacy statement.

Employment Equity

The Company may from time to time have federal clients such that the Company is working to comply with the criteria and guidelines of the Federal Contractors Program (FCP), as established by the Employment Equity Act. The Company provides equal opportunities to all applicants in employment matters strictly related to the ability of an applicant or a contractor as more specifically set forth in its Equal Employment Opportunity Policy in this Handbook. Where the Company has federal clients and is working to comply with the FCP, the Company is in the process of developing employment programs to enhance inclusiveness in the areas of recruitment, retention and career development. In addition, the Company will request employees to participate in completing a “Self Identification Questionnaire” during the on-boarding process. The information will be collected and will be kept confidential for the purpose of participating with the Federal Contractor Program which is governed by the Federal Employment Equity Act. If you have any questions regarding this, please contact your CSS/CSA.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Company are based on merit, qualifications, and abilities. The Company does not discriminate in employment opportunities or practices on the basis of grounds protected under applicable provincial human rights legislation, including race, colour, religion, sex, sexual orientation, ethnic origin, age, disability, family status, marital status, pregnancy or any other characteristic protected by law, as applicable (“Protected Grounds”).

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, access to benefits and training.

The Company is committed to partnering with its clients to provide equal employment opportunities for all qualified candidates it places with clients in either temporary or permanent positions. However, while conducting Company business, employees may receive client requests that suggest the Company provide specific employment opportunities or screening services that are unethical, inappropriate, discriminatory or illegal in nature. The Company does not to condone, allow or participate in such unethical, inappropriate, discriminatory or illegal employment practices on behalf of or at the request of its clients.

All internal employees whose job duties include recruiting or placing candidates with clients are required to recruit and attempt to submit the most qualified candidates to fill positions based on objective, *bona fide* job-related qualifications and standards and without regard to a client’s stated or implied preference for, or against, individuals of a particular Protected Ground. This policy applies to all aspects of a client’s engagement, including but not limited to practices associated with requirements, selection, submittals, job assignment, compensation, discipline, benefits, training and termination of assignment.

Employees must and are encouraged to seek additional assistance from their CSA, Customer Support Supervisor (“CSS”), Director of Business Operations or Human Resources, if unsure how to handle a specific situation. Employees may also confidentially report discriminatory employment practices to the Code of Conduct and Ethics Hotline (866) 377-7489; or send an email to corporateethicsofficer@allegisgroup.com. Reporting employees who make such reports in good faith will not be subjected to any adverse employment action or retaliation.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their CSA, CSS, Director of Business Operations or Human Resources for their Company.

Employees can raise concerns made in good faith and make reports in good faith without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination or any supervisor who retaliates against any employee for reporting concerns in good faith may be subject to disciplinary action, up to and including termination of employment.

Reasonable Accommodations/Modified Job Duties

To assist our employees who are or become disabled, who suffer on-the-job injuries or who are pregnant, we will make reasonable accommodations, as required by applicable law, to enable such employees to continue performing the essential functions of their jobs. Consistent with this policy, we may modify job duties to comply with medical requirements or restrictions, as required by applicable law. Other accommodations, such as assignment to a vacant position for which the employee is qualified or a leave of absence may be appropriate, depending upon specific facts and circumstances of individual situations. Likewise, we may make reasonable accommodations for an individual's sincerely held religious beliefs and practices, as required by applicable law.

Obviously, there are limits to the accommodations we can realistically and practically make. For example, where an accommodation would cause an undue hardship to the Company we would be unable to make the particular accommodation. For example, when placing an individual in a position, with or without accommodation, would cause the employee to be a direct threat to the employee or others, we may be unable to place the employee in a particular position.

If you need to request a reasonable accommodation (for example, because of a disability, pregnancy, on-the-job injury, or religious beliefs), please notify your CSA or CSS immediately. We will discuss the matter with you, investigate your request, and, as required by applicable law, attempt to reasonably accommodate you.

Any employee who has questions or concerns about reasonable accommodations in the workplace is encouraged to report these issues to the attention of your CSA or CSS. Employees can raise concerns made in good faith and make reports and/or requests in good faith without fear of reprisal. Anyone who retaliates against any employee for reporting concerns or making accommodation requests in good faith may be subject to disciplinary action, up to and including termination of employment.

Unlawful Workplace Harassment

The Company has a long-standing policy of ensuring an environment that respects the dignity and worth of each individual and is free from all forms of unlawful workplace harassment including sexual harassment and including harassment based on Protected Grounds and a record of offences for which a pardon has been granted under the Criminal Records Act (Canada) and has not been revoked, or an offence in respect of any provincial enactment, when applicable.

Unlawful workplace harassment, including sexual harassment, is not tolerated. This policy applies to all harassment occurring in the work environment whether in the Company or an affiliated office, at a client setting or at any other firm-related setting. The policy covers all employees of the Company.

Sexual Harassment

For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct is used as a basis for employment decisions affecting the employee; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

Some examples of what may constitute sexual harassment are:

- Threatening or taking adverse employment actions if sexual favours are not granted
- Demanding sexual favours in exchange for favourable or preferential treatment
- Attempting unwelcome flirtations, propositions, or advances
- Engaging in unwelcome physical conduct
- Whistling, leering, improper gestures, or offensive remarks, including unwelcome comments about appearance
- Telling sexual jokes or the inappropriate use of sexually explicit or offensive language
- Displaying sexually suggestive objects or pictures in the workplace

The above list is not intended to be all inclusive.

Workplace Harassment Including Psychological Harassment

Workplace harassment is defined as:

- Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

For purposes of this policy, other prohibited harassment including psychological harassment is defined as verbal comments, repeated conduct, actions or gestures that:

- are hostile or unwanted;
- affect the employee's dignity or psychological or physical integrity
- make the work environment harmful

Some examples of such harassment include:

- Using epithets or slurs
- Threatening, intimidating, or engaging in hostile acts that focus on a protected characteristic, including jokes or pranks
- Circulating written or graphic material in the workplace that denigrates or shows hostility or aversion to a person or group because of a protected characteristic
- Discrediting person (s); spreading rumours, ridiculing, humiliating or, shouting at the person(s)
- Belittling the person; forcing him to perform tasks that are belittling or below his skills, simulating professional misconduct

What is Not Harassment

Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function, including:

- Measures to correct performance deficiencies, such as placing someone on a performance improvement plan,
- Imposing discipline for workplace infractions; or
- Requesting medical documents in support of an absence from work

It also does not include normal workplace conflict that may occur between individuals or differences of opinion between co-workers and between an employee and his/her supervisor or management.

Reporting Harassment

The Company strongly encourages the prompt reporting of all incidents of unlawful harassment. If you believe you are being harassed or have observed harassment, we strongly encourage you to promptly notify your CSA or CSS, or the Human Resources Department of your Company by providing a completed copy of the Initial Complaint Form located in the Appendix of this Employee Handbook.

When a report of harassment is made, the Company may perform a preliminary analysis of the complaint and may undertake a prompt and thorough investigation, as appropriate under the circumstances. The steps taken during the investigation vary depending upon the nature of the allegations. Confidentiality is maintained throughout the investigative process to the extent practical and consistent with the Company's needs. Upon completion of the investigation, remedial action may be taken, as appropriate.

Individuals who report harassment in good faith or are involved in the investigation of a harassment complaint (and who are found to have not engaged in improper conduct) will not be subject to reprisal or retaliation. Any individual who in bad faith makes a report of harassment which is without foundation may be subject to disciplinary action, up to and including termination of employment.

Retaliation is a very serious violation of this policy and must be reported immediately to your CSA or CSS, or the Human Resources Department of your Company.

Health & Safety and Workplace Violence

The Company is committed to providing and maintaining a working environment that is based on respect for the dignity and rights of everyone in the organization and to the prevention of workplace violence. It is the Company's goal to provide a healthy and safe work environment that is free of any form of workplace violence.

Scope

The Company's Violence in the Workplace Policy applies in any location in which you are engaged in work-related activities. This includes, but is not limited to:

- The workplace
- During work-related travel
- At restaurants, hotels or meeting facilities that are being used for business purposes

- In company-owned or leased facilities
- During telephone, email or other communications; and
- At any work-related social event, whether or not it is Company sponsored

This Policy also applies to situations in which employees are subjected to violence in the workplace from individuals who are not employees of the organization, such as customers and suppliers.

This Policy and the practices established by this document are mandatory and will be strictly enforced in all Company offices located in Canada, unless otherwise required by applicable provincial legislation.

Workplace Violence

Workplace violence is a health and safety issue and is defined as:

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, or
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.

Workplace Violence includes but is not limited to:

- Physically threatening behaviour such as shaking a fist at someone, destroying property, throwing objects
- Verbal or written threats to physically attack a worker
- Leaving threatening notes or sending threatening emails
- Wielding a weapon at work
- Stalking someone; and
- Physically aggressive behaviours including hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical or sexual assault.

It is the Policy of the Company:

- To comply with the requirements of applicable Health and Safety legislation and regulations;
- To take every reasonable precaution to maintain a safe and healthy work environment
- To take all reasonable steps to ensure that employees work in a safe manner, report any hazardous conditions and unsafe practices, and immediately report workplace injuries to their supervisor
- To instruct and train staff in safe work practices and procedures

- To take all reasonable steps to ensure that all clients, contractors and subcontractors and their personnel meet or exceed our health and safety program; and
- To obtain the co-operation of management and staff in carrying out these objectives

If you are experiencing domestic violence that would likely expose you, or other workers, to physical injury that may occur in the workplace, the Company will take every precaution reasonable to protect you and your co-workers in the circumstances. This may include some or all of the following:

- Creating a safety plan
- Contacting the police
- Screening calls and blocking certain email addresses
- Setting up priority parking or providing escorts to your vehicle or to public transportation
- Adjusting your working hours and location so that they are not predictable; and
- Facilitating your access to counseling through the Employee Assistance Program.

The Company has a workplace violence program that implements this Policy. It includes measures and procedures to protect employees from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. It also includes the designation of a specific person or office as being responsible for ensuring compliance with this Policy. As a part of the program, the Company agrees to carry out periodic assessments as necessary in order to identify any potential risks to workplace violence that may arise given the nature of the workplace, the type of work and conditions of work. Additionally, the program includes a mechanism for notifying staff if they are likely to encounter a person with a history of violence on the job. Only the information required to sufficiently alert employees to such a threat will be disclosed by the Company. The Company will ensure that this Policy and the supporting program are implemented and maintained and that employees have the appropriate information and instruction to protect them from violence in the workplace.

Safety is everyone's responsibility. It rests with each individual employee with all levels of management. Your active participation and support is vitally important to maintaining and improving health and safety in your work environment.

Duties of Supervisors:

Supervisors are expected to assist in creating a violence free workplace and to immediately contact their Employee Relations Manager and notify their CSS/CSA if they receive a complaint of violence or witness or are aware of violent behaviour. Supervisors must also take every reasonable precaution to protect employees from workplace violence, including evaluating a person's history of violent behaviour to determine whether and to whom this employee poses a risk. In making this evaluation supervisors may consider:

- Whether the person's history of violence was associated with the workplace or work;
- Whether the history of violence was directed at a particular employee or employees in general; and
- How long ago the incidence of violence occurred.

Duties of all Employees:

You must do your part by ensuring that your behaviour does not violate this Policy and by fostering a work environment that is based on respect and is free of violence.

You are also required to report to your CSA/CSS, the existence of any workplace violence or threat of workplace violence. A copy of the initial complaint form can be found at the end of this Handbook in the Appendix.

We appreciate the sensitivity of these issues and will do our best to assist you as discreetly as possible while maintaining your privacy. The Company will not disclose more personal information than is reasonably necessary to protect you from injury.

Reporting and Investigation of Complaints

Accident Reporting:

The following steps must be followed by an employee who suffers any injury or illness on the job. There are no exceptions to this requirement.

- (a) Notify the appropriate CSA/CSS immediately. They in turn will complete an injury and incident report detailing an explanation of the event.
- (b) The Company will also provide the employee with transportation to the nearest emergency medical facility, as may be appropriate.

All on-the-job injuries and illnesses are thoroughly investigated by the Company. Fraudulent claims are not tolerated.

Procedure for Resolving and Investigating Complaints of Workplace Violence

If any employee believes that the Workplace Violence Policy has been violated in any way, he or she must complete the Initial Complaint Form located in the Appendix of this Employee Handbook and immediately report such conduct to his or her CSA/CSS by providing a copy of the completed Initial Complaint Form. Depending on the circumstances, it may be uncomfortable or impossible to bring the matter to his or her CSA/CSS, and therefore the matter must be forwarded to either the next level of management or to the Human Resources Department. All employees are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. There will be no negative consequences for reports made in good faith. Individuals who in good faith report violations of this Policy or are involved in the investigation of violations of this Policy (and are not found to have engaged in wrongdoing), will not be subject to reprisal or retaliation. Retaliation is a very serious violation of this Policy and must be reported immediately.

Investigation Procedure:

The Human Resource Department will commence an investigation in a timely and fair manner, respecting the privacy of all concerned to the extent possible. In appropriate circumstances, we may contact the police, or other emergency responders as appropriate, to assist, intervene or investigate workplace violence.

The investigation may include, as applicable:

- Interviewing the complainant and respondent to ascertain all the facts and circumstances relevant to the complaint, including dates and locations
- Interviewing witnesses, if any
- Reviewing any related documentation; and
- Making detailed notes of the investigation and maintaining them in a confidential file
- Taking any appropriate actions in light of the results of the investigation, which include but are not limited to:
 - Discipline, such as verbal warning, written warning or suspension without pay
 - Termination with or without cause
 - Referral for counseling (sensitivity training), anger management training, supervisory skills training or attendance at educational programs on workplace respect
 - A demotion or denial of a promotion
 - Reassignment or transfer
 - Financial penalties such as the denial of a bonus or performance related salary increase and
 - Any other disciplinary action deemed appropriate under the circumstances,
 - Individuals involved in the investigation will also be reminded that retaliation is a serious offence and if reported may result in further disciplinary action up to and including termination of employment

The Human Resources Department will inform the complainant and respondent of the results of the investigation and whether (but not necessarily what) corrective measures were taken, if any were necessary.

Training

The Company is committed to ensuring that all current employees are made aware of all information and instruction on the contents of this policy. Additionally, new employees will be provided with the contents of this policy prior to their start date.

Drug and Alcohol Policy

The Company is committed to providing a safe work environment and to promoting and protecting the health, safety and well-being of its employees, contractors, customers and clients, the public and the environment. The Company is also committed to treating all employees fairly and with respect.

The purpose of the Company's Drug and Alcohol Policy is to address and minimize the risks in the workplace associated with impairment from drugs and alcohol and to provide a safe workplace for all employees and those whose safety may be affected by the conduct of employees. For a full copy of the Policy, please send a request to your CSA or CSS.

Employee Responsibilities

All employees must perform their job safely and responsibly, in a manner consistent with Company policies and procedures, as well as with the policies and procedures of the Company's customers where employees are providing services at a customer worksite. Employees are required to read and comply with the entire Policy, which is posted on the Company's intranet. The following is a summary of the employee responsibilities under the Policy besides reading the Policy:

- Report to work and remain Fit for Duty while on duty. "Fit for Duty" means that employees must have the ability to safely and acceptably perform assigned duties, free from impairment from drugs or alcohol;

- Manage potential impairment due to the use of medication while on duty, in consultation with their treating medical practitioner or pharmacist and with the employee's immediate supervisor, as appropriate;
- Notify their supervisor if they have reason to believe they themselves or any other Employee is not Fit for Duty;
- Seek advice and follow appropriate treatment if they have a current or emerging drug or alcohol problem, and follow treatment recommendations and aftercare programs after attending treatment, if applicable;
- Cooperate and participate fully as required with any investigation into a violation of this Policy, including any request to participate in drug and alcohol testing as required under the Policy; and
- Unless a treating medical practitioner requires that medication be taken to treat an injury or illness, refrain from the use of drugs or alcohol after being involved in any of the circumstances triggering Post Incident testing, set out below, until the earlier of the following: (1) the employee has submitted to a drug and alcohol test in accordance with this Policy, (2) the Employee has been advised by the Company that he or she is not required to submit to a drug and alcohol test in accordance with this Policy, or (3) 32 hours have elapsed since the circumstance triggering Post Incident testing.

Prohibitions

The following are strictly prohibited for all employees while on Company property, during working hours, during meals and breaks, at Company-sponsored events, while operating equipment and whenever employees are representing the Company or conducting Company business:

- Being impaired by drugs or alcohol;
- Using, possessing, manufacturing, storing, distributing, consuming, offering or selling drugs or alcohol (subject to the "NOTE" below);
- Distributing, offering or selling prescription medications; and
- Using prescription medications for any purpose other than as prescribed, or by anyone other than the person to whom they were prescribed.

NOTE: Alcohol may be served at Company-sponsored events held in compliance with Company and customer policies. Employees who are permitted to consume alcohol on such occasions are required to exercise moderation and good judgment. The Company will make alternative transportation arrangements when possible.

Testing

The Company may require the employees submit to a drug and alcohol test in the following situations:

- **Post Incident:** after being involved in a significant safety incident or near miss, where the Company has reasonable cause to believe that the physical or mental state of the employee due to a drug or alcohol use may have been a contributing factor
- **Reasonable Cause:** The Company will require employees to submit to a drug and alcohol test where the Company has Reasonable Cause (as defined in the full Drug and Alcohol Policy) to believe that an Employee may be impaired by drugs or alcohol.
- **Pre-Access:** Some of the Company's customers operate highly safety-sensitive worksites and require that all individuals who perform services at those worksites submit to a drug and alcohol test. You will be notified in advance if a customer worksite you plan to regularly perform services in requires pre-access testing.
- **Return to Duty:** All employees who seek to return to work following the completion of residential or out-patient treatment for a drug or alcohol dependency will be required to submit to a drug and alcohol test prior to

returning to work. Any employee who is required to submit to a Return to Duty drug and alcohol test must submit a negative result before returning to active duty. The employee must further agree to cooperate with any further drug and alcohol testing, aftercare program or rehabilitation measures as required by his or her treating medical practitioner or Substance Abuse Professional, as applicable.

Rehabilitation

The Company encourages any employee with a drug or alcohol abuse problem to seek treatment voluntarily. In an effort to promote reform and rehabilitation, the Company has made resources available, such as maintaining a current list of qualified community professionals who can assist with the treatment of drug or alcohol use or dependency. Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources available (for more detail on the resources available, please consult the full Drug and Alcohol Policy. You may also wish to discuss these matters with your CSA/CSS.

No employee is subject to disciplinary action solely for acknowledging a drug or alcohol problem and seeking treatment for the problem. A request for participation in a treatment program, after violation of this Policy, will not shield an employee from discipline for the employee's violation of this Policy.

Consequences for Failure to Comply with Drug and Alcohol Policy

Any breach of this Policy will be taken seriously and any possible breach of this Policy will be investigated in a manner that respects all of the parties involved. An employee may be held out of service with pay while an investigation is being conducted.

The consequences of a Policy violation will depend on the facts of each case, including the nature and severity of the violation, the existence of prior violations (if applicable), the response to prior corrective programs (if applicable), and any other appropriate circumstances. Possible consequences include:

- Temporary removal from the employee's position;
- Placement in another position, or on modified or restricted duties;
- Referral to a medical assessment with a Substance Abuse Professional ("SAP");
- Referral to a treatment or aftercare program; and
- Discipline up to and including termination of employment.

Should the Company determine that an employee's employment will be continued after a violation of the Policy, the employee may be required to enter into an agreement governing his or her continued employment. Failure to meet the requirements of the agreement may lead to disciplinary action, up to and including termination of employment.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of disciplinary action, may request approval to take unpaid time off to participate in a rehabilitation and treatment program. The Company's health insurance coverage may pay for portions of that treatment. Leave may be granted if the employee agrees to the following conditions and/or the following conditions apply:

- Abstain from use of the problem substance;
- Abide by all Company policies, rules, and prohibitions relating to conduct in the workplace; and
- If granting the leave does not cause the Company any undue hardship.

Employees with questions about this Policy or issues related to drug or alcohol use in the workplace must raise their concerns, without fear of reprisal where there is no wrongdoing, with their CSA/CSS.

Employee Cooperation with any Internal Investigations

The Company may use any lawful method of investigation, which in its sole discretion, it deems reasonable and necessary to determine whether any employee has engaged in conduct warranting disciplinary action. All employees are expected to cooperate in any investigation. Failure to cooperate in any investigation may lead to disciplinary action, up to and including termination of employment. False information provided in the course of an investigation may also result in disciplinary action, up to and including termination of employment.

Employee Conduct and Work Rules

Policy

To ensure orderly operation and provide the best possible work environment, the Company expects employees to follow rules of conduct that protect the interests and safety of all employees and the organization.

Guidelines

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including suspension without pay and termination of employment:

- Theft or unauthorized removal or possession of Company property without authorization.
- Falsifying Company records or your employment records.
- Working under the influence of alcohol or drugs.
- Possessing, distributing, selling, transferring, or using drugs in the workplace, while on duty, or while operating Company-owned or customer-owned vehicles or equipment.
- Fighting or threatening violence in the workplace.
- Damaging Company-owned or customer-owned property through negligence or improper use.
- Behaving in an insubordinate or other disrespectful manner.
- Behaving in a rude or unprofessional manner.
- Using profane or vulgar language.
- Sleeping on the job.
- Violating safety or health rules.
- Smoking in prohibited areas.
- Engaging in unlawful workplace harassment or workplace violence.
- Possessing dangerous or unauthorized materials in the workplace, such as explosives or firearms.
- Employees who are absent from work for two or more consecutive days without contacting their supervisor, are considered to have abandoned their job and to have resigned without notice.
- Using telephones, mail system, or other Company-owned equipment without authorization.
- Excessive personal phone use, including cell phone use, during work hours.
- Disclosing business secrets or confidential information.

- Violating policies applicable to employees of the Company.
- Performing your duties or conducting yourself in an unsatisfactory manner.
- Verbalizing, publishing or distributing false or malicious statements concerning the Company, clients, managers or any employee.

Probationary Policy

The employee's employment with the Company is subject to a three (3) month less a day probation period during which the Company may terminate the employee's employment for any reason with no advance warning, notice, payment in lieu of notice or benefit continuation, except as required by applicable employment standards legislation.

During this probationary period, the employee and the Company engage in a mutual period of evaluation for both parties to determine whether the relationship is mutually beneficial and sustainable. In some instances, a performance evaluation may conclude the end of the probationary period. However, if the employee is employed after the probationary period, the employee's performance will be monitored on a continual basis during his/her entire employment.

Employee Benefits/Statutory Holidays/ Vacation/Leaves

Employee Benefits

Eligible employees at the Company receive a wide range of benefits. A number of the programs (such as Canada Pension Plan/Quebec Pension Plan, workers compensation/CSST, provincial healthcare, and employment insurance, as applicable) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your CSA/CSS can identify the programs for which you are eligible.

It is important to note that, unless special terms apply (which will be explained to the employee), the effective date of coverage for any benefits will vary depending upon the particulars of the policy (i.e. group benefits are effective after three months of consecutive full-time service). If you have any questions, please feel free to ask. Please note that in the event of any differences between benefit descriptions contained in this handbook and the descriptions contained in an applicable benefits plan document, the benefits plan document will govern and prevail in all circumstances.

Statutory Holidays

Policy

Each office will be closed in observance of the statutory holidays as observed in the province in which they work. An employee's entitlement to be paid for a paid holiday shall be determined according to the requirements of provincial legislation. The Company grants paid time off for statutory holidays to eligible employees as required by applicable provincial legislation.

Procedures

Holiday Pay is calculated based on provincial employment standards requirements.

Public holidays that fall on a Saturday are observed on the preceding Friday and those that fall on a Sunday are observed on the following Monday.

If a public holiday falls during an eligible employee's paid absence (such as vacation or sick leave), Holiday Pay is provided in lieu of the Paid Time Off Benefit that would have otherwise applied, unless otherwise required by applicable provincial employment standards legislation. Employees on short term disability and/or unpaid leaves of absences will not receive Holiday Pay unless otherwise required by applicable provincial employment standards legislation.

If eligible hourly employees work on a public holiday, they will receive Premium Pay ($\frac{1}{2}$ times the regular wage) in addition to their hourly wage for all hours worked unless otherwise required by applicable provincial employment

standards legislation. In Quebec, employees will be paid the statutory holiday indemnity plus their usual wages. In all cases, the Company will pay employees according to the requirements in the applicable province.

The Company grants paid time off to all eligible employees on the following holidays:

Name of Holiday	AB	BC	MB	NB	NL	NT	NU	NS	ON	PE	QC	SK	YT
New Year's Day	x	x	x	x	x	x	x	x	x	x	x	x	x
Family Day	x	x							x			x	
Good Friday	x	x	x	x	x	x	x	x	x	x	x	x	x
Victoria Day (also known as National Patriots Day-QC)	x	x	x			x	x		x		x	x	x
St. Jean-Baptiste											x		
Canada Day (aka Memorial Day in NL)	x	x	x	x	x	x	x	x	x	x	x	x	x
Civic Holiday (aka BC Day, Alberta Heritage Day, NB Day and SK Day)		x		x		x	x					x	
Discovery Day													x
Labour Day	x	x	x	x	x	x	x	x	x	x	x	x	x
Thanksgiving Day	x	x	x			x	x		x		x	x	x
Remembrance Day	x	x	x	x	x	x	x	x		x		x	x
Christmas Day	x	x	x	x	x	x	x	x	x	x	x	x	x
Boxing Day									x				

X = Company offices closed

Vacation and Other Paid Time Off

Policy Overview

The Company's policies and procedures are intended to comply and work in harmony with statutory requirements under provincial employment/labour standards laws, human rights laws, and other applicable legislation (collectively, "**Applicable Legislation**"). When Applicable Legislation requires an employer to provide entitlements over and above what the Company normally provides, then naturally the Company will honour the legislative requirements.

Comp time, banked time or "off-the-clock arrangements," in lieu of hours actually worked is against Company policy and is strictly prohibited. All hours worked must be recorded appropriately and paid at the applicable straight time and overtime rate during the payroll period worked.

Earnings Definitions

- **Base Daily Earnings** –for hourly paid employees means weekly wages/5 workdays. Overtime pay and other forms of Non-Base pay are not included in this calculation (see instead Non-Base Pay Vacationable Earnings below).

- **Non-Base Pay Vacationable Earnings** - all payments to employees (other than Base Daily Earnings) that are required under Applicable Laws to be included when calculating statutory vacation pay owing (for example, depending on the province, this may include overtime pay, and premium pay. Non-Base Pay Vacationable Earnings will be calculated in accordance with the minimum requirements of Applicable Legislation. For information on what is included in Non-Base Pay Vacationable Earnings in the province in which you work, contact your CSA/CSS. Vacation pay on Non-Base Pay Vacationable Earnings will be paid out to eligible employees once a year, in a pay cycle in January.

Paid Time Off

- **Vacation Days –**
 - **Description/Purpose:** scheduled paid time off that requires prior approval by the CSA/CSS
 - **Eligibility:** Vacation Days accrues on a weekly basis starting on the first day of employment. An employee may begin to use accrued Vacation Days after completing 3 months of employment with the Company.
 - **Accrual Rate:** Eligible employees accrue Vacation Days according the applicable provincial law. If you are unsure of the accrual rate in your province, please contact your CSA/CSS.
 - **Accrual Rate for New Hires:** Employees accrue a prorated portion of their annual vacation accrual during the first calendar year of employment.

During subsequent years, the full annual accrual (based on the preceding chart) is earned. Refer to the following chart for an example:

Hire Date: 3/31/07	Accrued Vacation
Accrued 2007	7.5 days (3/4 of annual)
Used in 2007	4 days
Carryover to 2008	3.5 days
Vacation accrued 2008	10 days
Vacation available 2008	13.5 days

Leave Advances for Vacation Days

Employees are not permitted to take advances against future Vacation Days

Leave Carryover

Vacation Days

Employees can carryover into the next calendar year up to the number of days that an employee accrues of unused Vacation Days. Any unused Vacation Days in excess of the permitted carryover the year following the year in which they were accrued will be paid out, except to the extent strictly required to meet the minimum requirements of Applicable Legislation.

For example: You accrue 10 Vacation Days in 2014 and use 0.

- All 10 days carryover to 2015.

- During 2015, you will continue to accrue 10 more Vacation Days.
 - Example 1: If you use 0 Vacation Days in 2015, then all 10 Vacation Days from 2014 will be paid out to you in a January pay cycle in 2016.
 - Example 2: If you use 5 Vacation Days in 2015, they will be deducted from the 2014 balance, and you will be paid out the 5 remaining Vacation Days from 2014 in a January pay cycle in 2016.
- In both examples, all of your Vacation Days from 2015 will carryover to 2016.

What Happens to Employee Paid time Off When the Employee:

Is Absent

If an employee is absent for 20 or more consecutive working days for any reason (other than scheduled Vacation Days or statutory holidays), then as of the 20th day of absence, and for the remainder of the absence, the employee will accrue vacation time and vacation pay in accordance with the minimum requirements of Applicable Legislation. The employee's regular accrual under this Policy will resume once the employee returns to work.

Separates from Employment

On separation of employment for any reason whatsoever accrued, unused Vacation Days and accrued vacation pay on Non-Base Pay Vacationable Earnings will be paid out.

Is Rehired

The Company recognizes that from time to time, employees may leave the Company and return.

Employees who leave the Company voluntarily (by means of resignation) or due to a reduction in staff, and are rehired and return to work within (6) six months of their last day worked are eligible for vacation accrual and service anniversary reinstatement:

- The employee will accrue Vacation Days at the level of accrual the employee had when the employee left the Company. For example: An employee leaves the Company voluntarily and is rehired three months later. When the employee left the Company he/she was eligible for three weeks' annual vacation. Upon rehire, the employee will be eligible for three weeks' annual vacation.
- The employee's service anniversary date will remain the original date of hire, and service will be bridged so that there will be no break in service.

Employees re-hired under other circumstances are not eligible for vacation accrual and service anniversary reinstatement, except as otherwise strictly required by Applicable Legislation.

Additional Paid Leaves

- **Statutory Holidays**

Each office will be closed in observance of the statutory holidays prescribed by Applicable Legislation in the province in which that office is located. An employee's entitlement to be paid for a statutory holiday will be determined according to the minimum requirements of Applicable Legislation. (See the Statutory Holidays section of this Handbook for more information.)

- **Bereavement Leave**

Paid Bereavement Leave is available where prescribed by Applicable Legislation. .

- **Jury Duty**

Jury duty leave is available where prescribed by applicable legislation.

Note: Applicable Legislation may provide other forms of paid and unpaid leave in the province in which you work. For further information, contact your CSA/CSS.

Job Protected Leaves

Reservist Leave

Some Canadian Provinces provide for unpaid Reservist Leaves. Please refer to your Provincial Employment Standards or your Human Resources Representative.

Generally speaking, applicable laws may provide for reinstatement rights and benefits continuation and protection for employees. The Company's policy is to fully comply with that law.

Pregnancy and Parental Leave

The Company will provide an unpaid leave of absence due to the birth or legal adoption of a child consistent with the applicable provincial legislation. The Company will consider providing additional leave in exceptional circumstances. The employee must give at least three weeks' written notice, stating the date on which the leave will begin and the date on which the employee will return to work. The employee may return to work before the date specified in the notice, provided they give the employer at least three weeks' written notice.

Pregnancy/Maternity/Paternity Leave

Employees who have completed any required period of employment under applicable provincial law with the same employer before the pregnancy, or before the child comes into the employee's custody, care and control may be eligible for Pregnancy/Maternity/Paternity Leave, subject to and in accordance with applicable provincial law.

The employee must give three (3) weeks' written notice, stating the date on which the leave will begin and the date on which the employee will return to work. The employee may return to work before the date specified in the notice, provided they give the employer three weeks' written notice.

The period of leave is to be consistent with the applicable provincial legislation and is without pay. For British Columbia and Ontario, the period of pregnancy leave is seventeen (17) weeks. For Alberta, the period of pregnancy leave is fifteen (15) weeks. For Quebec, the period of maternity leave is eighteen (18) weeks and paternity leave is five (5) weeks.

Employees who are not planning to return to work after the pregnancy/maternity/paternity leave must give the Company four (4) weeks' written notice.

Parental Leave

Employees who have completed any required period of employment under applicable provincial law with the same employer before the birth of a child, or before the child comes into the employee's custody, care and control are eligible for Parental Leave.

The employee must give three (3) weeks' written notice, stating the date on which the leave will begin and the date on which the employee will return to work. The employee may return to work before the date specified in the notice, provided they give the employer three weeks' written notice.

The period of leave is to be consistent with the applicable provincial legislation and is without pay. For Alberta, British Columbia and Ontario, the period of leave is thirty-five (35) weeks for a mother who has also taken a pregnancy leave, beginning immediately after the end of her pregnancy leave unless the child has not yet come into her custody, care and control for the first time.

In those same provinces, the period of leave is thirty-seven (37) weeks without pay for all other eligible employees, and must commence within 52 weeks of the day on which the child was born or came into the employees' custody, care and control for the first time. In Quebec, the period of leave is up to fifty-two (52) consecutive weeks.

Employees who are not planning to return to work after the parental leave must give the Company four (4) weeks' written notice.

Employees must refer to the applicable provincial employment standards for other family-related leaves of absences.

Parental leave may be taken in addition to pregnancy leave.

To properly schedule an employee's return to work, the employee on pregnancy and parental leave must provide the Company reasonable advance notice (a minimum of (3) three weeks) advance notice for the date the employee intends to return to work.

When Pregnancy and Parental ends, the employee is reinstated to the same or comparable assignment, if it is available, or if it is not available, the company will attempt to find alternative and suitable assignments within its currently available contract employee positions in order to return the employee to work.

If an employee fails to report to work promptly at the end of the approved leave period, the Company deems the employee to have abandoned their employment and/or have resigned.

Compassionate Care Leave and other Family Obligation or Emergency Leaves

In certain provinces, employees are entitled to a leave of absence without pay to care for or support a family member of the employee where a qualified medical practitioner has stated in writing that the family member has a serious medical condition with a significant risk of death within 26 weeks. Provinces vary for the maximum leave duration. Refer to your provincial Employment Standards or contact Human Resources for additional information regarding Compassionate Care Leave, Family Responsibility Leave, Family Medical Leave, Emergency Leave and other family related leaves.

Benefit Accruals / Holidays During Employee (Job Protected) Leave

While on an unpaid (job protected) approved leave of absence, employees may be eligible to receive pay for statutory holidays and accrue vacation pay depending on the applicable provincial Employment Standards.

Non-Job Protected Unpaid Leave

Sufficient documentation may be requested by the Company from an employee who is absent from work for two (2) or more consecutive days, (example, medical documentation). The employee is required to oblige within 5 days of returning to work. In some circumstances, the employee may be required to complete a form indicating their medical restrictions and / or limitations, which must be submitted prior to the return to work. If after the illness or injury the employee is unable to resume his or her original duties, the Company may assign the employee to a different position, with different terms and conditions of employment. The Company will provide any reasonable accommodation to assist the employee in making a full return to work, provided no undue hardship is caused towards the Company.

Other Important Policies and Procedures (A to Z)

Absenteeism and Tardiness

Each of our employees plays an important role in getting the day's work done. Absenteeism or tardiness, even for good reasons, is disruptive of our operations and interferes with our ability to satisfy our customers' needs. **Therefore, any absenteeism, tardiness, or failure to follow the attendance policy procedures may result in disciplinary action up to and including termination of employment as well as possible denial of Company-sponsored benefits.**

If you are going to be late or absent from work for any reason, you must personally notify your assigned supervisor at the client site in addition to the CSA/CSS as far in advance as possible so that proper arrangements can be made to handle your work during your absence. **If you are absent for more than one day, you must call in for each day of absence unless you have been approved for a leave of absence.**

Failure to report to work for two (2) consecutive scheduled working days without notifying the Company may result in immediate termination.

When your absence is due to illness or a doctor's visit, the Company may require you to provide appropriate medical documentation to substantiate your absence.

Inclement Weather

The Company expects its employees to make every reasonable effort to come to work during periods of inclement weather. You should follow the guidelines and policies of the workplace to which you are assigned with regards to inclement weather issues.

Personal Appearance

It is the objective of our dress code policy to enable our employees to project the professional image that is in keeping with the needs of our clients and customers. Employees are expected to present a clean and neat appearance and to dress according to the requirements of their position. Employees must follow any specific guidelines which apply in the workplace to which they are assigned, and generally to meet or exceed the personal appearance standards which apply in that workplace.

Separating from the Company

Termination of employment is an inevitable part of personnel activity within any organization. Below are examples of some of the most common circumstances under which employment is terminated:

1. Resignation - voluntary employment termination initiated by an employee;
2. Dismissal - involuntary employment termination initiated by the Company; OR
3. End of Assignment – your assignment with the client ends and no other assignments are immediately available.

A termination is considered voluntary when the employee:

- Gives notice of his or her intention to resign from the Company
- Is absent from work for two consecutive days without notifying their supervisor with a reasonable explanation are considered to have abandoned their job and/or to have voluntarily resigned without notice
- Fails to return to work at the end of an approved leave of absence
- Experiences an end of assignment and no other assignments are immediately available.

An employee who resigns from a position must:

- Provide written notification of resignation to the Company; and
Submit the written notification to his or her CSA/CSS at least two weeks prior to the anticipated last day of employment, but failure to satisfy these does not mean that the employee has not resigned.

Employees who choose to resign under favorable terms and conditions will be considered eligible to reapply with the Company for any future opportunities.

Upon completion of an assignment, it is the responsibility of the employee to contact the Company within one business day to inform the Company that the employee's assignment has ended. By informing the Company of the employee's availability to work, the Company can ensure that the employee gets priority when an assignment for which s/he is qualified becomes available. The employee must contact his/her CSA/CSS regardless of who originally notified the employee of the end of the assignment. If the employee fails to contact the Company within one business day, the Company will assume the employee is not available to work.

Employee must follow the detailed procedures outlined below:

1. Employee must inform the CSA/CSS of the employee's availability for other assignments within one business day after completion of an assignment. The employee must call the CSA/CSS between the hours of 8:00 a.m. and 5:00 p.m. If the CSA/CSS is not available, the employee may leave a detailed voice mail message for the CSA/CSS. The employee must state in the message that the call is a notification of a completion of assignment, the last day worked, availability for a new assignment, and his/her name and phone number.
2. The CSA/CSS will send an e-mail or letter confirming the employee's availability for work. If the employee has not received such confirmation within 10 days, the employee must contact the CSA immediately.

Return of Property

When an employee leaves the Company, all Company property and all property belonging to the client for whom the employee provided services must be returned no later than the last day of active employment. Company/client property includes, but is not limited to: the original and any copies of any electronic or hardcopy confidential information, trade secret information, Company/client-issued keys, pass cards, tools, samples, fax machines, cell

phones, PDAs, computers (laptop and/or desk top), credit cards, rolodexes, files, brochures, equipment, documents, lists, reports, printouts, drawings, plans, sketches, computer disks, zip drives, printouts and any other record or document relating to the Company/client or its business, products or services. Employees are also obligated to comply with any requirements in an employment agreement related to separation of employment.

Benefits

Employee benefits are affected by employment separation. The separated employee is notified in writing of his/her rights and responsibilities regarding the continuation of benefits.

The specific provisions of the applicable plans and policies will govern and prevail in all circumstances.

Notice of Resignation

The Company encourages its employees to give at least ten days written notice of resignation. Without restricting the rights of the Company, the Company reserves the right to waive such notice period without any further obligation to the employee except for accrued wages and vacation pay, pay the employee instead of requiring him/her to work the notice period (in whole or in part), or require the employee to work during the notice period.

Use of vacation or personal time during the notice period is not permitted unless approved in advance by the employee's CSA/CSS.

Final Paycheck

Unless otherwise required by applicable provincial legislation, the terminated employee's final cheque is generally available at the next regularly scheduled pay period.

Smoking/Tobacco

In consideration of the health and comfort of our customers and employees, this is a smoke and tobacco-free Company. Smoking and/or the use of tobacco is not permitted in any Company property at anytime. For the purpose of this policy, Company property includes any land, building, structure, parking lot or means of transportation owned by or leased to the Company, as well as any area including customer property, where a staff member is engaged in Company business.

The Company provides assistance to any employee who desires to quit smoking or other tobacco products. Please contact your CSA/CSS for additional information.

Solicitation and Distribution

The Company strives to create a work environment where employees have time, tools and support necessary to perform their jobs without distraction. In the interest of maintaining productivity and a proper business environment, employees may not distribute literature or other materials of any kind or solicit for any cause during the working time of any employee involved. Furthermore, employees may not distribute literature or other material of any kind in working areas, at any time, whether or not the employees are on working time. For just some examples, non-working time would be lunch or break and a non-working area would be the break room.

Prohibited solicitation includes, but is not limited to, promotion of memberships and subscriptions for any public or private enterprises.

Only third parties who have been invited to enter our premises and who have business to transact with the Company are authorized to enter and be on our premises. All other third parties shall be considered trespassers and be subject to removal by appropriate persons in the Company. Non-employees are prohibited from soliciting or distributing materials on Company premises at any time.

Timekeeping Procedures, Overtime and Pay

Timekeeping

Unless otherwise notified, each employee is required to record his or her hours of work for the Company. Accurately and fully recording all of employee's time is required in order to be sure that employees are paid for all hours worked. Employees will be informed on their first day on the job whether they are required to keep their time by a time clock, a time sheet, or some other method. Whatever the method of timekeeping, employees are expected to follow the established procedures in keeping an accurate record of hours worked.

Additionally, when applicable, employees must record any other non-working time (except breaks) such as time away from the Company for errands, doctor appointments, etc.

Any changes or corrections to your time card or time record must be initialed by you and your supervisor. Under no circumstances may any employee record another employee's time card or ask another employee to record his or her time card. Recording another employee's time card or asking another non-management employee to record your time may result in disciplinary action, up to and including termination of employment.

"Off-the-Clock" Time is Not Allowed

Comp time, banked time or "off-the-clock arrangements," in lieu of hours actually worked is strictly prohibited. All hours worked must be recorded appropriately and paid at the applicable straight time and/or overtime rate during the payroll period worked. If you are asked to hold, bank or under report time in violation of this policy, report it immediately to your CSA/CSS.

Schedule

The Company pays employees for all time worked in accordance with our payroll schedule and in compliance with applicable provincial law. Your schedule will be dictated by the need of the client to which you are assigned.

Recoupment of Wages and/or Expenses Overpayment

Overpayments occur from time to time because of an error on the part of the contractor, client, or in the Company's processing of pay or expenses. For example, occasionally a clerical error or an incorrect timecard provided to our local field office will result in a payment for more hours than were worked.

Should an employee receive an overpayment, under these or any other circumstances, the Company will recoup the overpayment to the extent allowed by law, including but not limited to, payroll deductions, repayment plans, or legal action. Employees must notify the Company immediately if they become aware of an overpayment. Employees'

acknowledgement of the handbook is authorization for correction of the overpayment and the deduction of such from their wages.

Unauthorized Recording

To maintain the security of our premises and systems, the Company prohibits unauthorized photography or audio and video recording by an employee. Do not use a cell phone or any other device to make any type of unauthorized photograph or audio or video recording. Authorization for any type of recording requires the advance written approval of the President. Violation of this policy may result in disciplinary action, up to and including termination of employment.

Vehicle and Driving Requirements

These vehicle and driving requirements apply both to employees who use a Company-provided vehicle and to employees who drive a personal vehicle while performing work for the Company. Any employee allowed to operate a Company-owned vehicle or allowed to drive on behalf of the Company, must follow the rules listed below. Failure to do so may result in disciplinary action up to and including termination of employment. "Incident" is defined as any traffic ticket, impaired driving, D.U.I., violation or accident that occurs at any time (on or off duty) after beginning employment with the Company. Failure to report an Incident within forty-eight (48) hours of occurrence (i.e., accident or receipt of traffic ticket, not conviction on the charges) may result in disciplinary action, up to and including termination of employment.

Likewise, if an employee receives a citation for any violation while operating a Company vehicle or a personal vehicle while on Company business, the employee is responsible for paying any fine or penalty incurred and may be subject to disciplinary action, up to and including termination of employment. All such violations or citations must be reported to Human Resources immediately. Failure to immediately report a violation or citation may result in disciplinary action, up to and including termination of employment.

Authorization Required: Only authorized employees may use Company-provided vehicles.

Damage: If a Company-provided vehicle incurs any damage while under the charge of a particular employee, that employee must report the damage immediately and may be responsible for paying for some or all of the repair costs, to be determined in the Company's sole discretion.

Drugs & Alcohol: Drinking alcoholic beverages, or otherwise violating the Company's Drug and Alcohol Policy is prohibited in any vehicle while on Company business.

Personal Use: Company vehicles are intended for business use only. An employee assigned a Company vehicle is permitted to use that vehicle to commute to and from work for the purpose of work and to conduct Company business only. A Company vehicle must not be used to transport any non-employee – including the employee's family members.

Unacceptable Driving Records: For employees who drive vehicles in the course of their duties, an accident, a traffic ticket for impaired driving, D.U.I., or any other serious driving violation or citation (**even those occurring off-duty**) may create an unacceptable driving record. An unacceptable driving record may result in an employee not

being allowed to drive while working for the Company or other disciplinary action, up to and including termination of employment, subject to compliance with applicable provincial law.

Insurance: All employees who drive as part of their job duties must be properly insured. Any employee whose insurance expires, is revoked or who becomes uninsurable must report the expiration, revocation or uninsured state to Human Resources immediately, but no later than 24 hours after the employee learned of the lack of insurance. Drivers who become uninsurable will be terminated.

Seatbelts: All employees must wear a seatbelt while driving or riding in any vehicle, while going to or from work, and at all times while performing Company business. Furthermore, the Company encourages all of its employees to wear seatbelts at all times, as required by provincial law.

Use of Cellular Telephones and Devices While Driving: For safety reasons, we ask that employees not talk or text on their cellular telephones or devices while driving on Company business, unless the cellular telephone has a “hands-free” mode. In any event, employees are required to be aware of and comply with all provincial and territorial regulations regarding the use of cell phones and other wireless devices while driving. For information regarding the use of cell phones and other wireless devices while driving, please refer to Transportation Canada <http://www.tc.gc.ca>. Employees whose job responsibilities include regular or occasional driving shall refrain from receiving or sending a text message (e.g. emailing or texting) while driving. Employees are required to pull off to the side of the road and safely stop the vehicle before responding to a text message. In situations where employees are initiating or receiving a call, employees must utilize hands-free equipment whenever possible and keep the call short or initiate or receive the call while not operating the motor vehicle.

Driver's License: All employees who drive as part of their job duties must have a valid driver's license for the province in which the employee resides. Any employee whose driver's license is suspended or revoked must report the suspension or revocation to Human Resources within 24 hours of the suspension or revocation.

Verification of Employment and Personnel Files

Employees may review their personnel file in person at our corporate headquarters in Mississauga, Ontario or with their CSA/CSS by requesting such a review, in writing, to Human Resources.

Employees are able to review their personnel file at a time and place mutually convenient for the employee and the Company. Although employees may not remove items from their personnel file, copies of documents that employees have signed will be provided upon written request. Copies of additional documents will be provided at the discretion of the Company or as required by applicable provincial law.

Company representatives do not release personal employment or financial data of its employees to outside parties. The Company also does not provide personal references; however, employment at the Company can be confirmed if such a request is made to the Human Resources department, in writing, by the employee.

Weather (see Inclement Weather)



ASTON CARTER



EMPLOYEE ACKNOWLEDGEMENT FORM

The Employee Handbook describes information about Aerotek ULC, Aston Carter, a division of Aerotek, ULC, EASi, a division of Aerotek, ULC, TEKsystems Canada Inc. and TEKsystems Global Services Corp. (collectively referred to as the “Company”). I understand that I must consult my contract of employment, applicable external policies, my supervisor or the Human Resources Department regarding any questions not answered in the handbook. I acknowledge that I have previously entered into an employment relationship with the Company voluntarily.

Since the information, policies, and benefits described in the handbook are necessarily subject to change, I acknowledge that revisions to the handbook may occur. None of those changes affect the terms of my contract of employment, except to the extent my contract of employment so provides. All changes to the employee handbook will be communicated through electronic notices to the extent necessary, and I understand that revised information may supersede, modify, or eliminate existing policies.

I understand that these policies are a guide, and that no handbook can anticipate every circumstance or question about policy. **I acknowledge that have received the handbook via the Company intranet or by personal delivery through a HR representative of the Company. I understand and I agree that it is my responsibility to read and comply with the handbook (including the policies contained, or referred to, in the handbook) and any revisions made to them. I acknowledge that I have read and will comply with the handbook and policies and that any non-compliance by me may subject me to disciplinary action up to and including termination of employment.**

I have requested to be provided with this handbook in the English language. J’ai requis de recevoir une version anglaise de ce manuel de l’employé.

Employee’s Signature

Employee’s Name (please print)

Date Signed

APPENDIX

INITIAL COMPLAINT FORM

To file a formal complaint, please fill out the form below (type in the appropriate areas), print, sign, and return them to your HR Representative in your area.

Date: _____

1. Name and Title of Person receiving complaint: _____

2. Name and Title of Person filing complaint: _____

3. Name, Title, & Department of Person(s) who was violent/ harassed / discriminated / bullied/ retaliated against you; or who threatened you with such behaviors (the "Respondent")? _____

4. Have you informed the Respondent or person you are making the complaint against, to advise them that the behaviour is unacceptable and that you want it to stop immediately? _____

5. Please describe in detail what occurred (please include dates and times, locations and names of anyone present at the time of the occurrence). If there was more than one occurrence, please describe each occurrence. (Please attach an additional sheet if necessary)

6. What was your reaction/response to the occurrences described in #5?

7. What is your current relationship with the alleged Respondent (include both past and present relationship)?

8. Has the alleged Respondent or anyone else informed you or suggested that negative consequences would occur if you reported the complaint? If so, explain.

9. Whom, if anyone, did you tell about the occurrences in #5 or anything you explained in #8? Please note when and where you told anyone you list below and include details regarding what you told that person.

10. For anyone you listed above, what was her/his response?

11. Do you have any information regarding other complainants of similar behavior involving Respondent?

12. Do you think you did anything to encourage the Respondent? If yes, explain.

My signature below indicates that I understand that the Company will be investigating the information that I have provided in this Complaint Form and that I have provided accurate and complete information.

Name (Please Print): _____ Date: _____

Complainant Signature: _____

Date Received in HR: _____

Received By: _____