

# ***ServiCare Interiors***

## ***Commercial Maintenance***

Employee Policy Handbook 2021  
Servicare Interiors Inc.

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## Table of Contents

INTRODUCTION.....	3
VISION, MISSION AND VALUES.....	4
CALL TO ACTION.....	5
EMPLOYEE CLASSIFICATIONS AND PAYROLL.....	6
PERFORMANCE EVALUATION.....	7
CODE OF ETHICS AND UNETHICAL BEHAVIOUR.....	8
POLICIES.....	9-10
LEAVE OF ABSENCE AND TIME CLOCK APPLICATION.....	11
PERSONAL APPEARANCE & HYGIENE AND DRESS CODE/UNIFORM.....	12
PERSONAL PHONES/DEVICES, SMOKING AND SOCIAL MEDIA.....	13
COMPANY VEHICLE, ALCOHOL & DRUGS AND ANTI-VIOLENCE POLICY.....	14
CONFIDENTIALITY AGREEMENT.....	15-16
WORKPLACE ANTI-HARASSMENT POLICY.....	17-19
HEALTH & SAFETY.....	20-23
PROGRESSIVE DISCIPLINARY ACTIONS.....	24-26

## Welcome To Our Team

Welcome to **Servicare Interiors inc.** We hope our association will be a long and beneficial one. It has been over 18 years since Rodolfo Kunz opened for business and over 30 years since establishing himself as a respected member in the industry. We are happy to have you join the team and in return for your support, we are responsible for providing you with information, guidelines, and support to make your employment as satisfactory as possible.

The strength of the company comes from the people within it and the results of growth come from the efforts of our team. Each of us bring unique skills and have a measurable and essential contribution to help achieve common goals. Above all, while working safely we must focus on continuously achieving quality standards in everything we do in order to meet and even exceed our customer's expectations. Our wage policies are designed to make the company a good, safe, and fair place to work and grow.

The keys to our ongoing growth, competitive advantage, and future success are:

- Supporting a work environment that thrives on innovation to identify new solutions to old and new challenges.
- Ensuring that the work we do, and that of our fellow employees/coworkers is performed safely.
- Continuously striving for new and more efficient methods and processes within our facility to decrease costs while maintaining/elevating quality.
- Developing and implementing initiatives to reduce scrap, waste, and energy. Maximizing materials recycled and overall reducing our environmental footprint.
- Reviewing and enhancing our internal and external business partnerships to strive for greater productivity.

This company has consistently endeavoured to follow our terms and conditions of employment in the past and we are willing to address any employee concerns in the future.

Our strength is based on open communication and cooperation and you are encouraged to bring matters of concern forward to be addressed by your respective supervisory member of management.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rodolfo Kunz', with a horizontal line extending from the end of the signature.

*Rodolfo Kunz*  
Servicare Interiors Inc.

## Vision & Goals

1. Servicare Interiors will create a safe and considerate work environment.
2. Servicare Interiors will encourage originality, innovation, and promote enthusiasm in meeting the requirements of our customers.
3. Servicare Interiors will endeavour to cultivate profit growth through efficient and ethical production methods and procedures.
4. Servicare Interiors will create and maintain a distinctive and progressive corporate culture. One that includes significantly reducing our environmental footprint and leading the corporate industry into a greener direction.
5. Servicare Interiors will make positive contributions to the community in which we operate and strive to become a model and ethical corporate citizen.

## Our Mission

To be the industry leader in maintenance, cleaning, and restoring while also sharing hygienic education with all of our partnerships. We will change the way our clients and employees view sanitation, restoration, and maintenance one facility at a time.

To give every one of the facilities we enter a healthier, cleaner, and safer environment. Servicare Interiors will exceed client's expectations with superb customer service and ongoing education and training.

We will bring innovative and progressive technology and methods into the industry to set us apart from other market leaders.

## Our Principles and Values

<p style="text-align: center;"><b>Communication</b></p> <p>The most effective communication begins with listening. Management sets the example with active listening. An environment that promotes open discussion enhances involvement; feedback encourages improvement.</p>	<p style="text-align: center;"><b>Teamwork</b></p> <p>A necessity. Do not be limited by your job description but rather, act according to the situation. Draw on the skills and expertise of the team to achieve results. Look to your coworkers for support and equally offer the same back. Be willing to contribute where required.</p>
<p style="text-align: center;"><b>Responsibility</b></p> <p>Each employee must understand their responsibilities clearly and execute them accordingly. Management is responsible for assigning and communicating those responsibilities. Once responsibilities are outlined each participating party should be held accountable.</p>	<p style="text-align: center;"><b>Respect</b></p> <p>A strict conduct of respect is expected throughout the company. Management and employees alike; everyone is expected to treat coworkers and clients with respect. As such; respect is also expected of clients towards employees and nothing less is tolerated.</p>
<p><b>Diversity &amp; Inclusion</b></p> <p>We are committed to cultivating an inclusive environment and culture amongst our employees and clients. We welcome and embrace people irrespective of gender, sexual orientation, age, ethnicity, religion, and ability.</p>	

Servicare Interiors Inc. is a commercial maintenance company. We are a sole proprietorship in business since 2003. We provide many services including: Janitorial/cleaning, carpet cleaning, fire/water restoration, electrostatic spraying disinfection, upholstery cleaning, and many more. We take pride in being very knowledgeable and professional in the industry. We know that you will take the same initiative to learn and preserve our reputation.

We are members or certified in the following organizations:



Through these international associations, publications, conventions, and seminars; we are able to keep up to date with the latest techniques, supplies, equipment, and cleaning methods. Not only do we develop and learn field skills but also management and administrative assets and skills in order to support our employees and the business better.

### Call to Action

Our policies, practices, and benefits are continuously reviewed for updating. We expect to change them from time to time. Therefore, you should always check with your manager or supervisor for the most current policies. It is your responsibility to keep yourself informed unless there is a significant change. As such, if you have any suggestions or ideas that you feel would benefit the company and/or employees we encourage you to share with us and we will review. We are always looking to improve in all aspects of the company and after review, if said suggestions are implemented, the company will consider a one-time appreciation reward at the discretion of the managers.

### Employee Classifications

The nature of this industry and the jobs within it make it difficult to classify some of the positions within the company.

A **full-time** employee: typically works an average of **35** hours or more per week.

A **part-time** employee: typically works an average of **20** hours or less per week.

**Contract jobs:** typically, are paid an agreed upon amount of money, for an agreed upon amount of work, per location, without specification of hours.

### Job Classifications

Administrative/Executive Staff	Operations Staff
General Manager	Operations Supervisor
Assistant Manager	Warehouse coordinator
Office administrator	Fibre Foreman
Traffic Controller	Fibre technician
Receptionist/ data clerk	Fibre dyeing technician
Sales Manager	Foreperson/General technician
Sales representative	Day Porter Cleaner/technician
Accountant	Janitorial technician

Opportunities and advancements are available for most positions. We always look to hire within and help our employees grow into different roles when the situation arises and we find a good fit.

### Pay Roll

Our pay period is on the 15<sup>th</sup> and 30<sup>th</sup>/31<sup>st</sup> of each month. We operate on a 15 day delay pay system.

- Pay cheques will be ready for pick up or mailed out on the 15<sup>th</sup> or 30/31<sup>st</sup> at 2:00 PM.
- When pay falls on a weekend or holiday – pay cheques will be ready on the last working day prior to said weekend or holiday.
- We do not normally give advances on pay cheques. However; exceptions can be made at your Payroll supervisors discretion (no guarantees). *Please speak to your Pay-roll supervisor for more details.*

Example: Employee starts on June 1.

June 31: pay cheque will reflect payment of hours accumulated June 1-15

July 15: pay cheque will reflect payment of hours accumulated June 15-31 etc. etc.

### Performance Evaluations

Servicare Interiors has adopted this policy to ensure that all of our staff members are provided with accurate and appropriate feedback regarding their performance within the company. Pay is equitable to our staff. Raises or promotions are based on merit and classifications.

By providing annual performance reviews (or more), Servicare Interiors gains the opportunity to recognize and reward success, offer career planning information, and provide staff with goals and objectives moving forward.

This is also the opportunity for employee's to provide the company with feedback, insights , suggestions, and concerns.

## Code of Ethics

Servicare Interiors is committed to conducting business in an open and ethical manner. We accomplish this by establishing clear guidelines of expectations. It is the responsibility of every employee build and maintain this code of ethics by supporting, and actively participating in the process.

Here at Servicare Interiors we strive to protect all of our employees, vendors, customers, and the Company itself. We want to avoid and protect you and others from any offensive, illegal, or damaging actions committed by individuals either knowingly or unknowingly.

We will maintain a strict zero tolerance policy against any wrongdoing or impropriety and will immediately take the appropriate disciplinary actions to correct the problem/offence and in question. This can include immediate dismissal.

## Unethical Behaviour

The behaviours and actions that fall under this category are outlined in the following pages but are not limited to this document. Behaviour/actions deemed unethical or offensive by superiors or coworkers will also be held to the same standard as the ones listed here. Harassment or discrimination will not be tolerated. Improper use of company trade secrets will not be tolerated.

Servicare Interiors will enforce disciplinary measures that reflect the severity of the offence; up to and including immediate termination of employment. Some violations may indelibly affect our business in a negative fashion. In this case, punitive measures including legal action may be pursued.



### **Open Door Policy**

Servicare Interiors' open-door policy encourages employees to discuss issues of concern openly and candidly with any member of management, including; the Human Resources Manager and/or the General Manager.

Employees will be assured full confidentiality regarding all issues or concerns discussed. Employees bringing out issues under this policy will not be discriminated against nor will they suffer any reprisal.

We will be open and honest with you and we trust that you will do the same.

### **Mutual Trust & Respect Policy**

We believe each employee is a mature and responsible adult who deserve complete trust and respect from the company and coworkers. Every employee will be treated with respect, dignity, and fairness. In return, the same approach is expected of each employee towards any individual they interact within the company's capacity (co-workers, management, clients, suppliers, etc.).

### **Environment Policy**

Our company strives to implement green friendly products and procedures. We have taken stock on our responsibility as a maintenance company, and we take that responsibility seriously. Reducing our environmental footprint is beneficial to us, our clients, and the world. We ask that our employees take on this role with us and consider each process and practice and how they can be more environmentally friendly.

### **Work Hours/Absenteeism Policy:**

Servicare Interiors places a high value on attendance and punctuality. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness, and standards of the company and our operations.

As stated before; the nature of this job makes it difficult to pin-point set hours for certain positions. Depending on the position you are hired for you may be expected to work after 5:00 PM and on weekends and holidays. Please establish and clarify these expectations with your supervisor.

For example: Operations staff are usually expected to have flexible working schedules that include being on call. We understand that does not suit everyone's lifestyle and we ask that you be open and honest about these expectations before signing this. There may be a more suitable job for you within the company otherwise.

Regardless of your position in the company you are expected to be at work on time.

We understand emergencies do occur, but we ask that you make an effort to give your supervisor sufficient notice (minimum 3 hours prior to shift).

Communication is key! Please keep your supervisor informed and up to date when you think you may be absent or late.

### **Breaks/ Lunch policy:**

As per Ontario's labour laws; Servicare Interiors requires employees to take a 30 minute lunch break OR two 15 minute breaks PER 5 hours of work. This 30 minute break will deducted from your total hours worked that day.

If your daily work time is less than 5 hours – no time will be deducted for breaks.

Lunch breaks are NOT paid for by Servicare Interiors.

### **Vacation policy:**

Servicare Interiors understands the importance of personal time off for its employees. Employees are encouraged to use their accumulated vacation pay and time for rest, relaxation, and personal pursuits.

Servicare Interiors will deduct 4% of earnings per pay cheque to accumulate for vacation pay. This rate can change after some time of employment.

Vacation time may be divided into more than two periods if desired by the employee, provided that his or her supervisor/manager can effectively allocate tasks to remaining employees.

Employees are required to submit in writing notification request of their intent to take a vacation time at least 30 days in advance but more time is always welcomed and encouraged. At least 60 days are encouraged if vacation requests exceeds two weeks.

Vacation according to time employed :

Service/employment with company	Time allowed for vacation
1 year but less than 5	2 weeks
5 years but less than 10	3 weeks
10 years or more	4 weeks

*This chart is based on the Ontario labour laws – please speak to your supervisor for details.*

### **Leave of Absence:**

Servicare Interiors understands and is compassionate of people's lives and situations. We understand that at times an employee will need a leave of absence whether it be for personal reasons, health related, or bereavement.

Although we hope nobody ever has to go through any of this we will do our best to accommodate and support our employees.

Employees are expected to notify their supervisor as soon as they can so that arrangements can be made and follow-up with a written request with as specific of a timeline as possible.

We are willing to work with our employees in their time of need, all we ask is for is communication and understanding in return.

### **Time Clock application:**

A time card is used to calculate an employee's pay, where applicable. Make sure that you punch in and out as instructed by your supervisor.

Employee's are required to download and use the Time clock app. Provided to you by your supervisor upon hiring. The app works based on a GPS and job system. Please punch in accordingly and do not punch or out unless you are at the job site in question.

Arrangements can and will be made for employees who do not have access to a smart phone or data.

Employee's are required to let their supervisor know if an error occurs with their clock in/out or if they forgot. Your time cards will be reviewed and adjusted accordingly.

Although we understand that you may forget from time-to-time, please do not make it a habit. We will have no choice but to review these actions and take disciplinary action for failing to comply.

## Personal Appearance & Hygiene

At Servicare Interiors we take pride in our professionalism and the perception clients have of us.

Employee's are expected to maintain a high standard of grooming and personal care/hygiene. Physical appearance should be maintained in a presentable, clean, and neat manner. This includes but is not limited to the following:

Office/Administrative Employee	Operations Employee
Hair: neat, tidy, clean	Hair: Neat, tidy, clean, preferably tied up.
Jewelry: minimal – nothing too flashy	Jewelry: small earrings (not dangling) – no other jewelry allowed
Fragrance: clean and soft or none at all	Fragrance: No fragrance allowed
Nails: Neat, tidy, clean, nothing too flashy or excessively long.	Nails: Neat, tidy, clean, SHORT, neutral or no colour.
Clothing: business attire	Clothing: uniform provided/grey or dark full length pants.
Shoes: clean, closed toe shoes	Shoes: clean, closed toe shoes – in most cases safety boots will be required.

*To summarize: Shower, wear clean and appropriate clothing, and keep your hair tidy.*

## Dress code/Uniform

### Dress Code

Office/Administrative Employee	Operations Employee
No clothing that may cause safety hazard	Must be in Uniform provided
No athletic wear: joggers, leggings, jerseys, tank tops, etc.	No open toed shoes
No offensive, vulgar, or insensitive logos/pictures on clothing.	No shorts or skirts

### Uniform

Operations staff will be supplied with a uniform by Servicare Interiors. This uniform must be worn on the job at all times.

- Employees are responsible for care and maintenance of uniform. Please wash your uniform on a regular basis to maintain company standards.
- Employees are responsible for notifying their supervisor if uniform is worn out, torn, or in bad shape and needs to be replaced.
- If your employment ends within 6 months of being hired: the cost of the uniform will be deducted from the last pay cheque.

### Personal phones/devices

While at work employees are to refrain from personal use of mobile/handheld devices. Personal calls, texts, social media posts, emails, etc. should all be done on employees personal time.

These actions interfere with employee productivity and can also be distracting to fellow coworkers.

This is non-negotiable policy. The only reason an employee should ever be using their phone for personal use is for an emergency or work reason.

### Smoking

Servicare Interiors is a smoke-free environment. This includes: the office, job sites, work vehicles, and any other work affiliated building.

Violation of this policy will result in serious disciplinary action but could also result in fines in accordance with the Smoke-free Ontario act, 2017.

*Under the Smoke-Free Ontario Act, 2017, you cannot smoke or vape in any enclosed workplace, any enclosed public place and other places designated as smoke-free and vape-free on this page.*

*If you smoke or vape where it is not allowed, you may be charged with an offence and subject to a fine (\$1,000 for a first offence, \$5,000 for any further offence) if convicted.*

*For the purposes of this page:*

*"smoking" means smoking (inhaling and exhaling) or holding lighted tobacco or cannabis (medical or recreational)*

*"vaping" means inhaling or exhaling vapour from an electronic cigarette (e-cigarette) or holding an activated e-cigarette, whether or not the vapour contains nicotine*

In addition; smoke breaks are to be taken as to not interfere with productivity and quantity of breaks should also be within reason. Smoke breaks should normally take place during employees 15 minute breaks.

Employees are to avoid smoking at all while at job sites. Client perception is especially important to us and many of our job sites are fragrance free facilities.

### Social Media

Employees are strictly prohibited to share, post, give any information pertaining to the company via social media.

Employees are expected to respect the privacy of our company and our clients.

Employees that use social media are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.

Posts involving the following will not be tolerated and will subject the individual to discipline:

- Proprietary and confidential company or client information
- Discriminatory statements or sexual innuendos regarding co-workers, management, or clients
- Defamatory statements regarding the company, its employees, and clients.

Servicare Interiors reserves the right to take disciplinary action against an employee if the employee's electronic communications violate company policy.

### **Company Vehicle Policy**

Servicare Interiors' vehicles are company property and should be treated as such. At times certain jobs or employees will require the use of a company vehicle and everyone is expected to abide by the rules and guidelines set out to keep the vehicles in great condition and the employee's using it safe.

- Drive safe; abide by all Federal/Provincial driving laws and drive with caution.
- Do not leave a mess in the car; avoid eating while in the vehicles...plus its distracting.
- Do not return the vehicle with less than half a tank of gas, unless instructed otherwise.
- Report any damage, incident, or accident to your supervisor IMMEDIATELY.

### **Vehicle Checklist:**

- o Upon receiving keys match the license plate on key tag to the car. Check front and back for license plates – report to manager if missing or damaged.
- o Inspect the outside and inside of the vehicle for any damages or notable changes – report to manager before using the vehicle as to be clear that it happened before your shift.
- o Check for first aid kit and SDS book in vehicle.
- o Check the gas and report to manager if it is too low.
- o Repeat all of the above upon returning the car back to work.
- o

### **Alcohol & Drugs**

Servicare Interiors has a zero tolerance policy on drugs and alcohol. Employees will be immediately dismissed and sent home if caught intoxicated at work or work sites. Employees will be immediately dismissed and sent home if caught consuming alcohol or drugs on work property or work sites. These actions can lead to immediate termination.

In the case that an employee is dealing with an addiction or recovering from one, we ask that they exercise the open-door policy with their HR representative, in order for the company to provide the right resources, guidance, and assistance for the employee. If that employee requires time off regarding this, their employment will not be jeopardized for this matter.

In a case where addictions are involved but the safety of other employee's was jeopardized; the safety of others supersedes and the company will take disciplinary action as such.

### **Anti-Violence**

Servicare Interiors does not condone and will not tolerate acts of violence against or by any Servicare Interiors employee. Servicare Interiors will take every reasonable precaution and implement measures to prevent violence and protect all employees from potentially violent situations. As such, this policy prohibits physical or verbal threats – with or without the use of weapons – intimidation, or violence in the workplace to minimize risk of injury or harm resulting from violence to Servicare Interiors employees.

We are committed to providing a safe and healthy work environment free from violence, threats of violence, harassment, intimidation and disruptive behaviour for all our employees. Weapons are strictly prohibited from all company property; violators are subject to discipline and may be reported directly to the police.

This policy includes verbal violence, swearing at fellow employees, verbal abuse, and threats of any magnitude. These violations will be taken very seriously and will in most cases result in immediate dismissal with cause.

**Workplace Violence means but is not limited to:**

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker.
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker.
- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault).
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage
- Disruptive behaviour that is not appropriate to the work environment (e.g., yelling, swearing).

**Confidentiality Agreement**

It is understood that employees of Servicare Interiors may become aware of company trade-secrets and proprietary material through the course of their employment. Employees agree that if our trade-secrets and proprietary material are not effectively protected, the production and operations of the company may be threatened, and the company may suffer significant and irreparable losses.

Employees are required to keep all proprietary information and relevant trade-secrets of both the company and its customers confidential both during and after their term of employment. It is also expected that employees will not compete with the company during their employment, and for a reasonable period following the termination of the employment.

The following is classified as confidential but is not limited to it:

- Company customer lists
- Company marketing plans and campaign strategies
- Project management
- Technical management
- Product development
- Pricing methods
- Quality management methods
- Investment plans
- Operation rules
- Commercial network
- Supply chain information
- Human resource planning and information

- Company financial information
- Any information labelled “confidential”
- Any information pertaining to Servicare Interiors’ customers

*Breach of this agreement can result in immediate termination and/or legal action.*

### **Non-compete Agreement**

In this agreement; competition will refer to any individual, company, enterprise, partnership, department, association, or other that conduct the same or similar kind of business as our company. Any organization which provides professional consultation or advisory services to any of the aforementioned groups of competitors shall also be viewed as “competition”.

While employed with Servicare Interiors: employees agree to not conduct any business on their own, or on behalf of others, with any business which competes with our company either directly or indirectly without first obtaining written approval from Servicare Interiors. While employed with us, employees will not accept employment in any position with any company that competes with Servicare Interiors, directly or indirectly, or any company that has a direct financial relationship with the company. Employees will not seek private gains through utilization of their position or authority at Servicare Interiors.

Finally, employees of any classification, agree to a **24-month term of non-competition** after their termination of employment at Servicare Interiors. Within this 24-month term agreement, former employees cannot accept employment with any “competition” within the geographic area denoted by the Greater Toronto Area (Peel, Toronto, York, Halton). Employees must notify Servicare Interiors in writing of their new employer, their position and the nature of business conducted by the new employer. Employees agree that for the duration of their 24-month term of non-competition period, they will neither encourage, entice, instigate, solicit, or otherwise attempt to affect, either directly or indirectly, any other staff member, or customer of Servicare Interiors for the purpose of severing their relationship with the Company.



## Workplace Anti-Harassment Policy

Servicare Interiors is committed to building and preserving a safe, productive and healthy working environment for its employees based on mutual respect. In pursuit of this goal, Servicare Interiors does not condone and will not tolerate acts of harassment against or by any employee.

In accordance with the Ontario Human Rights Commission:

*The Code states that every person has a right to equal treatment with respect to employment without discrimination or harassment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.*

*The right to “equal treatment with respect to employment” covers every aspect of the workplace environment and employment relationship, including job applications, recruitment, training, transfers, promotions, apprenticeship terms, dismissal and layoffs. It also covers rate of pay, overtime, hours of work, holidays, benefits, shift work, discipline and performance evaluations.*

Every employee has a right to freedom from:

1. Harassment in the workplace by the employer or agent of the employer or by another employee because of race, ethnicity, age, gender, sexual orientation, religion, abilities, and more.
2. A sexual solicitation or advance made by a person in a position to confer, grant, or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome.
3. A reprisal or a threat of reprisal for the rejection of sexual solicitation or advance.

## Policy

Our workplace harassment policy is not meant to stop free speech or to interfere with everyday interactions.

However, what one person finds offensive, hurtful, or damaging others may not. Generally, harassment is considered to have taken place if the person knows, or should know, that the behaviour is unwelcome. Harassment is often defined as “engaging in a course of vexatious comment or conduct that is known or ought to reasonably be known to be unwelcome.”

Sexual or racial harassment can be defined as any behaviour, in the form of words, gestures, or actions, generally repeated, that has undesired sexual or racial connotations, that has a negative impact on a person’s dignity or physical or psychological integrity, or that results in the person being subjected to unfavourable working conditions.

It is important to remember it is perception of the receiver of the potentially offensive message be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome that determines whether something is acceptable or not.

Harassment is offensive, insulting, intimidating, and hurtful. It includes unacceptable behaviour related to violence and bullying. It creates an uncomfortable work environment and has no place in

employee relationships. It is best to avoid provocative, controversial, and personal topics in the workplace to avoid conflicts and misunderstandings.

For the purpose of this document we will outline common forms of harassment identified in the workplace but please note that the definition is not limited to this list.

### **Personal Harassment:**

*Any unsolicited, unwelcome, disrespectful, or offensive behaviour that has an underlying sexual, bigoted, ethnic or racial connotation and can be typified as:*

- An implied or expressed threat of reprisal for refusal to comply with sexually oriented request.
- A demand for sexual favours in return for employment or more favourable employment treatment.
- Unwelcome remarks, jokes, innuendos, propositions, or taunting about a person's body, attire, sex, sexual orientation, and religion.
- Suggestive or offensive remarks
- Bragging about sexual prowess
- Offensive jokes or comments of a sexual nature about an employee.
- Unwelcome language related to gender.
- Displaying of pornographic or sexual pictures or materials.
- Leering (suggestive persistent staring)
- Physical contact such as: touching, patting, pinching, anything with a sexual connotation and more.
- Sexual assault, be it against a woman or man and against any employee, client, or any affiliate to the company. This will lead to immediate dismissal.

### **Racial/Ethnic/Religious Harassment**

*Defined as any conduct or comment which causes humiliation to an employee because of their racial, ethnic, or religious background. Examples of conduct which may be considered harassment but are not limited to are:*

- Unwelcome remarks, jokes or innuendos about a person's racial, ethnic, or religious origin.
- Displaying racist or derogatory pictures or other offensive material.
- Insulting or offensive gestures, jokes, pranks based on race, ethnicity, or religion.
- Refusing to speak to, work with, or treating someone different based on their religion, ethnicity, or race.

### **Workplace Violence or Bullying**

*Defined as using physical or verbal force against an employee in a workplace. This could cause physical or emotional damage to the victim.*

- Any physical force against another employee. Could be pinching, pushing, or could be as severe as punching, kicking, and using a weapon.
- Behaviour or statements that the victim interprets as a threat or damaging. Normally bullying becomes a repetitive pattern of taunting the victim.

This policy applies to all individuals working for and with the company including: front line employees, office employees, temporary employees, contract employees, contractors, suppliers, clients, supervisors, and management.

Servicare Interiors will not tolerate any form of harassment or discrimination.

All Servicare Interiors employees and managers are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behaviour. This also includes intervening immediately if they observe a problem or if a problem is reported to them.

### **Reporting Harassment**

At Servicare Interiors we strongly encourage our employees to report any incident or occurrence of harassment, or one they think may lead to harassment, or even one they are unsure of but feel uncomfortable about. This goes back to our open-door policy and how we want you to feel comfortable going to management.

Claims of harassment can be escalated in many ways depending on severity and what the victim feels comfortable with. A report of an incident can be just a short conversation to notify a supervisor of someone's behaviour or it can be as severe as getting legal authorities involved. Please report to anyone in management team that you feel most comfortable with, and rest assure that our confidentiality policy will be in place for any conversation; with the exception of having to involve our Human Resources representative for any official reports that may be needed in escalation.

***Our company has zero tolerance for any form of harassment. We will exercise our right to immediate dismissal on a case-by-case situation at management's discretion.***

## Health & Safety

Servicare Interiors is committed to promoting a safe and healthy workplace for all all employees, visitors, contractors, vendors, and clients. We are committed to preventing accidents and injuries. Servicare Interiors will develop, implement, and enforce such policies and procedures that promote and provide healthier, safer work environments. In accordance with this policy we will strive to eliminate any foreseeable hazards from your work place to avoid injury/illness.

Active employee involvement is encouraged and in conjunction with good management will help to control the potential for accidents.

Safety is the responsibility of everyone. It is the employer's responsibility to provide guidelines, instructions, and safety gear. It is the employee's responsibility to follow those guidelines and practice safe work.

No job is so urgent that time cannot be taken to do it in a safe manner. Please join us in making a personal and group commitment to make safety a way of life.

## General Safety Guidelines

A safe and secure work environment is the result of safe working conditions combined with alertness to common sense work practices. Compliance with the following general safety guidelines are important components of accident prevention:

- Equipment is to be operated by those authorized as a result of their knowledge, training, and experience. (i.e. mowers, chainsaws, mobile equipment, power tools, etc.)
- Keep work areas clean and orderly.
- Immediately clean up all spilled materials or liquids + use wet floor signs.
- Keep aisles, doors, and passageways clear.
- Horseplay or unapproved physical activities are not permitted during work hours or on any work premises.
- Report any unsafe activities or conditions to your immediate supervisor so appropriate action can be taken.
- Remember to refuse any work you deem unsafe and report to your supervisor immediately.

## Emergency Response Plan

Servicare Interiors has created this list as a quick reference and general guidelines. Please note that in case of emergencies you must always prioritize your own safety and then that of others. If a job site has emergency routes and procedures please learn them and implement them. These are general and basic guidelines but health and safety training/certifications are important in order for detailed instructions.

Please do not act beyond your area of expertise or training. Your own safety is our priority.

Type of Emergency	Response Plan
Fire and/or Smoke	<ul style="list-style-type: none"> <li>- Try to help/alert anyone in immediate danger</li> <li>- Alert other employees, visitors, anyone in building of the fire and its location.</li> <li>- Activate nearest fire alarm and contact 911.</li> <li>- Contain fire <b>ONLY</b> if it is safe to do so : close all doors, fire doors, and windows near the fire. Shut off all fans, ventilators, air conditioners.</li> <li>- Extinguish the fire <b>ONLY</b> if it is small and safe to do so. Follow instructions on fire extinguisher.</li> <li>- Evacuate Building; keep low to the floor.</li> </ul>
Natural Disaster/Severe Weather (earthquakes, tornados, storm, etc.)	<ul style="list-style-type: none"> <li>- Account for all employees and visitors, ensuring that everyone is inside the facility. Close all windows and doors.</li> <li>- Move away from windows and tell others to do the same.</li> <li>- If necessary, gather employees and visitors into a basement or safe room without windows.</li> <li>- Look out and listen for weather reports for updates and do not leave premises until it is deemed safe.</li> <li>- Be prepared for isolation at premises, emergency equipment and supplies should be easily accessible.</li> <li>- Stay calm.</li> <li>- If at a job site working on your own , contact your supervisor for instructions or the property manager of the facility you are working at.</li> </ul>
Medical Emergencies (poisoning, heart attacks, unconscious fall, etc.)	<ul style="list-style-type: none"> <li>- Call 911 immediately (if you witness an emergency in someone else, or call for yourself If capable.)</li> <li>- Look or call for help wherever you are.</li> <li>- Attend to and keep the victim calm.</li> <li>- Notify management, HR, or any supervisor at earliest convenience.</li> <li>- Use and practice first aid and CPR if certified and comfortable. NEVER act beyond your training or knowledge.</li> </ul>
Missing Employee	<ul style="list-style-type: none"> <li>- If you notice a fellow co-worker missing or absent with no notice. Notify your</li> </ul>

	supervisor and they will take proper action.
Accidents/injuries	<ul style="list-style-type: none"> <li>- Attend to your injuries or that of a fellow co-worker</li> <li>- Note/record as much information as possible regarding the incident.</li> <li>- Notify supervisor or HR representative</li> <li>- Fill out designated forms provided to you by HR.</li> <li>- Again, do not act beyond your skill level.</li> </ul>

Servicare Interiors will ensure compliance with all applicable Health and Safety Legislation and Workers Safety & Insurance Board (WSIB) requirements. This includes first aid in all work locations under their supervision, accessible information, and employer support.

### W.H.M.I.S

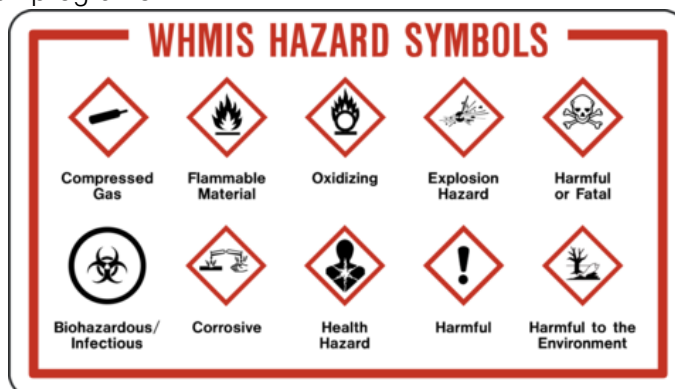
#### Workplace Hazardous Materials Information System

Get Used to these words and this acronym because you will them everywhere! As a commercial maintenance company; we are no strangers to handling chemicals of all grades. In pursuit of our high-safety standards, and in compliance with federal and provincial regulations, the company will provide WHMIS training and information for every employee.

For the purpose of this document, we go over key components. This is in no way enough information or proper training. Please ensure that you receive that and that you fully understand upon commencing work with us.

WHMIS is a Canada-wide system designed to give employers and employees information about hazardous materials used in the workplace. Knowing this information may come of use to you in everyday life as well. There are 3 ways in which information on hazardous materials is to be provided.

1. Labels on the containers of hazardous materials, labels on temporary containers of hazardous materials.
2. Material safety data sheets to supplement the label with detailed hazard and precautionary information.
3. Worker education programs.



## Right To Refuse Unsafe Work

Servicare Interiors strives to take all necessary steps to set up employees for success. That includes proper safety training and providing a safe work environment.

In compliance with Ontario labour laws; we believe that every employee has the right to refuse unsafe work:

*The Occupational Health and Safety Act (OHSA) gives a worker the right to refuse work that he or she believes is unsafe to himself/ herself or another worker. A worker who believes that he or she is endangered by workplace violence may also refuse work.*

You have the **right to know** about any potential hazards in your workplace and the duty to inform your supervisor about any workplace hazard of which you are aware.

You have the **right to participate** through your joint health and safety committee or health and safety representative in the process of identifying hazards and recommending measure to eliminate or prevent hazardous exposures; and

You have the **right to refuse** work you believe is likely to endanger your immediate or long-term health or that of another worker.

This is a prime example of when an employee should exercise open communication with their supervisor and be forthcoming about the situation at hand as early as possible.

This policy works so long as an employee informs immediately. Failure to communicate refusal and simply leaving work undone without report will lead to disciplinary action.

### Procedure For Work Refusal

1. Worker considers work unsafe.
2. Worker reports refusal to his/her supervisor or employer. Worker moves to a safe place and may also wish to advise the companies Health and Safety representative.
3. Employer or supervisor investigates in the presence of the worker.
4. A: Issue is resolved and worker goes back to work.  
B: Issue is not resolved and the issue is escalated to the Ministry of labour.

## Progressive Disciplinary Action

Servicare Interiors has adopted a policy of progressive discipline to ensure that the employees have the opportunity to correct any performance or behavioural problems that may arise. The company has established a set of reasonable rules and guidelines for employees that align with the standards of Provincial labour laws.

Under this policy, managers will take appropriate corrective action based on the seriousness of the situation and the circumstances surrounding it. Employees who are unwilling to respect these fundamental commitments will be offered reasonable assistance to correct their performance or behaviour. If there is not a satisfactory improvement in the desired behaviour, conduct, performance, or attendance issue by the employee, further disciplinary measures will be taken which could ultimately lead to the employee's dismissal or termination with just and sufficient cause. At all times, Servicare Interiors will be guided by a desire to rehabilitate the employee, but the ultimate responsibility is with employee to correct his/her performance or work habits.

At times the first two steps may be skipped according to severity of the offense.

Immediate Dismissal/Termination is also a possibility when the offense in question is too severe to correct and/or too damaging to the company or its employee's.

## Informal counselling/coaching

Method normally first or most used for minor infractions. This is usually a verbal request from a supervisor/manager to an employee. This provides guidelines or expectations to an employee to perform their job a certain way or correct something.

*Examples:*

*A supervisor verbally saying to a tardy employee: "Please be on time for work."*

*A supervisor instructing an employee in a task: "You are doing it this way and you should be doing it this way."*

*A supervisor advising an employee: please watch your tone or language."*

## Verbal Warning

In the event, that informal counselling fails to correct a situation, or where informal counselling is not applicable (more serious offenses) This is the first step of formal disciplinary action.

- A meeting will be set up with a manager and the employee. In this meeting the manager will explain/describe the offense, and how it contravenes Servicare Interiors' policy.
- Management will provide clear direction and steps for correction of the situation and give warning to further disciplinary action if corrections are failed to be made by employee.
- Management will provide the employee with a written notice of the meeting that describes the offense and the meeting itself.
- Employee will sign the written notice and keep a copy for themselves. Employer will keep a signed copy in the employee's personnel file.



### **1<sup>st</sup> Written Warning**

In the event, that an employee fails to improve after verbal warning another meeting will be held for a written warning. This may also be the first step if the infraction is deemed severe enough to skip the first two; less formal steps.

- A meeting will be set up with a manager and the employee. In this meeting the manager will explain/describe the offense, and how it contravenes Servicare Interiors' policy.
- Management will provide clear direction and steps for correction of the situation and give warning to further disciplinary action if corrections are failed to be made by employee.
- Management will provide the employee with a written warning that describes the offense and corrective steps.
- Employee will sign the written notice and keep a copy for themselves. Employer will keep a signed copy in the employee's personnel file.

### **2<sup>nd</sup> Written Warning**

In the event that a second written warning is required for an employee who is failing to correct already addressed infractions or new ones. It must be impressed on the employee that they must improve and show a commitment to their continued employment with the company.

- A meeting will be set up with a manager and the employee. In this meeting the manager will explain/describe the offense, and how it contravenes Servicare Interiors' policy.
- Management will provide clear direction and steps for correction of the situation and give warning to further disciplinary action if corrections are failed to be made by employee.
- Management will provide the employee with a written warning that describes the offense and corrective steps.
- Employee will sign the written notice and keep a copy for themselves. Employer will keep a signed copy in the employee's personnel file.
- At this stage in the process, management may choose to place the employee on probation.

### **Final Written Warning or Suspension**

This is the last corrective step for disciplinary actions.

- Where a third warning is required, the employee should be provided with a description of the offense and how it contravenes with the company's policy.
- Management will provide the employee with a written warning and notice of the meeting. It will describe the discussion, the offense, and the objectives for the employee, and requirements set forth.
- The employee will sign a copy and keep one for themselves. The other copy will be kept by management in the employee's personnel file.
- At this stage, management can choose to suspend the employee with no pay for a designated amount of time.
- Once suspension is completed, another meeting will be held between both parties to discuss the employees continued employment with the company. The employee must provide a reasonable explanation for how they plan to rectify the situation or behaviour.

### Termination

- In the event that the employee fails to improve, or where they commit another violation of company policy, this shall result in termination of their employment for cause.
- In the event of a serious/severe violation of Servicare Interiors policy, the company reserves the right to bypass the steps of constructive discipline and terminate employment at any time during the process, even as a first action of discipline.
- All termination decisions must be reviewed by the Human Resource department to ensure legal compliance.

In the case of **immediate dismissal/ termination**, here are some examples of infractions that could lead to that but are **NOT** limited to this list:

1. Drinking alcohol or doing drugs on work premises and during work hours. Likewise, showing up to work intoxicated.
2. Theft and dishonesty (this includes theft from our clients or suppliers)
3. Allowing unauthorized persons to enter a work building without consent from management.
4. Habitual tardiness and absence without notice.
5. Gambling and other forms of misconduct while at work.
6. Discrimination towards other employees or clients.
7. Smoking inside.
8. Insubordination
9. Immorality
10. False or misleading information on application.
11. Sharing/distributing Company or client information.
12. When the safety of others is at risk
13. Sexual or physical harassment
14. Breach of confidentiality agreement
15. Breach of non-competition policy

If at any point a disciplinary action feels unfair/unjust to an employee, they can reach out to Human Resources to review the matter.