



EMPLOYEE HANDBOOK

Revised 2022

OUR MISSION

We are working to make tomorrow better.

OUR VISION

To be the best value finishing facility in the region by eliminating non-value added activity.

OUR VALUES

Courteousness, Promptness, Respectfulness and Knowledgeability.

Dear Team Member

Welcome to the JEMS Coating Limited team.

This is a good opportunity to provide you with a copy of the EMPLOYEE HANDBOOK, which will help you get off to a good start. The objectives of the Handbook are to give you an overview of the organization and the human resources practices of our company, and to ensure the efficiency of our operations and the harmony of our team.

All employees, whether seasoned or new, may occasionally need to consult the Employee Handbook. This document is intended as an easy-to-use reference tool containing the answers to your main concerns. If you cannot find what you are looking for, please feel free to pass your questions on to your Supervisor or HR. We will be pleased to supplement the information in this Handbook and provide you additional details.

Occupational health and safety: As a responsible employer, we ensure that every member of the team is committed to promoting and creating a working environment that is safe under all circumstances. This approach is the best way to ensure ongoing improvement in workplace health and safety.

Teamwork: Our development is based on our employees' involvement and collaboration; we establish structures that encourage dialogue as a way of implementing best practices.

Respect: To preserve a climate that is conducive to workplace well-being, it is vital that we treat our colleagues and customers with respect and fairness, while also being sensitive to each individual's needs.

Innovation: To remain competitive, we strive to encourage new ideas by maintaining an ongoing improvement process. We believe in human potential and in the constant improvement of our processes.

On behalf of the whole team, welcome to JEMS Coating Limited!

Jems was founded in 1981 as a fluidized bed and plastisol coating facility. JEMS Coating has developed into one of the most complete metal coating companies in Canada. JEMS Coating is a 100% Canadian, family owned and operated business. Our 80,000 sq/ft plant gives us the opportunity to offer Electro-coating using equipment designed to meet today's standards.

What is Electro-coating?

- It is a method of applying paint to a conductive substrate (example metal surface), where the paint is diluted in water and is given an electric charge allowing them to stick on the surface of the metal part through a direct current.

Which parts are we able to use this method on?

- Any metal product that can be immersed in a paint bath can be painted using this method.
- Examples (Automobile Bodies, Tool Boxes, Air conditioning Units, Heat Vent, Metal Office Furniture, Home Appliances, Patio Furniture)

The five steps used to electro-coat a part are:

1. Pretreatment : To clean and prepare the metal parts for painting (we take off a layer of oil, and any residue that is water soluble)

2. Phosphate : Zinc phosphate is applied to provide a non-reactive barrier coating between the surface of the part and the electro-coat.

So we end up, painting the phosphate not the metal part in reality.

3. Electro-coat bath : The paint is applied. In the paint tank we have a mixer of paint, DI water, Resin, and other additives.

4. Rinsing : This stage is to remove any un-deposited paint from the parts after the paint bath.

5. Curing : The parts are then moved with a conveyer belt through a high temperature oven to induce a chemical conversion, that are created as smooth and tightly sealed finished.

Quality Control

- Use gauges and measuring devices to check parts for defects at various stages of processing
- Identify defects, non-conformances, variations at all stages of processing, including receiving, packaging, shipping parts

Production

- Experienced workers load, unload and pack parts
- Perform visual and other quality checks of raw and finished parts

Shipping

- Skilled shippers, receivers and forklift operators utilize our computerized ERP system to receive, store and ship the parts appropriately

Chemical Technicians

- Do all the chemical line testing throughout the production day.
- They are constantly verifying and adjusting concentration levels to ensure that both Electro-coating and the Powder coating line are running efficiently.

Maintenance

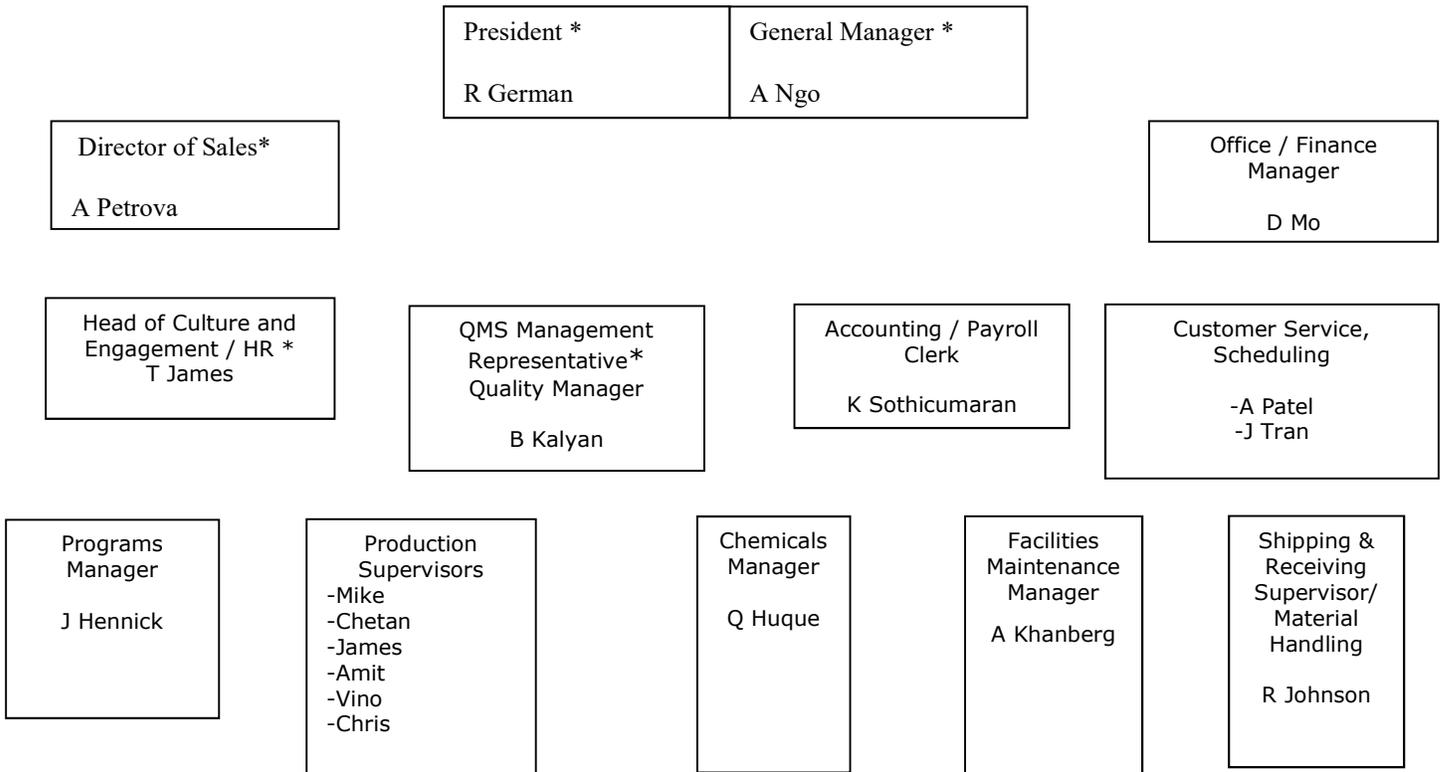
- Skilled workers including electricians, millwrights, welders, diagnose/troubleshoot and repair and perform preventative maintenance on facilities and equipment

Our e-coat equipment consists of an overhead chain conveyor and dip coating systems powered by natural gas and/or electricity, operated using PLC's, includes hydraulic boom and lifts, gas ovens/gas trains, heat exchangers, waste treatment systems and chemical handling equipment.

People you should know

We would like you to have the information you require to adapt to a new environment and to provide you with an opportunity for you and your Supervisor to develop a good working relationship. You will be provided with an orientation to our facilities, operations and performance expectations. If you have any questions, please do not hesitate to contact your Supervisor, Human Resources, or any member of Management.

Your most important contacts are your Lead Hand and Supervisor, but also there are other people you should get to know, particularly those on the Organisational Chart, and the Joint Health & Safety Committee. If there is someone whom you do not know you should approach them and inquire on who they are. The Health and Safety Committee and Management would be very pleased to introduce themselves. In the event of unauthorised people wandering about unescorted, we would like you to question them.



- * Indicates member of the Steering Committee (QMS)
- **The Health and Safety Committee are displayed on the Communication Board**

ORIENTATION AND PROBATIONARY PERIOD

All new employees to JEMS Coating Limited shall receive an orientation package JEMS Coating Limited which will encompass an overview of general policies, procedures and operations. This will also provide employees, new an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Employee Handbook and will be expected to learn its contents.

Before being classified as a permanent employee of the company, each new employee must work for a probationary period of 3 calendar months 90 days). During this period, the company reserves the right to terminate a worker's employment without notice if his/her work is deemed unsatisfactory. The employee may also resign without giving prior notice.

During the probationary period, employees are not eligible for a pay review. Employees will however, be compensated for any statutory holidays and vacation pay during this period (if applicable) as per the Employment Standards Act, 2000 requirements.

COMPENSATION

The wages of every employee are determined before he/she is hired. Management establishes the amount in accordance with the applicable pay scales and taking into consideration the tasks to be executed and the employee's relevant recognized experience.

Furthermore, JEMS Coating Limited is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability, while remaining alert and sensitive to the issue of fair and equitable treatment for all.

The employee must provide a void cheque or a direct deposit form so that his/her pay can be deposited in the appropriate bank account. The pay cycle is bi-weekly. Pay is deposited to this bank account at 12:00am on Friday morning and covers a two week period from Sunday to Saturday.

Each employee will receive a pay stub when his/her wages are paid. If the pay statement contains any errors or the employee has any questions about it, he/she must contact their Supervisor.

An annual salary adjustment may or may not be made, depending on the employee's job appraisal and the company's performance.

PERFORMANCE

Performance reviews, for eligible employees (Lead hands, Forklift Drivers ect), will occur annually. Employees should prepare for this meeting by preparing any feedback that they wish to communicate with Management. This meeting is to review successes and challenges from the preceding year, and to establish the objectives for the coming year. This would also be the opportunity for either party to identify and recommend professional development opportunities which may assist the employee in their day to day work or to grow within the organization. Once complete, both parties shall sign off on the final document and it shall be added to the employee's personnel file.

PERSONNEL FILE

JEMS Coating Limited does collect personal information for inclusion in personnel files. This information is available to the employee. This information is kept in a secure location, and is not shared. Information which is contained in an employee's personnel file includes the following: résumé, letter of offer, performance reviews, amendments to job descriptions, disciplinary notices, tax forms, copies of enrolment forms for benefits and approved leave requests.

EMPLOYMENT AGREEMENTS

Occasionally, are required as a condition of employment for a new Employee.

SENIORITY DATE

Your Seniority Date is your date of hire adjusted for leaves of absence and maternity leaves.

Seniority dates are recalculated on Jan 1st of each year across the board pertaining to all circumstances. Vacation rates, HSA when applicable. ECT

If you leave Jems Coating to pursue other oppoutunities and return at a later date. The seniority will start and your new hire date.

RECRUITMENT AND SELECTION

All employment opportunities at JEMS Coating are posted for a minimum 7 working day period. They are posted on the Communication Board and on the websites of organizations such as Indeed. Occasionally, they are posted on employment websites or with an employment agency. Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants.

Applicants are invited to submit their application, along with a current résumé, demonstrating that they meet the minimum criteria for the position being sought. At the closing date, all applications are screened, and candidates selected for interview are contacted. If the interview outcome is positive, references will be contacted. Depending on the feedback provided, a position may be offered to the applicant.

TIME CARD

Every employee is provided with a scan card with the Employees name on it. This card is required for calculating his/her wages and for corporate record-keeping. Employees who do not have their card with them must inform the Supervisor immediately to enter their code. Those who forget to record their arrival or departure times must go to the Supervisor to rectify the situation.

It is against company policy to scan a card on behalf of another employee (Buddy punching). Buddy punching happens when one employee clocks in and/or out of an employer's time tracking system for a co-worker. Essentially, it's payroll fraud. This is grounds for disciplinary actions upto and including immediate termination.

WORK SCHEDULE, BREAK PERIODS AND MEALS

The standard work week is 40 hours.

The standard work day starts as per schedule below.

There is a \$0.50 per hour shift premium paid for all regular hours worked on the 3rd (Afternoon shift) and a \$1.00 shift premium for hours worked on the 1st (Midnight shift)

Two 20-minute un-paid breaks are scheduled per 8-hour shift.

Hours of work would be determined by the Production Manager and are subject to change with notice.

Current Production shifts are:

- | | | | | |
|----|-------------------|----------------------------------|---------------------------------|----------------------------------|
| 1. | Midnight Shift - | Line 1 – 10:45 p.m. to 6:45 a.m. | Line 2 – N/A | Line 3 – N/A |
| 2. | Day Shift - | Line 1 - 7:00 a.m. to 3:00 p.m. | Line 2 - 8:00 a.m. to 4:00 p.m. | Line 3 – 6:45a.m. till 2:45p.m. |
| 3. | Afternoon Shift – | Line 1 - 3:00 p.m. to 11:00 p.m. | Line 2 4:00 p.m. to 12:00 a.m. | Line 3 – 2:45p.m. till 10:45p.m. |

When you are called in or scheduled to work you are guaranteed a minimum of (3) three hours pay.

The regular work hours may not be the same for all employees, depending on the type or location of the work that is assigned to them. In such instances, the working conditions are detailed in the employee's contract.

OVERTIME

Employees may occasionally be required to work overtime in order to meet production schedules. When this occurs, the Supervisor will discuss the business needs with the employees in question. Overtime hours will be paid after 44 hours at time and a half.

Employees are not authorized to approve their own overtime; therefore, all work which they perform outside the usual schedule must receive prior approval from their immediate Supervisor.

Overtime will be voluntary until such point as our operations are adversely impacted by the lack of volunteers. Please consult with your Supervisor immediately if you are unavailable to work certain hours or days.

The work schedule may change temporarily to accommodate the company's production requirements.

ABSENCES AND LATENESS

Employees are expected to follow the work schedule that has been assigned to them. JEMS Coating Limited expects all employees to arrive on time for the start of their work shift and return punctually from breaks.

Employees are sometimes required to be absent from, or late for work. JEMS Coating Limited has provided a procedure for such cases to ensure that all staff are treated fairly. Employees are responsible for advising their supervisor of any absence or lateness at a minimum of 2 hours before the start of their work shift so that the supervisor can make the necessary replacement arrangements and maintain good continuity of the department's activities. Unauthorized or excessive absences may result in the imposition of disciplinary measures by management, depending on the seriousness of the situation.

No Call/No Show will be refers to **an employee's absence from work without notifying the employer**. ... For example, if the employee does not show for work and does not call, the company considers that the employee has voluntarily abandoned their job.

Call in # 905-303-7433

Ext 501 - Day Shift Supervisors

Ext 502 – Afternoon Shift Supervisors

Ext 503 – Midnight Shift Supervisors

Ext 271 – Shipping / Receiving and Material Handlers

DISCIPLINE

Employees are expected to work in a safe and co-operative manner and are expected to follow the policies, procedures and rules of the company. Failure to do or behave in conduct unworthy of Jems would result in a disciplinary action that may include verbal, written warnings or termination. When warranted, after a probationary period it is normal procedure for the Supervisor to issue a verbal warning for a minor violation, followed by a written warning for continuing violations and a 3 day suspension for continued violations. Depending on the severity and nature of the offence, immediate progression to a written warning, suspension or dismissal may be warranted. Repeated occurrences of even minor violations will progress to suspension and dismissal. All levels will be documented in the Employees employment file.

Employer property, upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the employer including but not limited to computers, reports, files, manuals, literature, confidential information or other materials shall remain and be considered the exclusive property of JEMS Coating and shall be surrendered to HR in good condition, promptly and without being requested to do so.

JOB DESCRIPTIONS

Supervisors, Customer Specialists, Leadhands and skilled positions shall have written job descriptions, signed by the Employee and their Supervisor. A copy would be kept by the Employee and held in the Employee personnel file located in Payroll.

PROMOTIONS

All of our positions Supervisory level and below will be open to internal applicants, as applicable. Qualified Employees are invited to submit their applications for review per the instructions on the Internal Job Posting.

COMMUNICATION

Employees are encouraged to participate in open communications with each other, Lead Hands and to their Supervisors. JEMS is committed to encouraging this by holding monthly meeting with Lead Hands and Supervisors and Encourage the Lead Hands to communicate with their team.

LAYOFF, RECALL & SCHEDULING PROCEDURES

When layoffs occur, lay-off sequence will be done on the basis of seniority and qualification, where least qualified and most junior workers will be laid off first. When recalls occur the sequence will be done on the basis of seniority within the group of laid off workers qualified for the available work.

GRIEVANCES

Grievances are complaints made by one employee towards the conduct or behavior of another employee. Grievances shall be primarily made to your supervisor. If you have made a grievance with your supervisor, and have not received a satisfactory answer, then a grievance can be made to his/her supervisor/Human Resource department. If you feel uncomfortable with discussing a grievance with your supervisor you may bring a grievance forward to the Human Resource department.

EDUCATION & TRAINING POLICY

JEMS Coating encourages you to take training courses and seminars when related to your duties or other areas that would benefit yourself and JEMS Coating. Prior approval is required as tuition would be 100 % reimbursed by the company, upon showing successful (passing grade) completion of the course. Other fees (parking, books, exams etc.) will be the employee's responsibility.

WHMIS

The Workplace Hazardous Materials Information System (WHMIS) is designed to classify and identify hazardous materials that are used in the workplace. All hazardous material are labeled with warning symbols and Material Safety Data Sheets (MSDS) are kept on file and are available to all employees. Observe these symbols and follow procedures on safe handling, storage and use of hazardous materials. If you are concerned with any materials you are in contact with feel free to contact a member of the JHSC and check the MSDS sheets. All employees will be required to complete WHMIS awareness training when they start at JEMS Coating. Annual training will be preformed for required Employees that deal with chemicals on a day to day basis.

FIRST AID

It is your responsibility to report any incident, accident or injury to your supervisor. We have representatives from each shift trained to perform first-aid. The names, certificates and photos of these employees are posted on the bulletin board. If you are injured on the job, you will be accompanied to the first-aid room. An employee, trained in first aid will tend to your injury. Your co-operation will be required in completing any documentation. You MUST follow the recommendations of the trained employee in terms of seeking medical care etc.

SUGGESTION PLAN

Employees are encouraged to submit suggestions for process improvement, safety or any other worthwhile reason. Suggestions should be made in writing on a Suggestion Sheet (Appendix 8) and submitted to the Suggestion Box. Awards or bonuses would be at the discretion of management.

PAID STATUTORY HOLIDAYS

Ontario has nine public holidays:

1. New Year's Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. Labour Day
7. Thanksgiving Day
8. Christmas Day
9. Boxing Day (December 26)

Most employees who qualify are entitled to **take these days off work and be paid public holiday pay**.

Alternatively, the employee can **agree electronically or in writing** to work on the holiday and be paid:

- public holiday pay plus premium pay for all hours worked on the public holiday and **not** receive another day off (called a "substitute" holiday);
or
- Be paid their regular wages for all hours worked on the public holiday **and** receive another substitute holiday for which they must be paid public holiday pay.

Qualifying for public holiday entitlements

Generally, employees qualify for the public holiday entitlement unless they:

- fail without reasonable cause (With documented proof example: Dr. note for illness) to work all of their last regularly scheduled day of work **before** the public holiday or all of their first regularly scheduled day of work **after** the public holiday (this is called the "Last and First Rule");
or
- Fail without reasonable cause to work their entire shift on the public holiday if they agreed to or were required to work that day.

Note: Most employees who fail to qualify for the public holiday entitlement are still entitled to be paid premium pay for every hour they work on the holiday.

Qualified employees can be full time, part time, permanent or on term contract. It does not matter how recently they were hired, or how many days they worked before the public holiday.

The "last and first rule"

The "last regularly scheduled day of work before the public holiday" and the "first regularly scheduled day of work after the public holiday" do not have to be the days right before and right after the holiday.

For example, an employee might not be scheduled to work the day right before or after the holiday. As long as the employee works all of their last regularly scheduled shift before the holiday and all of the first one after it, or has reasonable cause (With Documentation) for not working either of those days, they meet this qualifying criterion.

Pay for Public holiday

Statutory Holiday Pay

To calculate statutory holiday pay, take the regular wages you earned over the last four weeks before the holiday and divide by 20.

VACATIONS

Vacation entitlement are as follows:

Hourly vacation pay is paid at 4% of earnings payable in January, July or at the request of the Employee if they are taking vacation time. It should be noted that if vacation pay is paid out in this manner, the residual amount is paid in January and July. After 5 years of employment this is increased to 6% and after 10 + years 8%

In granting vacation time during which a statutory holiday falls, the Employee is paid for the extra day at straight time, or the vacation is extended by one day.

The employer has the right to refuse an Employee's request for vacation if the timing is unsuitable for the company. Ideally, vacation should be scheduled for our summer and winter shutdown/slowdown period. Vacation is approved based on the first that apply, not by seniority.

The Supervisor would be responsible for scheduling vacations, cross-training Employees, and ensuring adequate coverage of Employees on leave or vacation.

On termination of employment, the employer will pay all accrued vacation pay.

Years of Service	Vacation Entitlement	Vacation Pay
1 year to less than 5 years	2 weeks	4%
More than 5 years	3 weeks	6%
10 Years +	4 weeks	8%

MATERNITY/PARENTAL LEAVE

Pregnancy and parental leave entitlement are as follows:

PREGNANCY LEAVE IS UP TO 17 WEEKS OF JOB-PROTECTED, UNPAID TIME OFF WORK PRIOR TO THE BIRTH OF YOUR CHILD. TO BE ELIGIBLE, YOUR BABY'S EXPECTED BIRTH DATE ("DUE DATE") MUST BE AT LEAST 13 WEEKS AFTER THE DATE YOU STARTED EMPLOYMENT. **PARENTAL LEAVE** IS FOR BOTH NEW PARENTS OF UP TO 61 OR 63 WEEKS OF JOB-PROTECTED UNPAID TIME OFF WORK.

As a new parent (e.g., birth parent, adopting parent, person in a relationship with a parent of a child with plans to treat the child as their own) you have the right to take job-protected, unpaid time off work once a child is born or first comes into your care.

To qualify, you must have been employed by your employer for at least 13 weeks before the start of the leave.

Birth mothers who take pregnancy leave are entitled to take up to 61 weeks of parental leave, usually beginning right after their pregnancy leave ends. Birth mothers who do not take pregnancy leave and all other new parents can take up to 63 weeks of parental leave, beginning no later than 78 weeks after the date the child was born or first came into their care. Parents can, but do not have to, take their leave at the same time as the other parent.

NOTIFYING YOUR EMPLOYER

You must inform your employer in writing two weeks before beginning a pregnancy or parental leave. You must also provide your employer with four weeks written notice if you are changing the end date of your leave. If you do not advise your employer how many weeks of leave you plan to take when you give your original two-week notice, the employer will assume that you are taking the full leave of either 61 or 63 weeks. If you want to return sooner, you must give four weeks' written notice, prior to the date you want to return, to your employer.

NOTE: After starting pregnancy or parental leave, you must take it all at once and cannot split it.

SICK LEAVE(S)

****Work-Related Injury or Illness Absence**

If you are injured or made ill "on-the-job" you must notify your Supervisor or Human Resources immediately. You will be required to provide documentation FAF Form, completed by your physician, during your absence. We will make every effort within reason to return you to work as quickly and safely as possible. For further information on Workplace Injury or Illness and the procedures involved, please talk to your Supervisor or Human Resources.

Personal Sick Leave

Employees have the right to take up to **three days** of unpaid job-protected leave each calendar year due to a personal illness, injury or medical emergency once they have worked for an employer for at least two consecutive weeks. This is known as **sick leave**. Special rules apply to some occupations. An employee who missed part of a day to take the leave would be entitled to any wages they actually earned for hours worked that day.

Medical notes

An employer may require an employee to provide a medical note from a health practitioner such as a doctor or psychologist, nurse practitioner notes will not be accepted or physio therapists.

However, the employer can ask only for the following information:

- the duration or expected duration of the absence
- the date the employee was seen by a health care professional
- whether the patient was examined in person by the health care professional issuing the note

Employers cannot ask for information about the diagnosis or treatment of the employee's medical condition.

LEAVE OF ABSENCE

Leave of Absence is non-paid time off. This may be requested from time to time for special reasons. Supervisory approval would be required. The Employee Request Form is used for this purpose.

Employees may be expected to provide documentation providing reason for the request.

PERSONAL LEAVE DAYS

All Ontario employees will be entitled to a total of eight unpaid leave days, broken down into three separate categories:

- Three (3) days for personal sick leave
- Three (3) days for family responsibilities
- Two (2) days for bereavement

You will be asked for documentation, so long as it is reasonable in the circumstances, including doctor's notes. Bereavement leave is for the purposes of arranging for and/or attending the funeral and should be taken accordingly. Out-of-town arrangements may warrant approval of this time to be taken at a later date.

PERSONAL EMERGENCY/ FAMILY RESPONSIBILITIES

This leave may be taken for personal illness, injury or medical emergency. It can also be taken for the death, illness, injury, or medical emergency of, or urgent matter relating to, the following family members:

- Your spouse
- A parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of you or your spouse
- The spouse of your child
- Your brother or sister
- A relative who is dependent on you for care or assistance.

Reasons bereavement leave may be taken

AN EMPLOYEE WHO IS ENTITLED TO BEREAVEMENT LEAVE CAN TAKE UP TO TWO UNPAID DAYS OF LEAVE EACH CALENDAR YEAR BECAUSE OF THE DEATH OF THE FOLLOWING FAMILY MEMBERS:

- spouse (includes both married and unmarried couples, of the same or opposite genders)
- parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse
- spouse of the employee's child
- brother or sister of the employee
- relative of the employee who is dependent on the employee for care or assistance

Bereavement leave can be taken at the time of the family member's death, or sometime later to attend a funeral or memorial service. It could also be taken to attend to estate matters.

FAMILY CAREGIVER LEAVE

Family caregiver leave is unpaid, job-protected time off work to provide care or support to specified family members who have a serious medical condition.

Family caregiver leave may be taken for any of the following family members:

- Your spouse
- A parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of you or your spouse
- The spouse of your child
- Your brother or sister
- A relative who is dependent on you for care or assistance.

Family caregiver leave can be up to eight weeks per calendar year with respect to each specified family member.

The eight weeks do not have to be taken consecutively.

You can take the leave in periods of less than a full week (for example, just one day or a couple of days in a week), but if you take any time off for family caregiver leave in a week (which runs from Sunday to Saturday), you will be considered to have used up one week of your eight-week entitlement.

MEDICAL CERTIFICATE

You are eligible to take family caregiver leave if an individual who is qualified to practice as a physician, registered nurse or psychologist issues a certificate stating that the family member has a serious medical condition, which may include a condition that is chronic or episodic.

The medical certificate must name the individual and state that he or she has a serious medical condition. There is no requirement that the certificate specify **what** the medical condition is; but it must state that it is “serious.” It is for the patient’s qualified health practitioner to make an assessment as to whether his or her medical condition is “serious.”

If the medical certificate sets out a period during which the individual will have a serious medical condition, the certificate will support absences as family caregiver leave during that period. If no period is set out, the certificate will support absences as family caregiver leave from the date it is issued until the end of the calendar year in which it is issued.

You must provide your employer with a copy of the certificate, if requested, You must inform your employer in writing that you will take family caregiver leave before it begins, or, if that is not possible, as soon as you can after it begins.

FAMILY MEDICAL LEAVE (COMPANIONATE CARE)

Family medical leave is unpaid, job-protected time off work to provide care or support to certain specified individuals who have a serious medical condition with a significant risk of dying within 26 weeks.

Family medical leave may be taken for any of the following individuals:

- Your spouse
- Your parent, step-parent or foster parent
- Your brother, step-brother, brother-in-law, step-brother-in-law, sister, step-sister, sister-in-law or step-sister-in-law
- A child, step-child, foster child, son-in-law or daughter-in-law of you or your spouse
- A grandparent, step-grandparent, grandchild or step-grandchild of you or your spouse
- Your father-in-law, step-father-in-law, mother-in-law or step-mother-in-law
- An uncle, aunt, nephew or niece of you or your spouse
- The spouse of your grandchild, uncle, aunt, nephew or niece
- Your spouse’s foster parent
- Any other person who considers you to be like a family member

You may take family medical leave for up to 28 weeks in a 52-week period with respect to each specified individual.

The 26 weeks of family medical leave do not have to be taken consecutively.

A “week” is defined as running from Sunday to Saturday. If you are on a family medical leave and stop providing care or support before the end of the week, you are entitled to stay on leave for the rest of the week. You can return to work before the end of the week only if your employer lets you return. You will be considered to have used up one week of your 28-week entitlement even if you do return to work before the end of the week.

If two or more Employees in Ontario take the leave to care for the same person, the 28 weeks must be shared.

MEDICAL CERTIFICATE AND ATTESTATION FORM

For you to be entitled to family medical leave, a medical doctor or a nurse practitioner must issue a certificate stating that the individual has a serious medical condition with a significant risk of death within 26 weeks. You must provide your employer with a copy of the certificate, if requested. You are responsible for obtaining and paying the costs (if any) of obtaining the certificate. The Ministry of Labour cannot assist you in obtaining the certificate. You must inform your employer in writing that you will be taking family medical leave before it begins, or, if that is not possible, as soon as you can after it begins.

CRITICAL ILLNESS LEAVE

Critical illness leave is unpaid, job-protected time off work to provide care or support to a critically ill minor child or adult who is a family member. You must be employed by your employer for at least six consecutive months to be eligible for this leave.

*A “minor child” is someone who is under 18 years of age.

***“Critically ill” means that a person’s baseline state of health has significantly changed and their life is at risk as a result of an illness or injury

*A “family member” includes any of the following:

- Your spouse
- Your parent, step-parent or foster parent
- Your brother, step-brother, brother-in-law, step-brother-in-law, sister, step-sister, sister-in-law or step-sister-in-law
- A child, step-child, foster child, son-in-law or daughter-in-law of you or your spouse
- A grandparent, step-grandparent, grandchild or step-grandchild of you or your spouse
- Your father-in-law, step-father-in-law, mother-in-law or step-mother-in-law
- An uncle, aunt, nephew or niece of you or your spouse
- The spouse of your grandchild, uncle, aunt, nephew or niece
- Your spouse’s foster parent

- Any other person who considers you to be like a family member

Critical illness leave taken to care for a minor child can be up to **37** weeks in a 52-week period. Critical illness leave taken to care for an adult can be up to **17** weeks in a 52-week period.

If the minor child or adult remains critically ill after the end of the 52-week period, you may be eligible for additional leaves of up to 17 or 37 weeks in subsequent 52-week periods.

The weeks of leave do not have to be taken consecutively.

You can take the leave in periods of less than a full week (for example, just one day or a couple of days in a week), but if you take any time off for critical illness leave in a week (which runs from Sunday to Saturday), you will be considered to have used up one week of your entitlement.

MEDICAL CERTIFICATE

The leave is available to you if an individual who is qualified to practice as a physician, registered nurse or psychologist:

- Issues a certificate stating that a minor child or adult is critically ill and requires the care or support of one or more family members, **and**
- Sets out the period during which the minor child or adult requires the care or support.

You must provide your employer with a copy of the certificate, if requested.

Notifying your employer and providing a written plan

If you intend to take critical illness leave, you must inform your employer in writing that you will be taking the leave, and provide a written plan indicating the weeks in which you will be taking it. If it is not possible to do this before starting your leave, you must inform the employer and provide the written plan as soon as you can after starting it. You can change the dates of your leave if you provide the employer with reasonable advance notice in writing, or by asking your employer in writing and receiving written approval.

DISPUTE RESOLUTION

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, JEMS Coating recommends the following process for conflict or dispute resolution.

- Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to the Supervisor(s). They will arrange a meeting between those involved in the dispute, to determine a resolution.
- If at this level, a resolution is unattainable, the parties may be referred to mediation by an outside third party. The resolution of the mediator is binding on both parties of the dispute.

CELL PHONES AND HEAD PHONES

Cell Phones and Head Phones are not permitted to be used on the Production Floor. These items cause a distraction from events happening around you or remove focus from your task at hand. Please keep these items in your locker when possible or do not use unless you are off the shop floor.

COMPANY DRESS CODE & PERSONAL HYGIENE GUIDELINES

JEMS Coating requires all employees to present themselves in a respectful manner with regard to attire, personal hygiene and appearance.

HYGIENE

JEMS Coating employees are expected to meet hygiene requirements during regular business hours for the duration of their employment.

- Maintain personal cleanliness.
- Wash hands after eating, or using the restrooms.
- Oral hygiene (brushing of teeth).
- Use deodorant / antiperspirant to minimize body odors.
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some employees.

PERSONAL GROOMING

- Clothing must be in presentable condition and fit appropriately.
- Secured long hair (hair must be tied back to prevent potential for being caught in).
- Clothing must not interfere with the safe operation of equipment.
- No dark glasses (unless prescribed by a physician).
- Limited jewelry and no dangling or large hoop jewelry that may create a safety hazard to self or others.

INAPPROPRIATE ATTIRE

The following items are not permitted in any area during normal working hours:

- Revealing shorts

- Low-cut tops
- Mini-skirts
- Any form of clothing that is mesh, sheer, see-through or otherwise revealing
- Any form of clothing that is generally offensive, controversial, disruptive or otherwise distracting
- Any form of clothing that contains personal or offensive messages

PERSONAL PROTECTIVE EQUIPMENT

- Personal/Protective safety equipment must be worn at all times in areas where such equipment is required. (Steel toe shoes/boots are mandatory) Safety glasses are recommended, but not required in all areas, Ear plugs are provided but not mandatory except in the Pulley area of ECL 2 beside rectifier
- For full time Employees – JEMS Coating will reimburse (Max) once per year, upto \$50.00 per employee for safety shoes/boots (must be CSA Approved). Original receipt must be submitted.

COMPLIANCE

- Every JEMS Coating Employee is responsible for exercising sound judgment and common sense for his or her attire at all times. If an employee is deemed to be wearing inappropriate attire, his/her Supervisor/Manager is responsible for coaching the employee accordingly.
- Individual situations relating to appropriate workplace attire may be addressed on a case-by-case basis. If you have questions contact your Supervisor/Manager.
- Departure from appropriate grooming, hygiene and attire standards will result in employee counselling and/or disciplinary action up to and including termination of employment.
- Personal appearance standards may be reviewed periodically and updated as deemed necessary.

EMERGENCY AND FIRE PROCEDURES

JEMS HAS AN EMERGENCY PLAN TO BE CARRIED OUT IN THE EVENT OF AN EMERGENCY OF FIRE OR A FIRE DRILL

IN CASE OF FIRE

STAY CALM!

If you discover a fire

1. Leave the fire area immediately, closing doors to the affected area behind you once all associates are clear
2. **Shout FIRE ! FIRE ! FIRE!**
3. Use Emergency Horn to warn everyone once outside of fire zone
4. Evacuate by nearest Safe exit
5. When in a safe location call the fire department at 911
6. Obey instructions provided by the Fire Wardens and Fire Department

If you are made aware of a fire

1. Leave Building by the nearest exit close doors behind you if you are the last person
2. Call the Fire department at 911
3. Do not return to the building until it is declared safe to do so by the Fire Department
4. Follow instructions provided by JEMS Fire Wardens and the Fire Department personnel

CAUTION If you encounter smoke, use an alternate exit.

REMEMBER

Once outside, move away a min. 100 meters (300 feet) from the building and proceed to attendance area located in the Baseball field at the South end of the building.

In the case of a Fire Drill (Sounding of Air horn)

1. **Leave your area immediately through your nearest safe fire exit, closing the door behind you if you are the last person.**
2. **Meet in the designated area (Baseball field at the south end of the building)**
3. **The Fire wardens (Supervisors) will take attendance and confirm all are present.**

COMPANY RULES, REGULATIONS AND POLICIES

JEMS Coating Limited expects staff to abide by certain rules and regulations in order to create a positive working environment for everyone. Employees are also required to follow the rules, regulations and guidelines laid out in this Handbook and communicated within the workplace. The following plant rules are not to restrict the right of anyone, but to define and protect the right of all and to encourage cooperation. Non-compliance with or repeated violations of any of the following rules will result in disciplinary action(s) or dismissal.

PLANT RULES

- All employees are required to report to their lead hand, at their work station, ready to work 5 minutes before their shift begins.
- The falsification of personal and/or any other records is prohibited.
- Failure to scan your own timecard or intentionally scanning a timecard of someone else is not permitted. If your identification card (swipe card used for scanning in and out at work) is lost, a \$5.00 replacement fee will be charged and deducted from your pay.
- Unexplained absence from work or arriving late for work is not acceptable.
- There is no grace for which pay is not deducted. If you are late, when you clock in you will be paid to the closest 15 minutes after you clock in. For example: Your start time is 7:00 a.m. and you clock in at 7:01 a.m. You will be paid from 7:15 a.m. If you clock in at 7:16 a.m, you will be paid from 7:30 a.m.
- If you attend work and cannot clock in because you do not have your swipe card, you must report immediately to your supervisor so he can record you are present for work on time. If you do not do this, you can be docked one hour's pay and other disciplinary action may be taken. Failure to scan out at the end of your shift will result in being deducted one hour of pay.
- If you know that you will be absent or late you must phone your supervisor so that appropriate crew adjustments can be made
- Excessive absenteeism and tardiness may result in dismissal.
- You are not permitted to leave work assignments or the building during working hours without prior permission from your supervisor. Please notify him/her if you plan on leaving the property.
- You must return to your work station promptly after breaks.
- Distracting the attention of others or otherwise causing confusion by unnecessary talking or demonstration of any kind is not permitted
- Creating or contributing to disorderly or unsanitary conditions is not permitted
- Possession of weapons of any kind, alcohol or drugs (not prescribed by your physician for your own personal use) on company property is strictly prohibited.
- Making scrap or rejects knowingly and faulty or careless workmanship is unacceptable
- Abusive or profane language, fighting, horseplay, scuffling, running, throwing anything, assaulting, threatening, intimidating, coercing, harassing or interfering with other employees, supervisors or management is prohibited.
- Smoking is allowed only in designated area outside the premises.
- Soliciting or collecting contributions for any purpose whatsoever on company premises without specific approval of management is prohibited.
- Distributing literature, written or printed material of any description on company property, including parking lots, without specific approval of management is prohibited.
- Posting, defacing or removal of notices, signs or writing in any form from bulletin boards or company property without specific approval of management is prohibited.
- Gambling, lotteries or any other games of chance at work are prohibited.
- Theft, misappropriation, careless use, misuse, sabotage or abuse of any tools, equipment, materials, products or any other property owned by other employees or by the company or in the company's custody is prohibited.
- Pictures or videos of JEMS Coating or Customer property, processes, tooling or parts are strictly prohibited.
- Knowingly restricting production without suitable cause is prohibited.
- The making or publishing of false, vicious or malicious statements concerning any employee, any member of management, the company or its products is unacceptable.
- Reporting to work under the influence of alcohol or an impairing substance prescribed or otherwise is prohibited.
- Selling or soliciting to sell any alcohol or illegal substance while on company property is prohibited.
- You must report damage of company property to your supervisor, however caused.
- Leaving or entering the plant by designated fire exits or unauthorized doors is prohibited. This rule is waived if you have the authorization of your supervisor or an emergency condition exists.
- Immoral conduct or indecency is unacceptable.
- Throwing garbage or objects on the floor, into parts containers or around the parking lot / building is unacceptable.
- Stopping work or making preparations to leave work before the designated lunch, break or quitting times without the prior authorization of your supervisor is not permitted.
- Eating or drinking in areas other than those designated is not permitted.

PARKING RULES

- All employees are required to park their cars in designated spaces only.
- Parking is not allowed in the following spaces:
- In front of the shipping and receiving doors

- Along the curb of the building in front of the office
- In the handicapped and visitor parking spaces
- Last two spots at the north east corner of the building
- In front of the utilities room

If there are no vacant spaces available in the parking lot, employees may park on the street and move their automobiles into the parking lot when a spot is available during break

SAFETY RULES

- Report all injuries immediately including small cuts and abrasions to your supervisor.
 - Running is prohibited anywhere in the plant.
 - No person shall engage in "rough-housing", boisterous behavior, contest of strength, or any other activity that is likely to endanger the safety of themselves or other individuals.
 - Work areas, aisles and facilities are to be kept neat, clean and dry at all times. It is the responsibility of each employee to keep their own area clear of litter and obstructions and to clean up spilled materials (Excluding Chemicals).
 - Fire extinguishers and fire exits must be kept clear at all times. No materials or equipment are to be placed in these areas.
 - Pick up any material left in unsafe positions on the floor.
 - Report any unsafe conditions to your supervisor.
 - Be concerned about the safety of your fellow employee, give assistance if necessary and caution others if they are acting in an unsafe manner.
 - Use proper lifting techniques: Back Straight, Legs Bent, Load held close to the Body. Ask for assistance when needed. When two or more are lifting an object, designate one individual who will give all instructions.
 - Wear suitable work clothing and keep your safety shoes in good repair.
 - Adopt personal hygiene including wearing of clean clothing.
 - No employee is to operate any new or repaired machinery until it has been checked and approved by the supervisor.
 - Machinery of any kind, including lift trucks, may only be operated by an employee who has received the appropriate and proper training and is determined to be competent. They will be authorized to operate the machinery by their supervisor.
 - Under **NO CIRCUMSTANCES** shall an employee:
 - Ride, stand and/or be transported on the forks of a forklift
 - Be raised or lowered on the forks of a forklift
 - Machinery must be turned off and all moving parts completely stopped before cleaning, performing maintenance, oiling and adjusting.
 - Machine guards must be in place and checked before any operator operates a machine.
 - *Removal or tampering with any safety device is strictly prohibited and can result in immediate dismissal.
 - All appropriate protective equipment supplied by the employer must be worn by employees while performing all work where personal protective equipment is required / appropriate.
 - Loose jewelry must be removed before starting work and remain off during working hours.
 - Never attempt to repair or tamper with any electrical equipment. Electrical repairs must be done only by authorized, qualified personnel.
 - Make sure to ask your supervisor for the locations of fire exits in your facility. In the event of a fire, leave the area immediately and inform your supervisor and fire department. After exiting the building, all employees will gather on the baseball field and report to their supervisor for attendance.
 - All pedestrian movement at the plant should be outside "Forklift zone" signs. If you are crossing a fork lift route maintain eye contact with the driver and make sure he sees you.
 - Drink a lot of water / fluids during hot weather.
 - Non-compliance with or repeated violations of any of these rules will result in disciplinary action(s) or dismissal.
 - A copy of the Health & Safety Rules will be supplied to each employee upon hiring and is posted on the bulletin board in the plant.
- Workers' Rights
- Know about hazards in your workplace
 - Participate in keeping the workplace a healthy and safe environment in which to work
 - Refuse unsafe work or unsafe work conditions
- Workers Responsibilities
- Always practice safe work procedures
 - Report unsafe conditions as quickly as possible to your supervisor or employer
 - Properly wear any protective equipment the job requires
 - Do not do anything on the job that will endanger yourself or others
- Health & Safety Hazards in the operational lines at JEMS Coating
- Risk of being hit by forklift or pump truck (Walkie)
 - Cuts from sharp parts and bin edges

Safety rules Continued....

- Risk of being hit by falling bins or moving racks
- Trip over dollies or other objects on the floor
- Potential exposure to chemical materials from washing, painting, stripping tanks, chemical storage containers

- High noise levels from ventilation system, production equipment, forklifts

HUMAN RESOURCE POLICIES

To establish and document company policies/procedures pertaining to Human Resource issues. The objective is to have Employee satisfaction through clear and equitable treatment.

WORKPLACE VIOLENCE AND HARASSMENT POLICY

Definitions:

Threat: (verbal or written) statements or behavior 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 a worker

Physical force: Is aggression or attempted aggression resulting in a physical assault/abuse that could cause physical injury (eg. hitting, shoving, pushing, punching, biting, pinching and kicking).

Workplace Harassment: 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 (including bullying, intimidating or offensive jokes or innuendos, displaying or circulating offensive pictures or materials, or offensive or intimidating phone calls.)

Policy:

The management of **JEMS COATING** is committed to providing a safe, healthy, and supportive working environment by treating our associates with respect, fairness and sensitivity. Violence and harassment in the workplace can have devastating effects on the quality of life for our associates and on the productivity of the organization. **JEMS COATING** is ultimately responsible for the health and safety of its associates and is committed to the prevention of workplace violence and harassment.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

Violent behavior and harassment in the workplace is unacceptable. This policy applies to all **JEMS COATING** associates. All associates are expected to work together to prevent workplace violence and harassment.

JEMS COATING as the employer will ensure that this policy is implemented and maintained and that all associates have appropriate information and instruction to protect themselves from violence and harassment in the workplace. Supervisors will adhere to this policy and are responsible for ensuring that measures and procedures are followed by JEMS associates.

Every associate must work in compliance with this policy and are encouraged to raise any concerns about workplace violence and harassment and report any incidents to their supervisor immediately. Management is committed to investigating and responding to all incidents and complaints of workplace violence and harassment in a timely and fair manner.

QUALITY POLICY

Associates at JEMS Coating Limited shall strive:

- To provide Courteous, Prompt, Respectful and Knowledgeable service in all internal and external relationships
- To meet the requirements and expectations for Safety the Environment, Quality, Delivery, Costs, Financial performance and changing business requirements.
- To follow our Quality Management System (QMS) to the ISO 9001:2015 standard in order to continually improve our QMS
- To measure performance and meet our Quality objectives.

RECREATIONAL/MEDICAL DRUG AND ALCOHOL POLICY

JEMS Coating greatly values the well-being of its associates, and for that reason, their health and safety is of paramount concern. Marijuana will be treated the same as all other recreational substances. JEMS Coating has adopted this policy to communicate its expectations and guidelines surrounding use, misuse, and abuse.

Guidelines

Employees under the influence of drugs or alcohol on the job can pose serious health and safety risks both to themselves and their fellow employees. To help ensure a safe and healthy workplace, JEMS Coating reserves the right to prohibit certain items from company premises.

Expectations

The following expectations apply to employees and management alike while conducting work on behalf of the company, whether on or off company property:

- Employees and management are expected to arrive to work fit for duty and able to perform their duties safely and to standard; employees must remain fit for duty for the duration of their shift. Fit for duty criteria includes, but are not limited to no impairment of:
 - Balance and coordination
 - Motor skills
 - Attention
 - Judgment
 - Reaction time
 - Decision-making skills
- Recreational use, possession, distribution, or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is strictly prohibited;
- Employees and management are prohibited from reporting to work while under the influence of recreational marijuana and any other non-prescribed substances;
- Employees and management using medically approved medication(s) must communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment.
- Report unfit co-workers to management
- Employees and management are expected to abide by all governing legislation pertaining to the possession and use of marijuana.

Roles and Responsibilities

JEMS Coating will clearly communicate all expectations surrounding use, misuse, and abuse of Alcohol, Medical and Recreational Substances. To help enforce this policy, management and employees are expected to adhere to the following:

Management will:

- Identify any situations that may cause concern regarding an employee's ability to safely perform their job functions;
- Ensure that any employee who asks for help due to a drug or alcohol dependency is provided with the appropriate support and will not be disciplined for doing so; and
- Maintain confidentiality and employee privacy.

Medical Marijuana

Where an employee uses medical marijuana, it is expected they provide a copy of their medical licence to use marijuana to Jems Coating and abide by Jems Coating's Accommodation Policy.

Disciplinary Action

Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment. Where applicable, Jems Coating may also take legal action in accordance with the law.

ANTI-BRIBERY AND ANTI-CORRUPTION POLICY

Purpose

Jems Coating Limited is committed to conducting its business, to the best of our knowledge and belief, in accordance with all applicable laws, rules and regulations and the highest ethical standards. The purpose of this Anti-Bribery and Anti-Corruption Policy is to reiterate Jems Coating Limited commitment to full compliance by it, and its directors, management and employees Canada's Corruption of Foreign Public Officials Act ("CFPOA") and any local anti-bribery or anti-corruption laws that may be applicable.

For the purposes of this Policy, a "contractor" or "third party service provider" is defined as an entity or individual who provides, and receives payment for, services or goods related to any aspect of a Jems Coating Limited project, and includes subcontractors.

Scope

This Policy applies to every Jems Coating employee, including senior executive, managers, supervisors and production associates (collectively referred to as “Jems Coating personnel”) and reflects the standards to which Jems Coating Limited expects its business associates, partners, agents, contractors, and consultants to adhere when acting on Jems Coating Limited behalf.

This Policy is intended to supplement all applicable laws, rules, and other corporate policies. It is not intended to supplant any local laws.

Definition

Corruption is the misuse of power for private profit, or the misuse of entrusted power for private gain.

Bribery is the offer, promise, or payment of cash, gifts, or even excessive entertainment, or an inducement of any kind offered or given to a person in a position of trust to influence that person’s views or conduct or to obtain an improper advantage. Bribery and corruption can take many forms, including the provision or acceptance of:

- Cash payments;
- Phony jobs or “consulting” relationships;
- Kickbacks;
- Gifts, travel, hospitality, and reimbursement of expenses.

Jems Coating Limited personnel and agents are strictly prohibited from offering, paying, promising, or authorizing:

- any payment or other thing of value;
 - to any person;
 - directly or indirectly through or to a third party;
 - for the purpose of (i.e., in exchange for):
 - causing the person to act or fail to act in violation of a legal duty;
 - causing the person to abuse or misuse their position; or
 - securing an improper advantage, contract or concession;
- for Jems Coating Limited

(“Improper Payment Activity”).

To promote compliance with anti-corruption laws in Canada and other applicable jurisdictions, no Jems Coating Limited personnel shall undertake any Improper Payment Activity

Waiver

There is no permitted deviation or waiver from this Policy.

Discipline

Any employee who violates the terms of this Policy will be subject to disciplinary action. Any employee who has direct knowledge of potential violations of this Policy but fails to report such potential violations to Jems Coating Limited management will be subject to disciplinary action. Any employee who misleads or hinders investigators inquiring into potential violations of this Policy will be subject to disciplinary action. In all cases, disciplinary action may include termination of employment. Any third party agent who violates the terms of this Policy, who knows of and fails to report to Jems Coating Limited potential violations of this Policy, or who misleads investigators making inquiries into potential violations of this Policy, may have their contracts re-evaluated or terminated. Any employee or third party agent with knowledge of potential violations of this Policy shall report same to the Human Resources or designate.

ATTENDANCE POLICY

Jems Coating employee attendance policy outlines our expectations about our employees' coming to work. Being punctual when coming to work helps maintain efficiency in our workplace.

This company attendance policy applies to all employees regardless of position or type of employment.

Most employees need to collaborate with their colleagues to do their job. To make this collaboration easier, we expect you to be punctual and follow the schedule you and your supervisor/manager have agreed on. If you are absent or late on occasion, you should have a good reason.

Being consistently tardy or absent can cause problems to your colleagues who may have to shoulder your work. This behavior may bring about a "bad attendance" record and you may need to go **through progressive discipline**.

What is absenteeism and tardiness?

Absenteeism refers to frequent absence from an employee's job responsibilities. This includes not coming to work frequently or taking excessive sick leave without being able to submit doctor's notes.

Presenteeism refers to being present at work beyond your schedule even when we don't require overtime. This can cause you to overwork and have an impact on your productivity and job satisfaction. We want to ensure that you keep your schedule both when coming to work and leaving.

Tardiness refers to coming in late, taking **longer breaks than you're** entitled to and constantly leaving earlier from work without reason. We probably won't mind if you're a bit late one morning or leave a little earlier on a Friday. But, we want to make sure you generally follow your schedule and you don't cause disruption in our workplace.

Supervisors are responsible for monitoring your working hours through our [*timekeeping system/ software*.] Please be diligent in scanning in and out to properly record your hours, so you can receive your due payment. If you forget your card, please notify your supervisor immediately so they can adjust and enter your hours. Unforeseen absences

If you can't come in to work one day, notify your supervisor /manager as soon as possible. Follow the call in procedure.

Call in # 905-303-7433

Ext 501 - Day Shift Supervisors

Ext 502 – Afternoon Shift Supervisors

Ext 503 – Midnight Shift Supervisors

Ext 271 – Shipping / Receiving and Material Handlers

Unexcused or unreported absence for more than three days will be considered job abandonment. If you need to leave work early one day, inform your manager.

We will understand if you have good reasons for being absent, even if you don't report it. Those reasons usually involve serious accidents and family or acute medical emergencies. We may ask you to bring us doctor's notes or other verification. In these cases, we will record your absence as "excused."

The following list, although not exhaustive, includes reasons that we don't consider excused absence:

Waking up late.

Stopping on the way to work for personal reasons.

Holidays that haven't been approved.

Good attendance

Report consistently to work.

Come to work at the scheduled shift start time.

Leave work at the scheduled shift end time (except when **paid overtime** is required.)

Take breaks that don't exceed an expected length.

Notify your manager when you need to be absent or late.

Be absent or late with good reasons only.

Manager/Supervisors' responsibility

If you manage employees you are responsible to monitor their attendance. If you notice that a team member is consistently late or absent, arrange a private meeting to discuss. Ask your team member whether they experience issues with their schedule or whether they need help balancing their personal lives with work. Ask them to provide a solution. If you perceive a possible **mental health issue** that results in absenteeism or tardiness, ask your team member to contact a *health professional*] and discuss what can be done to help.

If you suspect that your team member abuses their sick leave or is wilfully tardy, you should inform HR by e-mail and start a progressive discipline process.

Disciplinary action

If your manager suspects you abuse your sick leave, you may need to submit doctor's notes to avoid our progressive discipline process. If you're being tardy unintentionally, corrective counseling will be our first attempt at a solution. We may take disciplinary action that goes up to and including termination if:

Corrective counseling doesn't work.

We find that you are wilfully tardy.

Your tardiness or absenteeism impacts your work.

Unexcused and unreported absences don't count as hours worked, so we won't compensate them.

CODE OF CONDUCT POLICY

Jems Coating Employee Code of Conduct company policy outlines our expectations regarding employees' behavior towards their colleagues, supervisors and overall organization.

We promote freedom of expression and open communication. But we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organized, respectful and collaborative environment.

Scope

This policy applies to all our employees regardless of employment agreement or rank.

Company employees are bound to follow our Employee Code of Conduct while performing their duties. We outline the components of our Code of Conduct below:

Compliance with law

All employees must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect employees to be ethical and responsible when dealing with our company's finances, products, partnerships and public image.

Respect in the workplace

All employees should respect their colleagues. We won't allow any kind of discriminatory behavior, harassment or victimization. Employees should conform with equal opportunity in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Protection of Company Property

All employees should treat our company's property, whether material or intangible, with respect and care.
Employees:

- Shouldn't misuse company equipment or use it carelessly.
- Should respect all kinds of incorporeal property. This includes information, reports etc. Employees should use them only to complete their job duties.

Employees should protect company facilities and other material property (e.g. walkies and forklifts) from damage and vandalism, whenever possible.

Professionalism

All employees must show integrity and professionalism in the workplace:

- **Personal appearance**
All employees must follow our dress code and personal appearance guidelines.
- **Corruption**
We discourage employees from accepting gifts from clients or partners. We prohibit bribes for the benefit of any external or internal party.
- **Job duties and authority**
All employees should fulfill their job duties with integrity and respect toward customers, stakeholders and the community. Supervisors and managers mustn't abuse their authority. We expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.
We encourage mentoring throughout our company.

- **Absenteeism and tardiness**
Employees should follow their schedules. We can make exceptions for occasions that prevent employees from following standard working hours or days. But, generally, we expect employees to be punctual when coming to and leaving from work.
- **Conflict of interest**
We expect employees to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.
- **Collaboration**
Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.
- **Communication**
All employees must be open for communication with their colleagues, supervisors or team members.
- **Benefits**
We expect employees to not abuse their employment benefits. This can refer to time off, insurance, facilities or other benefits our company offers.
- **Policies**
All employees should read and follow our company policies. If they have any questions, they should ask their managers or Human Resources (HR) department.
Disciplinary actions
Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.
Possible consequences include:
 - Demotion.
 - Reprimand.
 - Suspension or termination for more serious offenses.
 - Detraction of benefits for a definite or indefinite time.
 We may take legal action in cases of corruption, theft, embezzlement or other unlawful behavior.

CORPORATE SOCIAL RESPONSIBILITY POLICY

Our Principles:

At Jems Coating Limited we recognise that we must integrate our business values and operations to meet the expectations of our clients, in relation to customers, employees, regulators, investors, suppliers, the community and the environment.

We will:

- recognise that our social, economic and environmental responsibilities to our clients are integral to our business;
- aim to demonstrate our commitment to our responsibilities through our actions and within our corporate policies;
- take seriously all feedback that we receive from our clients and their tenants and, where possible, maintain open dialogue with them to ensure that we fulfil the requirements of this policy

We shall:

- strive to improve our environmental performance through implementation of sustainable development and environmental policies;

- ensure a high level of business performance while minimizing and effectively managing risk;
- operate an equal opportunities policy for all present and potential future employees;
- offer our employees clear and fair terms of employment and provide resources to enable their continual development;
- provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment;
- provide, and strive to maintain, a clean, healthy and safe working environment;
- uphold the values of honesty, partnership and fairness in our relationships with clients and suppliers
- ensure our contracts clearly set out the agreed terms, conditions and the basis of our relationship;
- operate in a way that safeguards against unfair business practices; and
- encourage our suppliers and contractors to adopt responsible business policies and practices for our mutual benefit

The Proprietors of Jems Coating Limited are responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. However, all employees of Jems Coating Limited are responsible for our successful performance of this policy.

RIGHT TO DISCONNECT POLICY

This Policy encourages and supports you in balancing your working and personal lives whether you work traditional hours, on Company premises or remotely.

Jems Coating Limited recognizes that every employee is entitled to “switch off” outside of their regular business hours and that we are all engaged in productive work during our workday and also enjoy their free time away from work without being disturbed unless there is an emergency or mutual agreement to do so.

Due to business and operational needs and depending on your role and the nature of your team, circumstances may occasionally arise that communications are sent and received outside of your regular business hours.

*Situations when occasional contact outside of these hours becomes the norm, will be addressed.

Examples of such situations that may warrant addressing the concern might include:

Being contacted regularly outside of Regular Business Hours.

Being expected to regularly work through breaks.

Being penalized for not being available out of Regular Business Hours or favourable treatment for employees who stay connected out of hours.

Hours of Work & Overtime

No one is expected to work more than a productive standard work week. Jems Coating Limited is committed to a standard work week and does not support the informal extension of your workday or week with an ‘always on’ work culture.

However, in an unusual or extraordinary circumstance where overtime may be required, your willingness to work additional hours is appreciated and your time will be handled in accordance.

Regular Breaks

It’s vital that Associates have down time during the day. We encourage everyone to take their full breaks without interruptions.

Outside of Regular Business Hours

Jems Coating Limited supports and encourages all Associates to disconnect outside of regular business hours.

While some employees have a range of work devices that provide flexibility to work from different locations, these devices are not provided to create an expectation of working outside of regular business hours.

For those Staff who are provided allowances, it is not a requirement to answer phones after hours.

Meetings

We ask those calling meetings to avoid doing so during standard break times. Staff should not be placed in the position of feeling obliged to forego their break to attend Company meetings.

Meetings must only be scheduled with only participants whose attendance is necessary should be invited.

Self-Responsibilities

It is your responsibility to:

Be conscious of your work patterns and manage distractions and non-work-related activities during regular business hours that may contribute to decreased productivity, increase your stress levels - particularly as it relates to deadlines, and increase the likelihood that you'll decide not to disconnect after your workday.

Ask for support if needed. Be aware of work-related wellbeing.

Be mindful of Everyone's right to disconnect (e.g., by not routinely emailing or calling outside of Regular Business Hours).

You can expect Jems Coating Limited Associates to:

Respect and encourage your right to disconnect.

Address the 'Right to Disconnect' during training/onboarding of all Staff, including that this a mutual right where open channels of communication in relation to workload and time management are encouraged, managed and any necessary changed identified.

Ensure that employees have clear goals and deliverables that, other than in exceptional circumstances, stand to be delivered during Regular Business Hours.

Ensure all Staff are informed of what their Regular Business Hours are reasonably expected to be.

Disconnecting from work is vital to help us achieve a healthy and sustainable work-life balance. The health and wellbeing of our employees is of the utmost importance and we encourage and support all Staff to prioritize their own wellbeing.

Reporting Concerns

If you feel that your Right to Disconnect is not being respected or that your workload is such that you are not able to disconnect at the end of your Regular Business Hours:

You're encouraged to raise your concerns to your Manager. The concern should be made in writing, including details of the situation. Your Manager will meet with you, investigate your concerns and provide you with a response within 30 days.

Last Updated: Jan 1, 2022