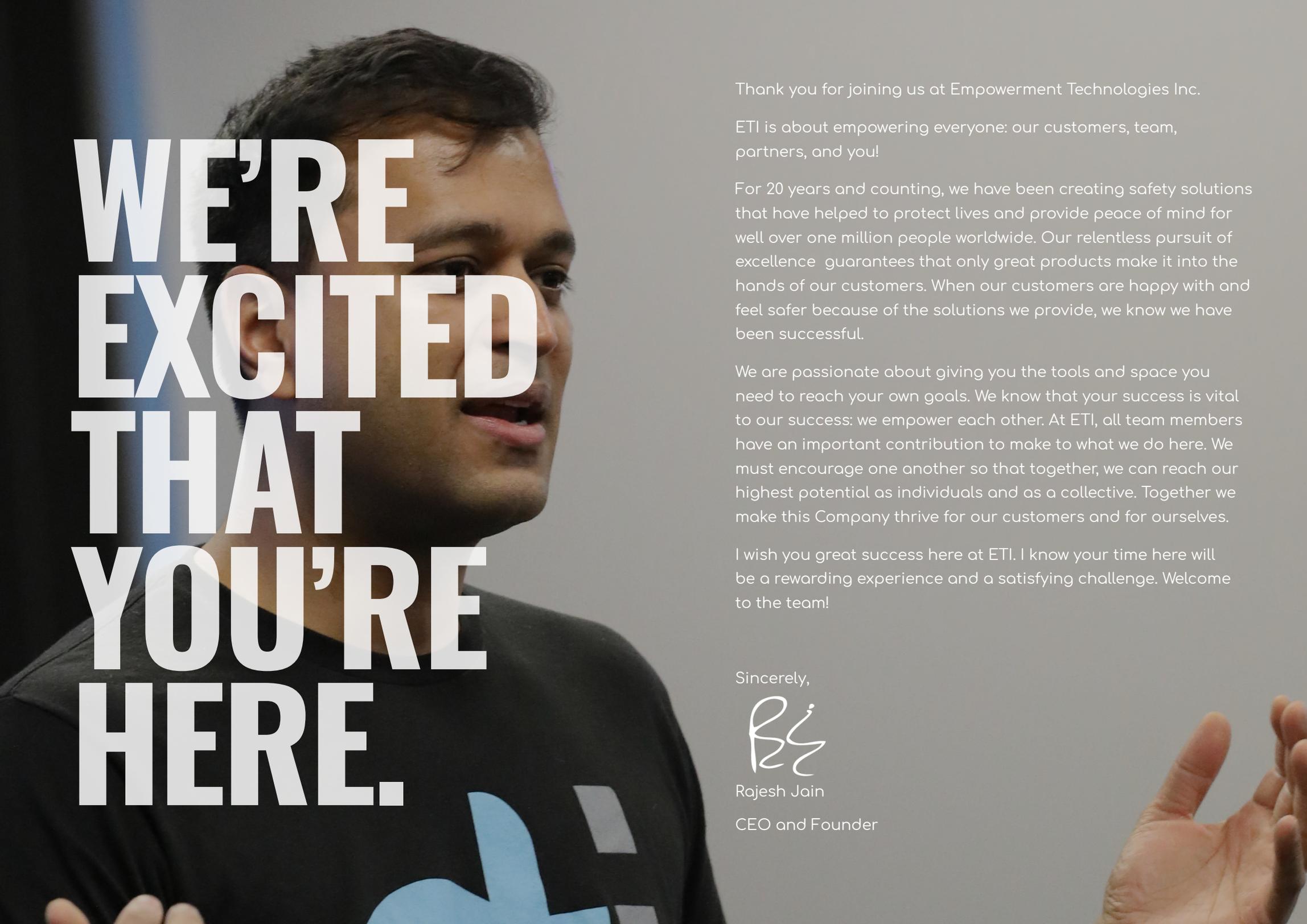


# TEAM MEMBER PLAYBOOK

Welcome to your trusted companion for your journey with ETI

Version: July 2024





**WE'RE  
EXCITED  
THAT  
YOU'RE  
HERE.**

Thank you for joining us at Empowerment Technologies Inc.

ETI is about empowering everyone: our customers, team, partners, and you!

For 20 years and counting, we have been creating safety solutions that have helped to protect lives and provide peace of mind for well over one million people worldwide. Our relentless pursuit of excellence guarantees that only great products make it into the hands of our customers. When our customers are happy with and feel safer because of the solutions we provide, we know we have been successful.

We are passionate about giving you the tools and space you need to reach your own goals. We know that your success is vital to our success: we empower each other. At ETI, all team members have an important contribution to make to what we do here. We must encourage one another so that together, we can reach our highest potential as individuals and as a collective. Together we make this Company thrive for our customers and for ourselves.

I wish you great success here at ETI. I know your time here will be a rewarding experience and a satisfying challenge. Welcome to the team!

Sincerely,



Rajesh Jain

CEO and Founder

# INTRODUCTION

Just about everything that you need to know is here. Our policies will cover information about our work style, some key rules and expectations, and what's in it for you. This is a live document. We may find that we need to change rules or policies from time to time, as we grow. We will always keep you in the loop with any of these changes and it is important you review these yourself to keep up to date. Please take the time to read through the Playbook - we know it looks like a lot, but there are some important things in here for you to know. It's not all rules, though. There is also information on the benefits and perks that you get when you are part of our awesome team. The intention of this handbook is to take the mystery out of things to ensure we are all clear and fully aligned.

If you ever have any questions or thoughts about what you see here, your Manager or Supervisor is your first point of clarification.

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## OUR HISTORY

Peace of Mind. It's How We Empower You.

The year is 1999. Our founder and CEO, Raj, takes one last look over his electronics retail store's inventory before he locks up, excited for the store's grand opening in just one week. Raj returned the next morning to an empty warehouse, learning he was the victim of an overnight theft of hundreds of thousands of dollars of inventory. To prevent this from happening again, he reached out to local video security providers, only to find out an entry-level system would require professional installation and cost \$10,000+.

Upset at this situation, Raj channeled his frustration and founded SVAT, which later became Defender. For over 20 years now, we have been passionate about developing robust, reliable, and innovative DIY video security solutions—to empower home and business owners everywhere with the ultimate peace of mind.

Shortly after launching Defender, while babysitting his cousin's daughter, Raj was using an audio baby monitor to ensure she was safe through the night. With no ability to see her, and an unreliable signal, he kept going upstairs to check on her. It was then he realized this was a terrible experience for caregivers! Having just launched wireless video security solutions for homes and businesses, he knew it was possible to bring this technology to parents. In 2000 Levana was born, with the first wireless handheld baby monitor in North America. Today, Levana is a team of parents, aunts and uncles, passionate about empowering parents with technology that enables them to worry less and do more.

## THE FACTS

25+

Years in the industry

1M+

Lives touched with our products

80+

Countries our products have been sold to or used in



OUR VISION

**EMPOWER  
EVERYONE**

OUR MISSION

**WE CREATE  
SAFETY  
SOLUTIONS  
THAT BRING  
PEACE OF  
MIND.**

# OUR CORE VALUES



## EXCELLENCE - We never settle for “good enough.”

**Success** - Achieving our goals through diligent execution and attention to detail, while and consistently looking for ways to exceed them.

**Productivity** - Resources including time and money are used with high efficiency, meets deadlines, actively thinks about how to beat them We use our resources wisely and always look for ways to beat our deadlines.

**Attitude (Mindset)** - It's with our energy and positivity that we motivate and challenge one another.



## RESULTS - The path to success is paved with our dedication.

**Strategic Thinking** - Creating the vision for change while considering all relevant factors in real-time and for the future

**Green Light Thinking** - Being open and willing to explore multiple avenues objectively, while thinking outside of the box.

**Accountability** - Accepting responsibility for job related decisions, errors, or results, and seeing them as an opportunity for learning and development.

**Planning** - Setting goals that are SMART, with an action plan that is realistic and assesses all of the risks.



## LOVE - Challenges are no match for our hearts and minds.

**Empowerment** - Proud with a sense of purpose and fulfillment.

**Passion** - Passionate about the business, the role, the details of the organization, processes, vision, mission, core values, customers, teammates and partners.



## LEARNING - Experimentation and curiosity are part of our DNA.

**Personal Effectiveness** - It's not about the hours worked, but the achievements. We accept constructive feedback, and know when to seek outside expertise or learn a new skill.

**Team Development** - Leveraging each team member's skills to get the job done, while encouraging their growth and development.



## SIMPLICITY - We strip away the non-essentials to get to what really matters.

**Problem Solving** - Planning for contingencies to ensure success. We overcome the challenges we face and are not derailed by their complexity.

**Communication** - We are efficient in our communication and treat each other with respect.

**Focus** - Aligning our day to day activities around our goals, objectives and resources.

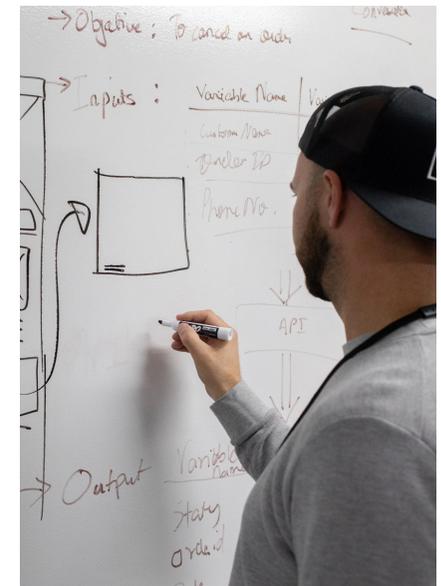
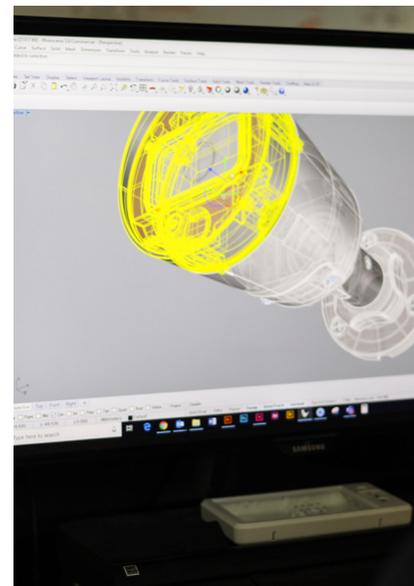
# OUR PHILOSOPHY

Our ability to grow, adapt, react, and thrive could not be possible without our talented team members. At ETI our performance, loyalty and engagement are all aligned. Like a high-performance sports team where everyone has a purpose, we are all striving towards the same goal. We challenge ourselves and are not willing to settle. We sweat the small stuff the details matter to us. We've built a fast paced, laser focused environment, with no room for negativity or disrespect. We test new ideas and encourage you to rock the boat. We don't mind mistakes, but we do mind repeating them. This is why emulating a family mentality isn't ideal for our corporate culture.

We value our team being vulnerable and openly sharing their areas of development with each other so we can help one another win. We are highly supportive and empathetic. Being brutal honesty in all situations is expected and encouraged.

We are a greenlight thinking, entrepreneurial company that is not afraid to experiment or take risks. We celebrate our successes and learn from our failures. These allow us to scale the business while continually lowering costs, improving quality, and beating deadlines.

We want to empower each and every person in the world!



# HOW WE MEASURE SUCCESS

## Corporate Goal #1: Sales



In order to ensure we can continue to empower everyone for years to come, we need to be sustainable. This means getting our products into as many hands as possible and making a profit. Our goal is not to be the next billion-dollar company, but instead improve more lives with our safety solutions.

## Corporate Goal #2: Highly Rated Customer Experience



**Product Reviews: 4.2 Stars on Amazon for Defender and Levana.** A product review encompasses the direct satisfaction people attribute to our safety solutions as a whole in terms of how well it solves their problem, how easy and intuitive it is to use, how durable and how long our product lasts, how accurate our marketing content like written/images/videos are to what they actually receive, how simple our support material is like QSG's/Manuals/Videos, how fast/courteous and simple of a solution they receive when they need to chat or email our customer experience experts, how easily and fast we manage returns and exchanges. We use Amazon as our benchmark as it is unbiased and universally accepted.

**App Reviews 4.5 Stars on IOS and Android.** Reliable, intuitive and simple apps are critical to giving our customers the best experience with our products.

# COMPETITIVE ADVANTAGES



1. **Customers 1st. Always:** Prioritizing customer needs leads to tailored solutions, better service, and stronger relationships, which increase satisfaction and retention. A customer-centric approach encourages valuable feedback, allowing the company to continually adapt and improve its products or services to meet changing customer expectations.
2. **DIY to Pro-Highly Rated Solutions:** From easy plug-and-play cameras for homeowners to professional-grade security systems for businesses, Defender offers a solution for every need and skill level. Our expansive lineup means customers never have to look elsewhere - whether they're protecting

a single apartment or an entire commercial property. With thousands of five-star reviews across our DIY and pro-grade products, Defender delivers trusted, high-quality security at every level.

- 3. **ALL Channel Sales Coverage:** We are in all major retailers in Canada and the USA which allows widespread visibility, making our products easily accessible to a larger customer base. Strengthens brand recognition and drives higher sales by reaching a larger customer base. Customers are loyal to specific retailers and thus, we can capture their loyalty too.
- 4. **Dynamic Fast Paced Team:** Behind every Defender product is a passionate, agile team that moves quickly to innovate, solve problems, and respond to the market. Our collaborative culture means decisions get made fast and customers never get left waiting.
- 5. **Canadian Owned & Operated:** Contribute to the growth and sustainability of our own and USA economy, fostering a more direct connection with our customers and community.

## WHERE WE WORK

### Headquarters:

590 York Road, Unit 2  
Niagara-on-the-Lake, Ontario, Canada L0S 1J0

### R&D Office:

250 Consumers Road, Unit 516  
North York, Ontario, Canada M2J 4V6

**Supplier Quality Assurance:** Shenzhen, China

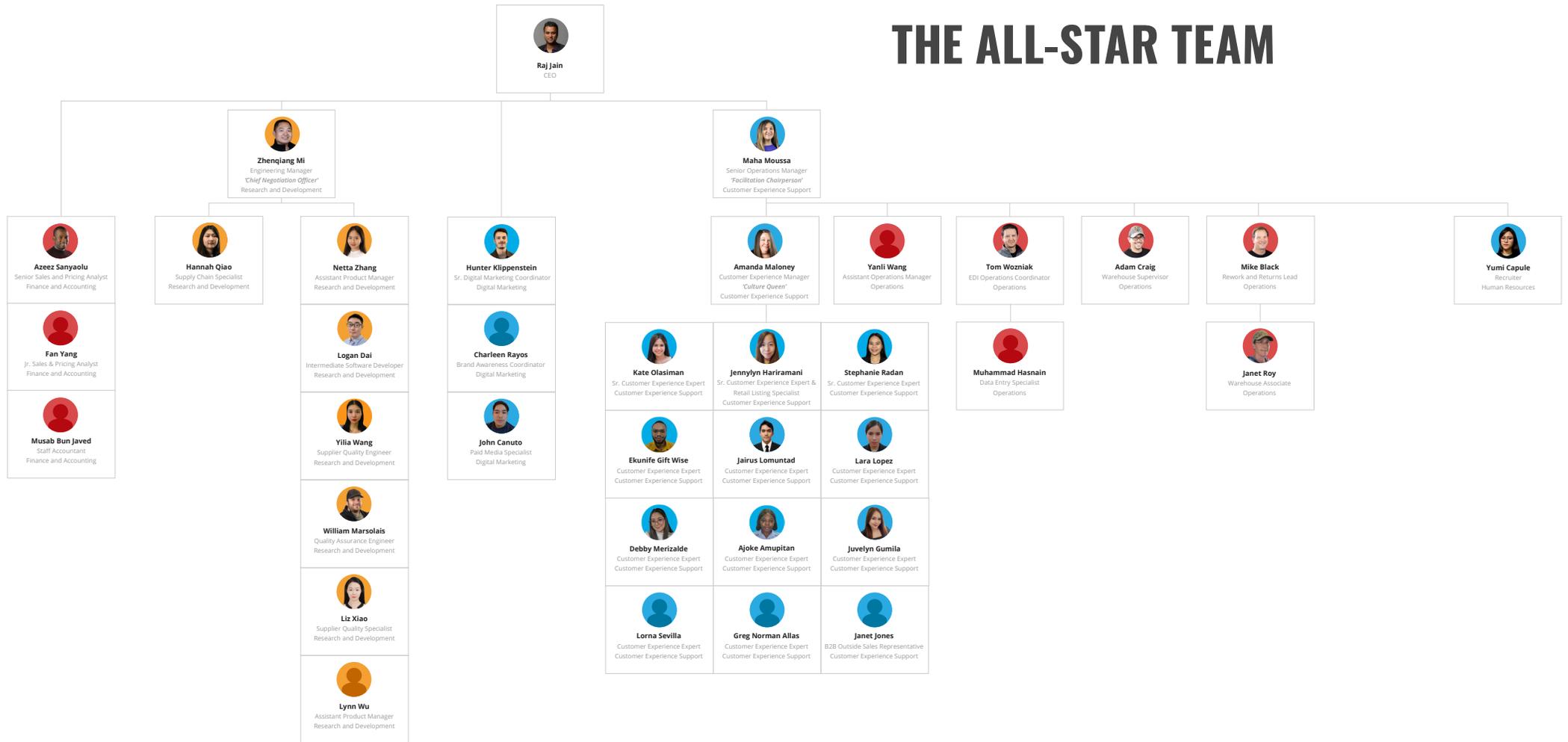
**Customer Experience Support:** Philippines, Nigeria, Colombia

**Consultants:** Pakistan, India

## WHERE WE SELL



# THE ALL-STAR TEAM



# HOW WE COLLABORATE

Effective communication is part of our winning formula. By sharing concise, timely and accurate information, we can ensure everyone stays in the know. We recommend a quick visit to someone's desk or sending a Microsoft Teams or Asana message so everyone can plan their day is our preferred method of internal communication.



# MICROSOFT TEAMS VIDEO CALLS

When team members are not in the same office, video calls are a great way to connect to one another, build rapport and ensure no communication is lost in translation. Video should be enabled for all meetings unless there is a bandwidth issue.

# TEAM MEETINGS

Department Coffee Sessions With the CEO

- Twice a year to stay aligned

Monthly Town Hall

- The CEO, Senior Operations Manager, and Engineering Manager meet monthly to review the successes and challenges of the previous month, discuss strategic adjustments, and implement new processes to drive the company toward achieving the upcoming month's goals.

Quarterly Strategy Sessions

- The CEO, Senior Operations Manager, and Engineering Manager meet quarterly to review the successes and challenges of the previous month, discuss strategic adjustments, and implement new processes to drive the company toward achieving the upcoming month's goals.

# MEETING GUIDELINES



## Time

- Start on time and aim to end five minutes early.
- Share meeting materials in advance so participants can prepare
- Meetings should be 25 or 50 minutes max
- Set an alarm at the halfway point and 5-minute warning
- Standup meetings are encouraged where appropriate

## Objectives

- Clearly define the purpose of the meeting
- Send agendas in advance via Asana

## Attendees

- Invite only the necessary participants
- Clearly define roles
- Assign a note-taker

## Discussion Framework

- Where are we?
- Where do we want to go?
- How do we get there?

## Focus

- The meeting lead is responsible for keeping the discussion on track and moving forward

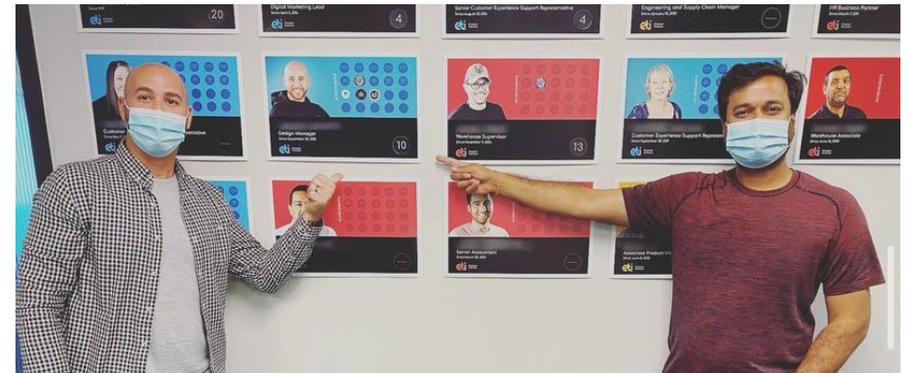
## Summary & Follow-Up

- Share a meeting summary the same day via Asana or Teams
- Include action items, owners, deadlines, and checkpoints
- Schedule any follow-up meetings through Outlook
- Always keep our vision, mission, and core values top of mind when making decisions.

Always keep our vision, mission, and core values top of mind when making decisions.

# PERFORMANCE RECOGNITION

Part of our culture includes celebrating wins. We encourage everyone to follow the best practice of praising in public and reprimanding in private. Opportunities to recognize others can be done through Teams, Monthly Express Town Halls, Quarterly Full Town Halls, Achievement Posters, Huddles, and walking by someone's desk to say a few words.



# PERSONAL RECOGNITION



ETI enjoys celebrating the good times with you and help you through the tough ones. We like to acknowledge significant events which may include, but are not limited to, birthdays, the birth or adoption a child(ren), or the passing of a loved one. Part of recognizing these events may include posting notices within the Teams chat group and other items at your discretion.



# HOW AM I DOING?

Everyone likes to know how their contribution is regarded and to understand what performance expectations the Company has of them.

# PERFORMANCE EXPECTATIONS AND EVALUATIONS

Performance review meetings are intended to provide this feedback. At ETI to help ensure everyone receives meaningful, actionable, and consistent performance feedback, the following schedule has been designed. Please refer to the Performance Management Project listed in Asana for more details and templates: <https://app.asana.com/0/1184696820913197/list>

## DAILY PRIORITY SETTING

Within the first 30 minutes of your workday, you will share your daily priorities with your manager to ensure alignment.

This update will include:

- Yesterday's priorities and their completion status
- Today's priorities
- A screenshot of your Outlook calendar showing your priorities scheduled as blocked time

This process helps improve team performance by increasing clarity, accountability, and alignment, enabling the team to focus on the right priorities and collaborate more effectively.



# WEEKLY (OR BI-WEEKLY) CHECK-INS

Managers will discuss how the last week went, ensure priorities are aligned for the current week and how you are progressing on your vision. No preparation is required in advance on the part of the team member. Ps. This is not applicable to department lead positions, as you will be provided with this feedback on a regular basis from the CEO.

## MONTHLY-ONE ON ONE MEETINGS

Each month, team members will have the opportunity to reflect on their work and discuss what is going well and what may need improvement with their manager.

During the first 50-minute 1:1 meeting, the team member will share updates and progress. The manager will also provide feedback related to performance, key result areas, and alignment with the company's core values.

In the second 50-minute 1:1 meeting, you will review and discuss your updated go-forward plan to ensure you are meeting performance standards. This conversation will also include time to share anything else that may be on your mind.

Please note: managers will meet more frequently with their own managers. All managers will have weekly 1:1 meetings instead of monthly sessions.

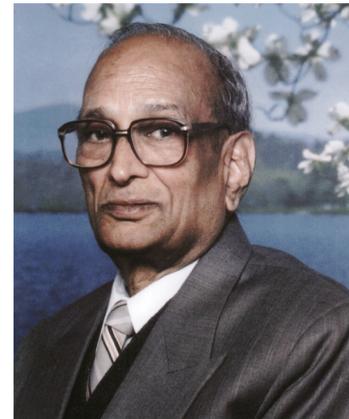
# ANNUAL REVIEWS

Once a year, by the end of the first quarter, you will have a comprehensive formal review that covers the last calendar year. This incorporates a self-evaluation, feedback from direct reports (when applicable) and your manager. This review will also cover where your manager feels outside learning can up your game, what the next step in your career is, and if you qualify for a raise. This meeting will take between 1.5-2 hours.

# CAREER PATH

At ETI we really want to help all team members harness their full potential and achieve their career dreams. We will aid in this process, but this must be driven by the team member themselves and there is no room for spoon feeding here.

# KISHAN CHAND JAIN (KCJ) TALENT DEVELOPMENT INITIATIVE



**Kishan Chand Jain**  
(October 11, 1922 to September 15, 2011)

President of the Delhi Silver Merchant Association, KCJ was a successful entrepreneur who designed, manufactured and distributed silver jewellery throughout India. He simultaneously held seats in three major stock exchanges in New Delhi, Bombay, and Calcutta, all while raising

six children single-handedly. He was a strong believer in continuous learning at any age. This philosophy was instilled in his children and grandchildren. KCJ passed along his knowledge of key business skills and life lessons to his family starting at a young age. He knew that developing your mind was a very important factor to health and wellness and this quickly became a core foundation of the Jain family.

In his honour, his grandson, Raj, continues his legacy of personal development by creating the KCJ Talent Development Initiative that embodies this philosophy.

We will also have specialized training company wide for certain roles, departments and individuals.

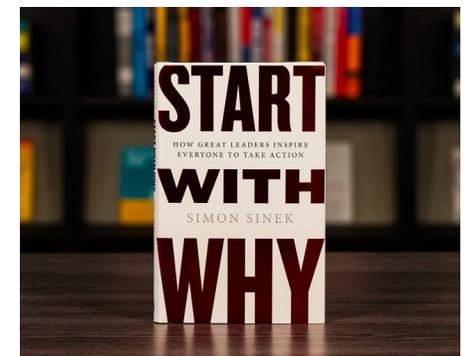
At ETI, we encourage team members to engage with continuing education programs. With the approval of your manager, full time team members are eligible for full coverage of professional development opportunities such as:

- Course from an educational institution
- Seminars
- Conferences
- Workshops
- Books
- Apps
- Podcasts
- Fees associated with maintaining a professional designation

If you wish to enroll in an activity that will further advance your skillset, please complete a KCJ Talent Development Request Form for approval first. After successful completion of the program or activity, an evaluation form must also be completed.

All receipts submitted for payment in relation to professional development, must be pre-approved by your manager/ supervisor prior to registration. Payment will be made directly by the Company.

On an annual basis, the team member that best embodies the KCJ continuous development philosophy will be awarded the KCJ Award. The prize is a \$500 Everything Gift Card.



# WHAT HAPPENS IF I REALLY MESS UP? - PROGRESSIVE DISCIPLINE

At ETI we strive to treat all team members fairly, justly, and equally. Sometimes mistakes occur, and when they do, we will work together to resolve them. In discussing these matters the we will strive to:

- Hold these discussions in private;
- Provide an opportunity for the team member to explain their side of the story
- Inform the team member of the disciplinary actions if any

Steps in the process are as follows:

- **Verbal Warning:** This warning will be issued on the first unsatisfactory performance and/or misconduct. A disciplinary memo will be completed and added to the team member's personnel file, as well as an email to the individual.
- **Written Warning:** This warning outlines that the unsatisfactory performance and/or misconduct has continued. A letter will be completed and added to the team member's personnel file. The form will include the cause for warning, the team member's explanation, and the recommended corrective action. as well as an email to the individual.

- **Final Warning/Suspension (without pay):** The letter will put the team member on notice that his or her unsatisfactory performance and/or misconduct is not acceptable and that failure to immediately correct it may be cause for more serious disciplinary action that may include termination of employment for cause. A disciplinary letter explaining the serious nature of the incident, the duration of the unpaid suspension and steps to correct the matter will be added to the team member's personnel file as well as emailed to them.
- **Termination/Dismissal:** Would be the result of the team member's continued failure to correct unsatisfactory performance and/or misconduct despite prior warnings or reflects a serious infraction of the standards of team member conduct that warrants termination of employment for cause without prior warnings. In the event of termination without cause, employees are limited to their minimum entitlements under the Employment Standards Act, 2000 ("ESA").

PS. Any step in this process may be repeated prior to moving to the next one. Alternatively, any step or steps may be skipped in favour of a more severe penalty. The Company is not required to follow this policy for team members within their probationary period.

# WORK HARD PLAY HARD

**Fun Floor:** Everyone needs a little rest and relaxation and the second floor of the Niagara-on-the-Lake site was designed with just this in mind. Here you will find massage chairs, a ping pong table, foosball table, a full-size arcade video game, treadmill and prayer/meditation/quiet room. Ps. We also have a leader board for those that are competitive. After you are done using the equipment, please ensure that you tidy up and disinfect everything used.

**Quarterly Events:** To keep us all engaged, our Culture Queen plans and delivers a fun event every month.



# EVENT CONDUCT

We are proud of our spirited company events here at ETI! They are a big way for us to show our appreciation to all team members, celebrate milestones and create a forum for building strong work relationships.

While these events can be less formal than our normal workday, there are still some basic behaviours and a level of individual conduct that is important we maintain. As great as our team is, we are connected for the purpose of work. Our aim is that you have fun while also avoiding any embarrassing consequences. Some good rules of thumb for company events are to be modest with your drink sizes and quantity and avoid the use of recreational marijuana or other illicit substances. We strongly support the policy of don't drive while under the influence of any substance. On that note, we strongly recommend that team members who plan to drink even a minimal amount of alcohol at company events pre-arrange for their transportation home. If you do not have a safe way home, the company will cover the cost to do so.

# OFF DUTY CONDUCT

Keep in mind that what you do off-duty can reflect on ETI because of your association with the Company (such as via social media, professional networking sites, if you are giving out your business cards, or any ETI branded clothing you may be wearing). Please avoid acting or making any statements/ comments in ways that may harm the interests, reputation, or goodwill of the Company.

# POLICIES AND PROCEDURES

It is important to us that our workplace is a happy, respectful, and friendly one. We want you to want to be excited to come to work each and every day. As an innovative service-oriented company, ethics, honesty, and integrity are important elements of our Love Core Value.

# HOW YOU SHOULD ACT



We don't want to outline too many rules when it comes to how you should act while working at ETI, but a good starting point for any decision in terms of behaviour or response is to use common sense and good judgment. Treat others how you would want your closest family members to be treated. Be considerate, respectful, open minded, and try to find the middle ground.

To preserve the core values and business principles that ETI is founded on, team members must stay away from behaviours that are:

- Dangerous to anyone's safety
- Criminal
- Have a negative influence on workplace morale
- Are detrimental to the success of our business

Our vision is to empower everyone. At a basic level, this starts with taking responsibility for how you act and how you are seen. When we hold ourselves and others accountable, we can create a self-sustaining and self-managing ecosystem where we each can excel and improve the company.

# PLAY NICE

Don't be rude: Gossiping, shouting, obscene language, fighting or any other negative behaviours towards our customers, visitors or other team members has no place at work. Check out our Respectful Workplace policy and Security of Property and Antitheft policy for more details around this.

If your manager feels that your conduct on or off the job negatively affects you or another team member while at work, or ETI's business interest or reputation, you will be asked to correct the situation. If we feel that you should have known better, you will also likely be disciplined.



# RESPECT OTHERS

ETI provides a workplace free from violence, harassment, and discrimination. This policy applies to all team members and covers all forms of violence, harassment, and discrimination prohibited under human rights legislation. For additional information, check out Appendix B: "Respectful Workplace"

# CUSTOMERS 1ST. ALWAYS.

ETI's reputation has been built on excellent service. Maintaining this reputation requires active participation from everyone. Team members should always try to end every customer interaction positively and do what it takes to make sure customers are happy with our products.

The opinions and attitudes that customers have toward our Company may be influenced for many years by the actions of just one team member. Bad news also travels fast: one unhappy customer can turn into many as they share their experience with associates, friends, family members and the world through online reviews and social media.

We want to know when our customers have problems so we can correct them. If you receive a verbal or written complaint from a customer about any of our services, please let your Manager/ Supervisor and the Brand Experience Manager know so we can work together to resolve the situation as fast as possible.



# COMMUNICATION ETIQUETTE

Whether you're using the phone, email or chat to communicate with our customers, suppliers, or community, how they feel about us starts with their first interaction and we want to put our best foot forward.



Here are best practices to follow:

- Answer phone calls, emails and chats quickly and in a friendly way
- Always introduce yourself
- Show respect and courtesy
- Handle all communication in a thoughtful way. Stay patient
- Respond to all forms of communication within one business day

# YOUR CELL PHONE

To ensure high productivity and to maintain focus, the use of personal cell phones should be kept to an absolute minimum while working. While at work, your personal cell phone should be:

- On silent
- Kept out of view, unless extenuating circumstances are present
- Only used for personal purposes during break times
- If you need to take a personal call, please step away from your desk and into a private area so it does not disrupt others working around you

Ps. Exceptions to this are for team members who are using their personal cell phone for business purposes.



# MUSIC

Creating a positive work environment also means giving team members some control over how they work. Music can be a big part of helping team members stay focused or get creative. You can listen to your own music through headphones or a commonly shared device. We ask that you have the volume low so that you're able to hear others when they speak to you. This can be particularly handy in cases of emergency or when there are limited donuts remaining in the kitchen.



Don't be that person; keeping your volume low is also important for those around you. When you opt for some background sounds, keep the volume low enough so that others around you are not bothered by it. When in doubt, just run a sound check with your neighbours to make sure they are comfortable.

Team members can use headphones when working at their desks in the office, however, headphones of any kind are not permitted in the warehouse, as this can pose a safety hazard.

# WHAT TO WEAR

We are generally easy going when it comes to what you wear to work and have an open dress policy. Team members are welcome to dress casually. Clothing and shoes should be tasteful, clean and in good shape. Sweatshirts, sweatpants and hats are acceptable! In keeping with these guidelines, examples of inappropriate clothing and other items would include:



- Any item that bears offensive images or text
- Clothing that reveals ones' midriff or is otherwise very revealing

Team members working in the warehouse must wear clothing and personal protective equipment (PPE) at all times that is appropriate for the environment, which may include:

- Steel-toed shoes
- Temperature- appropriate clothing
- Safety vests, hard hats, gloves, suits, or protective eyewear, as required

# KEEP IT CLEAN

It is important that everyone also observes good habits of grooming and personal hygiene and avoid any personal practices or preferences that may be hard to handle for others. With the rise in health concerns from exposure to scented products, the Company is a scent-free workplace. As such, please don't come to work wearing any perfumes, colognes, or scented body lotions.

# SAFETY BOOTS

Canadian Standards Association approved steel toed boots must be worn by full time or contract warehouse team members at all the times when in the warehouse. Warehouse team members who have completed their probationary period are eligible for a reimbursement of up to \$125 every two years towards the purchase of CSA approved steel toed boots, upon submission of proper receipts to their Manager/Supervisor.



# CONFLICTS OF INTEREST

We aim to maintain working relationships with our team members that are mutually beneficial, for each one of us as individuals, as well as the collective “us” that is the Company. Conflict of interest situations come up where personal activities or interests of individual team members may cause someone to act in their own best interest and not the best interest of the whole, aka. the Company. There should not be a time when something that benefits you personally negatively affects ETI.

Examples include:

1. **Outside Activities:** Team members must disclose to their manager if working or maintaining a business outside of their position with ETI. Outside activities may be permitted provided that:
  - It does not interfere with you being able to do a great job here
  - It does not put you in competition with what we do here or what we sell, and your other role or business does not benefit in some way from your employment with us
  - It does not involve the use of Company resources, which includes time, connections, and unique knowledge that you gain here
2. **Getting Personal:** A team member who is in a romantic relationship with another team member is encouraged to be open and honest about this with their manager. It's import-

ant that the potential impact of such relationships at the work environment are properly disclosed and reviewed. This helps to ensure that a personal relationship doesn't lead to a real or perceived conflict of interest, bias, favouritism and/or lead to charges of harassment or discrimination.

More importantly, Managers are encouraged to resist developing personal relationships with team members who report directly to them. Should a consensual relationship develop between with team member of greater authority, the team member in the position of greater authority is responsible for bringing the relationship to Management's attention including the CEO.

If a personal relationship has led to or can reasonably be expected to lead to a conflict of interest, bias, favouritism, harassment or other negative impacts on the Company, we may take the following possible courses of action:

- The team member in the position of greater authority may be asked to remove themselves from influence, input, or decision-making power over the other team member
  - The team member of less authority may be transferred to another area of the Company
  - Other appropriate actions that make sense in the set of circumstances presented at the time
3. **Conflicts of Interest in the Hiring Process:** ETI will consider team member's family members for positions in the Company provided that they have the right mix of qualifications and also provided that, by doing so, we don't create a

direct or indirect Management relationship with a relative, or some other conflict of interest.

4. Gifts and Gratuities: An important part of our business is choosing vendors and/or any person who provides services to the Company based on the quality of their respective products and/or services, and pricing. To make sure of this and that team members are not swayed by enticing gifts or “extras”, we ask that team members not accept any gifts or gratuities from a business partner of any kind. Team members will be asked to acknowledge and sign off on our Gift and Gratuity policy (see Appendix C) via an online sign off twice a year along with our business partners.
5. Stock ownership in a company that ETI does business with that is over 5% of your net worth is prohibited.
6. Doing any work or business with a company that is a supplier (direct or indirect) or a customer, for payment or volunteer, is prohibited.

## REPORTING A CONFLICT OF INTEREST

Conflicts of interest can sometimes sneak up on you or can be difficult to identify when you are in the middle of it. For this reason, we encourage everyone to keep an eye out and let us know when you may spot the elusive set of circumstances that suggest interests may be at odds with one another. Team members who believe they have witnessed a conflict of interest, or where they reasonably believe that they may be engaged in any activity which could present a conflict of interest should seek out their Manager/Supervisor and the CEO.

## INVESTIGATION

ETI wants to resolve claims of conflict of interest as quickly as possible. Investigations will be conducted as needed, and the appropriate actions taken no longer than fifteen (15) business days following the filing of a complaint.

# NO RETALIATION

We openly encourage team members to report any conflict of interest so we know that it is equally important to assure you there will be no retaliation against any member making a complaint by a Respondent (the individual responding to the alleged conflict of interest), or anyone acting on behalf of the Respondent, against any witness providing information about a conflict of interest report, is also strictly prohibited.

This being said, any complaint made in bad faith (in other words, that is clearly unfounded or is brought forward with alternative, negative intentions), will result in disciplinary action being taken.

# CONFIDENTIALITY AND EXCLUSIVE INFORMATION

As an ETI team member, you will be exposed to some very exciting and exclusive information! This transparency makes us who we are, provides significant advantages in the market for us, and is the strategic foundation on which our business is built. You are now part of the in-crowd! Confidential or exclusive information refers to information that is owned by the Company related to what we do, how we do it or what we plan to do. This information is protected by our confidentiality agreement, common law rights, or patents/patents pending.

Examples include:

- Pending projects/products and/or future projects/products
- Product design and development processes
- Anything heard at a Townhall
- Sales or marketing plans and projections
- Business processes or approaches
- Earnings and other financial information, including what may be posted around the office on a TV screen
- Customer information, including financial information and price lists
- Team member information, including current and past employees

Confidential information that team members only come to know as a result of working with the Company must not be used for furthering any project or business you are involved with, third party you are connected with, or as a means of making personal gain. Any violation of our confidentiality policy will have very serious repercussions up to and including dismissal.

# CONFIDENTIALITY AND EXCLUSIVE INFORMATION

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Examples include:

- Pending projects/products and/or future projects/products
- Anything heard at a Townhall
- Sales or marketing plans and projections
- Customer information, including financial information and price lists

In your role, you may be entrusted with access to and use of the Company's latest unreleased technologies through participation in internal testing and the New Product Introduction (NPI) process. In addition to any other confidentiality requirements outlined, the following specific provisions apply:

- **Showcase or Demonstration:** The Team Member agrees that it is strictly prohibited to showcase or demonstrate any internal testing samples to third parties, including but not limited to, ETI team members who are not included in the project, family, and friends.

- **Return of Products:** Upon completion of internal testing, you agree to promptly take down and return the product to the Company. Internal testers will receive either their original or a new device after the official product launch to the market.
- **Disclosure on Social Media:** The Team Member expressly agrees that it is strictly prohibited to disclose any information related to the product, including but not limited to, product features, launch schedules, technologies, firmware, UI, and/or industrial designs on any social media platforms.

Any violation of our confidentiality policy will have very serious repercussions up to and including dismissal.

# COMMUNICATION SYSTEMS AND TOOLS

Our “communication systems” include email, messaging software, computers, our server, the internet, telephones, scanners and photocopiers, fax machines, and drives.

These systems are always to be used in a professional, courteous and respectful manner. Team members aren’t allowed to use these systems for sending harassing, discriminatory or pornographic material; leaking of confidential material;

transmission or downloading of copyrighted material; defamatory comments; or even accidental or purposeful transmission of a computer virus.

# SYSTEM SPECIFIC DIRECTIONS

**Email:** No personal emails should be sent or received to your company email address. Make sure you are using out of office or vacation email alerts when you’ll be away from the office for more than a half day.

**Messaging Systems for Chatting (such as Microsoft Teams):** No personal messages should be sent or received to your chat profile.

**Internet and WIFI:** Be smart about how you use our Internet systems. Like everything here, we provide this resource for business use only. Some websites deemed inappropriate for work have been blocked.

**Software:** All software used by the Company is specially licensed. Team members shouldn’t duplicate copies or download software from their computer to other computers or vice versa.

**Computers:** Check with your Manager before changing any operating system settings, including permissions and passwords for users, creating shared folders with individuals outside the company, changing user accounts, modifying files or folders within in the directory, changing encryption, privacy or security settings.

**Corporate Mobile Phones:** Personal use of the corporate mobile phones are not allowed.

## What Not to Do

- Download any software onto the Company server or computer systems without checking with Management.
- Download or install any executable file (ending in “exe”) without being directed to do this by Management.
- Click on pop-up messages that appear on screen from preinstalled software on the computer, from email, or from an Internet browser if it is unfamiliar or not qualified by Management. If this looks like something important, please bring it to the attention of Management to figure out what, if any, actions you need to take.
- Download email attachments or open links contained in an email from an unknown or unfamiliar sender, or where such documents or links appear suspicious. Contact Management with any questions or concerns.
- Store personal information on ETI’s systems or devices.
- Use personal equipment on the Company equipment/ computers, such as memory cards, personal smart-phones/cell phones, flash drives/ USB’s and MP3 players, etc.
- Connect your personal cell phone to our systems or equipment. If you need to charge your personal electronics, please plug them directly in a wall outlet.
- Copy or transfer any files, software or documents without authorization from the Company.
- Use our system or equipment for outside commercial

ventures, religious or political causes, outside organizations, illegal purposes, or other any non-job-related reason such as entertainment or gaming, or to disclose, store or send confidential, proprietary, secret or privileged information.

Our policies about conduct as well as creating a harassment free and inclusive workplace also apply to the use of the Communication Systems. Team members are also reminded to keep it clean: do not access pornographic content, share sexual jokes (in word, GIF or meme form), or sexually suggestive or other offensive objects, pictures or cartoons on displays. Be careful what you forward.

## THE EYE IN THE SKY AND EXPECTATIONS OF PRIVACY

Remember, nothing done on or within an ETI network and/or when using ETI equipment is private! This includes activities on the internet used via our WIFI. We can and will occasionally monitor the usage of all communication and data storage systems, including emails and messages, both in real time and via histories, records and content. We may gather information on Internet or email activity, system functionality, or equipment to monitor for various reasons, including systems maintenance or audits.

The use of the Communication Systems and the transmissions

sent/ received may be monitored or examined by the Company. We can examine and analyze e-mail, personal file directories, Internet access logs, One Drives and other information stored on our systems. When using our systems, team members shouldn't have an expectation of privacy with the information stored, sent, or received through these systems, whether encrypted or not.

While we hope that we never have to rely on it, we hold the right to access and disclose the contents of the communications/transmissions when we need to for our own purposes, by law, or by legal obligations, to third parties. Team members are also reminded that setting passwords or deleting messages or histories does not stop us from being able to access communications, in real time or records.

Only authorized people within the Company or specifically chosen Consultants will have the right to access/ review, use and disclose contents and communications inside our systems. Team members and users will not always be given notice. Team members also shouldn't access or try to access another's electronic communications without having the right/ authority given by the Company.

## ETI MOBILE COMMUNICATION TOOLS

ETI might give team members equipment or devices such as laptops, iPads, smartphones/cellphones, or other mobile devices to use for work with the Company.

Please keep in mind that these are the property of the Company. If you're entrusted with such a device, you're responsible for protecting this device. Protect this equipment like you would your very own! Let your Manager know when a breakdown or malfunction occurs so that it can be quickly repaired or replaced.

Team members given these devices will be responsible for any costs to the Company as a result of damage or the loss of the equipment that is the result of the team member's misuse, abuse, or carelessness.

Except when given a cell phone or laptop, all electronics must be signed out when leaving the office or warehouse.

# HOW ETI WILL ACT

## FOCUS ON DIVERSITY

As defined by the Merriam-Webster dictionary, diversity is “the condition of having or being composed of differing elements: variety.”

Fostering diversity is fundamental to our growth and progress. We believe that success happens where new ideas can flourish – in an environment that is rich in diversity and a place where people from various backgrounds can work together in harmony.

Our diversity mission is to continue to be a Company with the following characteristics:

- Supportive and inclusive
- A preferred employer and vendor for different groups in the community
- Fostering an environment where every team member understands and values differences

Recognizing and encouraging the uniqueness of individual contribution within a team environment is very important to us. This philosophy can be seen in our recruitment, compensation, training and development and recognition practices.

All team members at ETI will be treated as individuals according only to their abilities to meet job requirements, and without regard to factors such as race, sex, colour, ancestry, place of origin, ethnic origin, same-sex partnership status, sexual orien-

tation, age, disability, citizenship, family status or marital status, creed, gender identity or gender expression, or any other factor that is legislatively protected within the province where the team member works. Any kind of discrimination or harassment based upon these factors is neither permitted nor condoned, and above all, will not be tolerated under any circumstances.

## ACCESSIBILITY AND INCLUSION

ETI is committed to ensuring equal access and participation for people with disabilities both for our team members and customers. We are passionate about treating people with disabilities in a way that allows them to maintain their dignity and independence. See Appendix D: "Accessibility and Inclusion" for additional information on this policy.

## ACCESSIBLE CUSTOMER SERVICE

ETI supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA) and the Accessibility of Ontarians with Disabilities Act (AODA). We strive at all times to provide our services in a way that preserves the dignity and independence of people with disabilities, providing individuals with disabilities the same opportunity to access our services with the same quality and timeliness that others do. Each request for accommodation will be considered individually. Additional information on this policy can be found in Appendix E: "Accessible Customer Service"

## INSIDE AND OUTSIDE HIRING

Candidates for job vacancies may be found in existing team members or from outside sources. Whenever possible, ETI will hire from within, provided qualified team members are available.

Promotions are determined on the basis of current job performance, performance reviews, additional personnel file documentation, experience, education, knowledge, skills, aptitude, exemplifying the core values, and any other qualifications required to fill the position. ETI will fill positions with the most qualified candidate for the position, including recruiting and hiring from outside the Company.

When a vacancy becomes available, Management and the hiring committee will work together to complete the full recruitment cycle.

Any candidate who deliberately misrepresents or falsifies information during the recruitment or selection process shall be eliminated from the selection process and, if employed, shall be subject to discipline.

Former team members who left the Company in good standing may be considered for re-employment if they meet qualifications and experience as outlined in a posted position. Former team members who resigned without written notice or who were dismissed for cause may not be considered for re-employment.

# EMPLOYMENT VERIFICATION POLICY

The Company does not provide references for team members. The Company will happily provide verbal or written confirmation of employment for team members. Team members must complete the Request for Verification of Employment form and submit to the Controller for any verification requests.

Please refrain from providing employment verifications or references on behalf of the company as doing so could have legal ramifications for ETI. The Company will verify employment for financial credit purposes provided that the team member has given the Controller consent to release the information to the financial agency.

# PERSONAL INFORMATION

The Company maintains a personnel file on each team member. This file includes a team member's job application, resume, records of training, documentation of performance appraisals, salary increases, and other employment records.

These files are kept safe and secure and are the Company's property. Access to these files is restricted. With reasonable advance notice and in the discretion of the Company, team members may review their own file upon request.

It is the responsibility of each team member to promptly notify the Company of any changes to their personal data by notifying the Controller within three (3) business days. This includes but is not limited to mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, etc.



# THE GOOD STUFF

aka Pay, Vacation and Perks

# HOURS OF WORK AND ATTENDANCE

As a member of the team, you will be expected to work a minimum set number of hours as outlined in your employment agreement. At times you may be expected to work additional hours as required.

Those roles eligible for overtime will be outlined in your employment contract. Please talk to your Manager/Supervisor if you are unclear about working hour expectations and/or if a deviation from the foregoing regular work hours is necessary.

ETI office buildings can only be accessed during operating hours and based on your department's or your role's schedule. The company's standard hours of operation are Monday to Friday from 7:00 am to 6:00 pm. Office hours may vary from time to time due to business requirements. Please note that ETI will attempt to provide advance notice regarding any change in hours of work, but reserves the right to make such changes without any advance notice.

If a team member is going to arrive to work late or leave early, please refer to the Absenteeism and Tardiness policy below.

# WEEKEND HOURS

From time to time, a team member may be asked to work on a weekend day depending on business needs.

## Full Time Salaried Team Members

Salaried team members that work four to six hours on a weekend day will receive a half lieu day. Salaried team members will receive a full day (lieu day) when working six hours and up to eight hours on a weekend day.

Team members must use their lieu day(s) within 90 days of earning them. As an exception, any lieu pay earned but not used, will be paid out on the final pay period of the year and the lieu time forfeited. Please talk to your Manager/Supervisor if you are unclear about what qualifies and does not qualify for lieu time.

## Full Time Hourly Team Members

Hourly team members will be compensated for weekend work as outlined in the Overtime section.

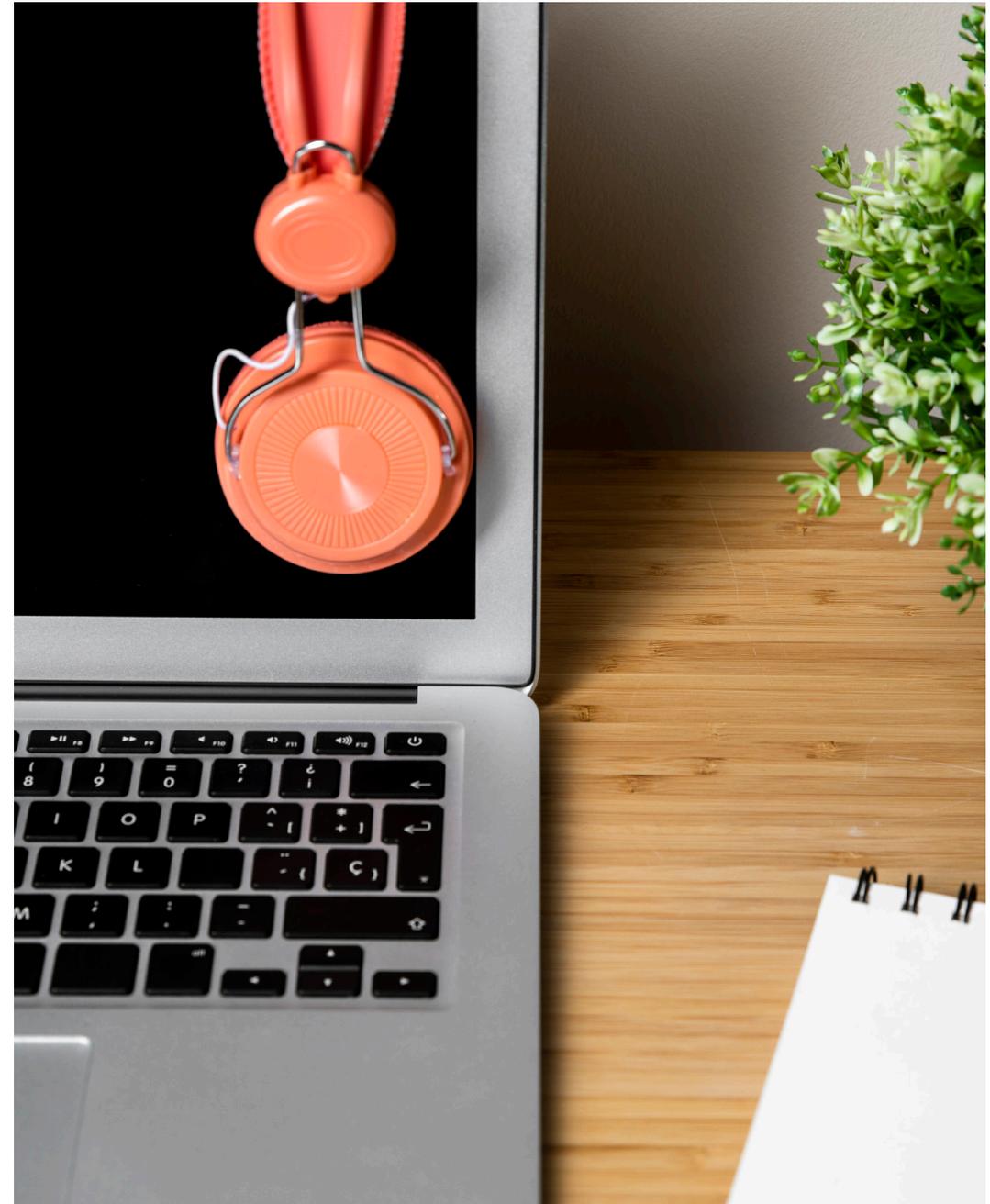
# WORKING FROM HOME

ETI does not generally permit Team Members to work from home. If there is a business necessity while an employee is away from the office, there may be a temporary work from home arrangement approved. All exceptions must be pre-approved by your manager.

If a team member has a personal illness, it is generally not permitted to work from home. To promote rest and recuperation, ill team members are highly encouraged to disconnect from work and focus on their recovery. Only in emergency situations will a team member be permitted to work from home while ill.

ETI also recognizes that team members may need to take time off work to care for ill family members. Please see the Sick Leave and Family Responsibility Leave policy for more detailed information regarding available time off options. Working from home while caring for a family member is generally not permitted and any exceptions must be pre-approved by your manager.

As a reminder, as per the Inclement Weather policy, it is at the discretion of your Supervisor/Manager if a work from home option is available in cases of inclement weather.



# OVERTIME

ETI will comply with the overtime requirements set out in accordance with the applicable provincial minimum employment standards legislation. Our intent is to work toward a level of efficiency in which staffing can meet customer requirements on a regular schedule.

The company will strive to provide reasonable notice when overtime is required where permitted. Please refer to your employment agreement to determine if your position is eligible for overtime.

## Full Time Salaried Team Members

For clarity, full-time team members are expected to work 44 hours per week. Your base salary covers weekly hours worked between 40 and 44 hours. While workloads may vary from week to week, the standard expectation is a 44-hour workweek. .

## Hourly Team Members

For clarity, full-time remote hourly team members are approved to work up to a maximum of eight (8) hours per day and will generally be scheduled for 40 paid hours per week. Hours worked may not exceed 8 hours in a day.

For all in-office team members, hours worked up to forty-four (44) in a week will be paid at your regular hourly rate. Any hours worked beyond forty-four (44) in a week will be paid at 1.5 times your regular hourly wage. All hours exceeding forty-four (44) must be approved in advance by your Manager or Supervisor.

# MEAL BREAKS



There is no designated lunch time - feel free to take lunch when you want and please do take a break so you can rest and recharge. Team members are provided with a daily thirty (30) minute unpaid break for any workday that exceeds five (5) consecutive hours. Meal breaks do not constitute hours of work for employment standards purposes, including the calculation of overtime.

Team members are required to clean up after themselves and to keep the kitchen clean. We are part of a team and everyone should treat the kitchen and office space with respect.

Please note that only light snacks are allowed at your desks and full meals are not to be eaten at your desk. This is so others do not get too excited (or offended) by your delicious smelling food, and ensures you have time away from your desk for a break. No food or snacks are to be left on your desk overnight and no food or snacks are permitted in the warehouse at all.

# TIMEKEEPING

Team members paid on an hourly basis need to punch in and out of work using Dayforce. Any breaks such as lunchtime, need to be punched in/out as well.

All team members must accurately track any exception time (vacation, sick, etc.) prior to the pay period end in Dayforce.

Recording another team member's time, with or without authorization, or falsifying time worked is not allowed and may result in disciplinary action.

# ABSENTEEISM AND TARDINESS

Consistent attendance and punctuality from all team members are important factors for our continued success. Absenteeism and tardiness can place a strain on other team members, on our customers, and on ETI generally.

We are aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. If you know in advance that you will need to be absent, please request this time off directly from your Manager/Supervisor.

In the instances when you cannot avoid being late for work or are unable to work as scheduled, you should notify your

Manager/Supervisor as soon as possible via Microsoft Teams in advance of the anticipated late arrival or absence. If you will be out of the office for 15 minutes or more, please message the entire ETI Teams group and send an Outlook out of office notice (with request for response turned off and your first name in the title followed by "OOO"). If we do not hear from you within 20 minutes of your start time we will call you on your mobile. If you do not answer within 60 minutes from your start time we contact your emergency contact to ensure you are okay.

Where appropriate, you should call in each day that you are absent. A team member who is absent from work for three (3) consecutive days without notifying and securing approval from their Manager/Supervisor will be considered to have resigned voluntarily.

# APPOINTMENTS

ETI recognizes that team members must balance their personal and work lives and at times must deal with life events during regular working hours. If you need to leave early due to an emergency, please let your immediate Manager/Supervisor know as soon as possible. Otherwise, all appointments and instances requiring a team member to be away from work should be scheduled a minimum of one (1) week in advance through your immediate Manager/Supervisor. We realize that unexpected situations arise, but giving as much advance notice as possible is appreciated.

For full time salaried team members, there is a three-hour appointment maximum. Any time off over three hours requires that you book a half vacation day. Anytime out of the office must be made up in the same week to ensure the minimum set number of hours is worked.

For full time hourly team members, it is encouraged to use up your available PTO balance prior to requesting unpaid time off for appointments. Hourly Team members may be able to make up the missed time but this must be prearranged with the Manager/Supervisor.

## **PAYROLL**

The work week runs Sunday – Saturday and team members are paid on a bi-weekly basis via direct deposit. Team members are generally paid on Fridays, unless it is a holiday, in which case, payroll will be processed on the Thursday.

Electronic pay stubs will note the pay period for which the wages are being paid, hours worked, gross amount of wages, deductions, including applicable deductions on account of team member enrollment in the group benefit plan, if applicable, and deposit amount.

Statutory deductions for federal and provincial taxes, Canada Pension Plan, and Employment Insurance, all required by law, are deducted from team member earnings. These deductions may change, from time to time, as they are impacted by changes in the amount earned and by legislation.

Garnishments are pay deductions which may be taken by the Company pursuant to a court order, usually to help pay off a debt or obligation to others.

If you have questions concerning why deductions were made from your pay cheque or how they were calculated, please contact your Manager and the Controller via Teams message.

## **ONLINE PAY STATEMENTS & TAX FORMS**

Reduce paper and enjoy the ability to review your compensation history anywhere, anytime. All team members are automatically enrolled into Ceridian's online pay statements and tax forms upon joining the Company. A welcome email will be sent with login information and additional details when your first pay is processed.

## **PERFORMANCE REVIEW BASED INCREASES**

A performance review is considered separate from wage adjustments. However, each team member's performance and rate of pay will be reviewed annually, and may be adjusted based on performance.

# ERRORS IN PAY

We view paying our team members on time and accurately as a top priority. Proactive measures are in place to minimize and/or avoid errors in your pay. If you believe an error has been made, contact your manager and the Controller via Teams message immediately. Necessary steps will be taken to correct the error in a timely manner.

# VACATION

ETI understands the importance of vacation and encourages team members to take their earned time off each year to rest, relax, and maintain a healthy work-life balance. Our vacation year follows the calendar year. To promote proper rest, team members are required to use all but 5 vacation days, with at least one week taken consecutively.

For all time off including evenings, weekends, sick days and vacations we want you to fully relax so we highly encourage you to activate the quiet hours and days feature on Teams to cancel notifications during this time. There is no expectation to check emails or do other work on your personal time. Ps. If there is an important business issue that warrants work during personal time your manager will let you know of this in advance and if a critical issue comes up on your time off your manager will call or text you.

# VACATION SCHEDULING

Vacation dates will be approved on a first-come, first-served basis and business needs. Please note that Team Leads/Managers cannot take the same vacation days as their direct reports to ensure effective team management and readiness for any unforeseen issues. All team members are to provide a minimum of:

- For one vacation day: Provide 2 weeks' notice
- For two or more vacation days: Provide 2 months' notice
- One week or more: Provide 3 months' notice. Exceptions may be considered for extenuating circumstances, based on business needs.

Once the time off has been approved, please ensure to send an out of office reminder email to the entire ETI group with the request for responses off, as well as a Microsoft Teams message to the whole company 2 business days in advance of your time off.

Vacation entitlements may not be carried over from year to year, subject to statutory requirements. Any remaining vacation pay is paid on the final paycheck of the year.

# RESTRICTIONS

A vacation blackout period is in force for the Fulfillment Operations, Warehouse, Sales, Marketing and Accounting departments from November 1st to January 15th, inclusive. During this time, team members in these departments are not able to take more than three vacation days off. The first business day after a holiday weekend is also off limits for the warehouse team, exceptions may be granted for important or emergency situations.

# VACATION TIME

Regular full time team members accrue vacation time in accordance with the following schedule:

Vacation entitlements for the year accrue per completed month of service and will be prorated for team members that join ETI part way through the year. Vacation may be approved prior to accrual. Where a team member leaves ETI's employment prior to year end, any overused vacation will be deducted from their final pay.

Part time, salaried team members will be provided with vacation time prorated to reflect the actual hours worked.

Hourly team members will accrue vacation pay in accordance with the applicable provincial employment standards legislation and the Company's Vacation Time Policy. Any unused vacation

Length of Continuous Employment	Paid Vacation Time
In the first calendar year of active service	Two (2) weeks, pro-rated to the date of hire
In the next calendar year of active service	Two (2) weeks
After two (2) years of active service	Three (3) weeks
After three (3) years of active service	Four (4) weeks

pay will be paid out at the end of the calendar year.

# PUBLIC HOLIDAYS

The following days are paid holidays observed by the Company in Ontario. Variances may occur in accordance with the applicable provincial minimum employment standards legislation. For team members outside of this location, please refer to your employment agreement for additional information.

As per provincial employment standards, team members must work the last regularly scheduled day of work before the public

holiday and the first regularly scheduled day of work after the public holiday to qualify for public holiday pay.

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday (not an official statutory holiday. If you are required to work this day, you will receive a substitute lieu day)
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

To qualify for pay on the above days, a team member must meet the eligibility requirements of the applicable employment standards legislation.

Team members may be asked to work during public holidays and will be paid in accordance with the applicable provincial minimum employment standards legislation. A team member who agrees to work on the holiday, will be paid their regular wages for all hours worked on the public holiday and receive another substitute holiday (lieu day) for which they must be paid public holiday pay.

In all cases the Company will comply with the applicable provincial minimum employment standards legislation.

If you have any questions regarding which guidelines will apply to you, please contact your Manager/Supervisor directly.

If a holiday falls within a team member's vacation period, the team member shall be entitled to an extra day's vacation with pay.

**Religious Holidays:** Team members who wish to observe religious holidays, may take this time off as an unpaid leave or vacation.

## TEAM MEMBER BENEFITS

ETI is pleased to be able to offer regular full-time team members a comprehensive benefits program following their waiting period based on their employment agreements and/or agreements made with ETI. Please note your agreement is the final say on this. The Company reserves the right to cancel, revise, or amend any of the above noted plans without notice. Please refer to our benefit booklet for more detailed information on our benefits program.

## TEAM MEMBER PURCHASING PLAN

We love it when our own team members become brand ambassadors! All team members at ETI are able to take advantage of our Team Member Purchasing Plan which includes:

- One non-transferrable \$100 CAD credit per calendar year that expires on December 31st of each year
- 50% off the Canadian regular retail price of any product as listed on DefenderCameras.ca & MyLevana.ca

- For example, if the product you are looking to purchase is a regular retail price of \$100 CAD, your cost of the product will be \$50 CAD before tax.
- After placing your order online please send a teams message to Amanda, Maha and Tom with your order number. Use Code: ETITEAM. Employee must use their own personal credit card to make the purchase. Shipping not included.
- If the item is on promotion on the website at the time of our purchase, this code will not work. Please see the Brand Experience Manager to process your order.
  - For example, if the product you are looking to purchase is a regular retail price of \$100 CAD and listed for \$70 CAD on promotion, your cost of the product will be \$50 CAD before tax
  - Team members have a minimum price of \$25 per product purchased when using the Team Member credit.

**Please Note:** Team Member's cannot post their ETI purchases publicly for sale. These items can be purchased for friends or family at the team member purchase price, however team members are prohibited from making a profit on the sale of these items.

Shipping is not included on Employee Purchases. Team members can pick-up their purchases from the Niagara office.

## TEAM MEMBER EXPERIENCE PLAN

For new product releases under \$300 CAD retail, each team member will receive one free of charge within the calendar year it is released. For new product releases that are over \$300 CAD, 5 team members will be provided with the item free of charge. These 5 team members will be selected based on request and personal need. You may also sign out any product at anytime if you would like to test it or better understand it.

## TEAM MEMBER REFERRALS

We want more people like you on the team! The Team Member Referral Program provides a bonus to team members who refer a successful applicant. This referral bonus is available for each successful applicant that you refer. Please note that all bonus payments are subject to all applicable statutory deductions. Human Resources Department staff is not eligible for the referral bonus for applicants they meet during the performance of their HR duties (i.e. Job Fairs, etc.).

A successful applicant is a team member who is hired by ETI and successfully completes six months of employment with the company. The bonus payments are as follows:

- \$1,500 for Senior Manager roles
- \$1,000 for Representative, Assistant, Coordinator and Specialist Roles
- \$50 for all offshore roles

When referring an applicant, please ensure that you let the hiring manager know ahead of time.

## HOW DO I DEVELOP STRONGER RELATIONSHIPS WITH MY TEAM MEMBERS?

Good company and food are a perfect pairing. Throughout the year to further develop team member relationships, the following networking meal opportunities are available to all team members.

- a. CEO Department Appreciation Lunch (two times annually)  
In appreciation of team member efforts, a 30-minute on-site summer team appreciation gathering (dessert provided) and a 1-hour off-site end-of-year/holiday season appreciation lunch.
- b. Welcoming New Team Members - Introductory Lunch (one time) Managers will have the opportunity to welcome newly hired team members by taking the individual out for an introductory lunch.
- c. Welcoming New Team Members - Get to Know You. New hires and their designated buddy will have the opportunity to have a 45-minute off-site “get to know you” coffee session. Budget: \$5 per person, \$10 total.

- d. Manager & Team Member 1:1 Meal (two times annually)  
Managers will have the opportunity to 1-hour on-site 1:1 meal. This meal is not to be used for the purpose of providing performance feedback to the team member. Meals will be self-supplied.

Guidelines:

- Team members are strongly encouraged to pre-order their meal to allow for maximum efficiency.
- Please invite the CEO to all department lunches.
- Up to one hour can be taken for the meal (breakfast or lunch); without a reduction in pay. Note, the 30 minute meal period will remain unpaid.
- A maximum of \$22.00 (including taxes and gratuity) per person per meal will be contributed by ETI.

## BUSINESS EXPENSES

Team members are entitled to be reimbursed for any reasonable business expenses that were pre-approved in the exercise of your duties upon submission of proper receipts for such expenses in accordance with the Company policy. Reimbursement will be made through payroll via Ceridian.

## MILEAGE

Effective January 1 2024, kilometers will be reimbursed at \$0.50; this is subject to change annually. Please note that travel using a personal vehicle should be approved in advance.

## PERSONAL DEVICES

If a team member is working a considerable amount of time away from the office and requires contact with customers, consultants, contractors and/or colleagues, they may be eligible to receive a monthly reimbursement for wear and tear on personal devices, data and call minutes. If you are eligible for a reimbursement, this will be communicated to you by your Manager/Supervisor.

## BUSINESS TRAVEL POLICY

All receipts for these pre-approved expenses are to be submitted to your Manager for approval and then to the Accounting Department for processing. Appropriate receipts (ie. original receipt and credit card slip) must be accompanied by all expenditures. If you lose your receipt, you will not be reimbursed for this expense. When travelling on company business (overnight and/or require a flight, or on a day trip outside of Canada) the following maximum meal expenses are considered:

- Breakfast: \$15.00 including taxes and gratuity
- Lunch: \$20.00 including taxes and gratuity
- Dinner: \$25.00 including taxes and gratuity

(Note: Personal meals are not covered for business day trips. You cannot combine the amounts for meals and reduce the number of meals.)

Gratuity expenditures will be covered up to a maximum of 15% (pre-tax/subtotal).

For company business trips, please Teams message your manager once you have landed from a flight.

## SICK LEAVE AND FAMILY RESPONSIBILITY LEAVE

We understand that team members may not feel well every single day. All team members are eligible for three unpaid sick leave days (for personal illness, injury or medical emergency) and three unpaid family responsibility leave days (for illness, injury, medical emergency or other urgent matter concerning prescribed individuals) per payroll year in accordance with the Employment Standards Act, 2000 ("ESA").

Although the ESA states that the above-noted dates are to be unpaid, the Company will pay for three (3) of the above-noted

six (6) days, whether for sick leave or family responsibility leave for regular full time team members who have successfully completed their probationary period.

These days may be used consecutively if required and can also be used for appointments or caring for a family member. It is not intended that these days be used in conjunction with other days off such as vacation time.

The Company reserves the right to request a medical note to confirm fitness to return to work when appropriate.

Paid leave days cannot be carried over from year to year and will not be paid out at the time of cessation of employment or at the end of the calendar/fiscal year.

Paid sick/family responsibility days are accrued on a monthly basis (.25 days/month) and will be prorated for team members that join ETI part way through the year.

Paid sick/family responsibility days may be approved prior to accrual. Where a team member leaves ETI's employment prior to year end, any overused sick days will be deducted from final pay.

In the event that you are unable to report to work due to illness, you should notify your Manager/Supervisor as soon as possible via a Microsoft Teams message in advance of the anticipated late arrival or absence and if you will be out for half a day or more please message the whole ETI teams group and send an outlook out of office notice with request for responses off.

This entitlement shall be set off against any leave entitlements under applicable provincial minimum employment standard

related to sick days and/or family responsibility matters.

## **BEREAVEMENT LEAVE**

We extend our sincere condolences to those experiencing a death in their family. As a gesture of sympathy, regular full-time team members who have completed their probationary period are eligible for:

- 6 paid days for the death of an immediate family member. Immediate family member includes: parent, sibling, spouse and child, including in-law and step relations.
- 2 paid days for the death of a direct extended family member. Direct extended family member includes: aunt, uncle, cousin, niece, nephew, grandparent, including in-law or step relations.

There may be occasions when you may wish to attend the funeral of other relatives or friends (outside of the list provided above), and we suggest that you discuss this directly with your Manager/Supervisor.

Those who have not yet completed their probationary period, will be entitled to unpaid time off for bereavement purposes in accordance with provincial minimum employment standards legislation.

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.

# PREGNANCY AND PARENTAL LEAVE

The waiting period to be eligible for pregnancy and parental leave will be in accordance with Ontario’s minimum employment standards legislation. Once a team member is eligible for pregnancy or parental leave in accordance with Ontario’s minimum employment standards legislation, the length of the leave will also be governed by this legislation. Please refer to the chart below that outlines the amount of time a team member is entitled to in Ontario. This chart also outlines the amount of notice team members are required to give the Company prior to commencing the leave.

Team members are not required to take the full pregnancy or parental leave available to them. Team members have the option to return to work earlier. If a team member chooses to return early, they must notify their Manager/Supervisor in accordance with the notice requirements under Ontario’s minimum employment standards legislation. Although only two weeks notice is required prior to leave we would appreciate as much notice as you can give help plan workflow for your anticipated leave.

# FEDERAL GOVERNMENT BENEFITS

Both maternal and parental leave are taken without pay.

However, effective the date of issuance of this Team Member Handbook, Federal Employment Insurance Benefits will be paid to eligible persons for:

- Pregnancy Leave: Fifteen (15) weeks
- Standard Leave: Up to forty (40) weeks can be shared between parents, but one parent cannot receive more than 35 weeks of standard benefits.

Leave	Length	Qualifying Period for Eligibility	Notice Prior to Leave
Pregnancy	Up to seventeen (17) weeks of unpaid leave	You must have been employed by the Company for thirteen (13) weeks prior to the due date of your child.	Two (2) weeks written notice is required along with a medical certificate, if requested.
Parental	Up to sixty-one (61) weeks for birth mothers who have taken pregnancy leave. Up to sixty-three (63) for all other parents (including adoptive parents).	You must have been employed by the Company for thirteen (13) weeks prior to commencing the leave.	Two (2) weeks written notice is required.

- Extended Leave: Up to sixty-nine (69) weeks can be shared between parents, but one parent cannot receive more than 61 weeks of extended benefits

Please refer to <https://www.canada.ca/en/services/benefits/ei.html> for more information regarding the Federal Employment Insurance Program, eligibility, and potential benefit amounts.

## JURY DUTY LEAVE

ETI encourages team members to fulfill their civic responsibilities by serving jury duty when required. Team members must show the jury duty summons to their Manager/Supervisor so that they may make the necessary arrangements to accommodate the absence.

Team members are expected to report to work whenever the court schedule permits.

Either ETI or the team member may request an excuse from jury duty if, in ETI's judgment, the team member's absence would create serious operational difficulties.

Time off for jury duty is unpaid. Vacation time will continue to accrue during jury duty.

## WITNESS DUTY

Team members are also entitled to unpaid leave if they are subpoenaed for witness duty. If a team member has been subpoenaed or otherwise requested to testify as a witness on behalf of the Company, the team member will be paid for the entire period of witness duty.

Team members are expected to report for work whenever the court schedule permits.

## VOTING

In accordance with applicable municipal/provincial/federal laws, team members may be entitled to take leave up to three (3) consecutive hours for a federal, provincial or municipal election on election days to allow them to vote. Team members should give as much advance notice to their Manager/Supervisor as possible, and at least one (1) day before the election, or in accordance with the applicable municipal/provincial/federal laws, if they are eligible for voting leave.

A team member who has three consecutive hours available outside of their work shift during polling hours are not entitled to additional time off to vote.

# MEDICAL LEAVE OF ABSENCE

The Company recognizes that on occasion, team members may experience illness or injury that prevents them from attending work for a significant period of time. While it is our hope that team members fully recover and return to work as soon as possible, this section addresses the circumstances where this is not possible and outlines our mutual responsibilities.

When a team member becomes aware that they will be absent from work due to illness or injury, they are required to contact their Manager/Supervisor regarding the absence as soon as possible. Please note that team members are not required to divulge a diagnosis.

The Company will require the team member to supply written medical evidence of an inability to attend work if the absence is forecasted for longer than three (3) days (or sooner in the Company's sole discretion). It is important to note that any absences that are not supported by clear medical documentation will be considered to be unapproved, and subject to disciplinary action up to and including termination of employment for cause.

Throughout the medical leave, a team member will be required to provide medical documentation to the Company on an ongoing basis as requested. Requests for medical documentation will be sent to the team member by the Company and will usually include the requirement to have a treating physician or other medical specialist fill out certain forms. In all instances, it is the responsibility of the team member to ensure that these

forms are completed within the time-frames laid out by the Company unless otherwise agreed upon. The purpose of the medical documentation is to

- Ensure the team member's medical leave is fully protected
- Obtain an anticipated return to work date
- Ensure that the Company is able to evaluate the appropriate accommodation to ensure the team member's safe return to work

As part of this process and in certain circumstances, the Company may also require the team member to attend independent assessments and/or independent medical examinations.

Regular communication during medical leaves is essential to ensure that we work collaboratively in the return to work process. If required, the Company will seek to modify the workplace and/or work schedule to accommodate team members who are disabled. If a team member is unable to perform the essential duties of their pre-injury/illness job, the Company will work with the team member to find ways to modify the job to suit their abilities. While the Company is not required to create jobs, if the team member is unable to perform the pre-injury/illness work with modifications, the Company will seek to be as creative as possible to accommodate the team member in accordance with human rights legislation, and will only cease to accommodate if it would be an undue hardship for the Company, or if the disability were to create a permanent inability for the team member to perform most of the essential duties of their job.

While the Company is confident that our team members will comply with all of the requirements outlined above, team members should be aware that failure to comply with these requirements can result in disciplinary action up to and including termination of employment on a with cause basis.

For a full list of leaves, please visit the Ministry of Labour's website: <https://www.ontario.ca/document/your-guide-employment-standards-act-0>

## FINANCIAL ASSISTANCE AVAILABLE TO TEAM MEMBERS ON LEAVE

In the event of a medical leave, team members may use the sick leave policy if they have a positive balance of days remaining.

If requested, a team member may be permitted to use any vacation time that he or she has accrued but also not yet used.

In all instances where there is an interruption in earnings, the Company will issue a Record of Employment to the team member. The Record of Employment is the government document that team member will need should they wish to apply for Employment Insurance "Sick Leave" Benefits through Employment and Social Development Canada ("ESDC"). The "Sick Leave" program generally provides for up to fifteen (15) weeks and additional details can be found at: <https://www.canada.ca/en/services/benefits/ei.html>.

It is important to note that certain restrictions may apply to these benefits, and we suggest team members contact their local ESDC office to determine their personal eligibility.

## OFFBOARDING: RESIGNATION

We hate to see you go! Should a team member decide to leave their employment with us, we ask each team member to provide the minimum, if not more, advance notice as specified in their employment agreement. Your thoughtfulness is appreciated. Team members are also required to submit their resignation in writing to their Manager/Supervisor and the Controller

ETI requires the return of all Company property. This includes all property, materials or written information issued to a team member or in possession or control of (i.e. computers, printers, keys, security cards, credit cards, phone cards, etc.).

Upon a team member's exit, we remind them of their continuing obligation to keep information acquired while employed confidential in addition to any other post-employment obligation that may be applicable in the circumstances or any such obligations as set out in your employment agreement such as but not limited to Non-Competition and Non-Solicitation.



# HEALTH AND SAFETY

How We Stay in Tip Top Condition

ETI is committed to the health and safety of our workers. We will make every effort to provide a safe and healthy work environment by operating in compliance with all relevant legislation and through the development of internal policies and procedures.

Management will actively promote health and safety awareness with instruction, information and supervision to ensure that safe and healthy work conditions are maintained. Management will investigate all hazards or incidents of which they become aware and shall take the appropriate corrective action.

Managers will be held responsible for the health and safety of those workers under their supervision. They will be responsible for implementing and enforcing Company policies and procedures and shall also ensure that workers under their supervision receive adequate training in their roles to protect their health and safety.

All team members are responsible for their own health and safety, as well as the health and safety of their co-workers and our customers. We all must perform our jobs safely and in accordance with company policies and procedures. Workers are required to report any unsafe or potentially hazardous situations verbally or using the forms available, without fear of reprisal, to their manager.

It is everyone's responsibility to follow and promote safe work practices and a healthy workplace. Failure to follow company health and safety guidelines will subject a worker to disciplinary action.

## **JOINT HEALTH AND SAFETY COMMITTEE (JHSC)**

ETI's Joint Health and Safety Committee (JHSC) promotes a safe work environment and enhances the health, safety and well-being of all team members. Made up of safety conscious team members, the JHSC meets monthly to review incidents, conduct inspections, and make recommendations to Management. Though a team member's first step when reporting hazards or sharing ideas should be to talk to their immediate Manager/Supervisor, the JHSC members are also available to hear concerns and offer advice. The names of committee members are posted on the Health and Safety bulletin board.

## **RIGHTS AND RESPONSIBILITIES**

The Occupational Health and Safety Act (OHSA) sets out the rights and responsibilities of all parties in the workplace. It establishes procedures for dealing with workplace hazards and provides enforcement of the law where compliance has not been achieved. Employees' legal rights and responsibilities under the Act are as follows:

### **Employee Rights**

- To KNOW about all the hazards in your workplace

- To PARTICIPATE in safety-related decisions and to give input to your Manager/Supervisor and the health and safety committee
- To REFUSE work you believe may be harmful to yourself or others

### Employee Responsibilities

- Perform duties and tasks in a safe and responsible manner in compliance with the Act
- Properly wear any protective equipment your job requires (safety shoes, gloves, etc.)
- Report defective equipment and other workplace hazards immediately to your Manager/Supervisor and/or health and safety representative

### Management's Commitment is to ensure:

- All team members are trained in safe work practices and proper use of equipment
- Compliance with safety standards for every job
- Incident Investigation occurs promptly and thoroughly to determine and correct the root cause and establish measures to prevent reoccurrence
- Development and enforcement of safety rules and ensure that team members follow these rules as a condition of employment

## WORKPLACE HAZARDOUS MATERIAL INFORMATION SYSTEMS (WHMIS)

ETI values the safety and wellbeing of all team members and will work with team members to provide every reasonable safety measure possible. In pursuit of this goal, and in compliance with legislated Acts and regulations, all team members are required to participate in a WHMIS 2015 (Workplace Hazardous Materials Information System) training program, as arranged and paid for by the Company on a yearly basis and abide by all of its rules. More information can be found in Appendix F "WHMIS".

## IF AN ACCIDENT HAPPENS

In the event of a workplace accident, proper reporting, documentation and investigation will increase our ability to identify and resolve workplace safety issues and reduce workplace injuries. ETI will report all workplace accidents that result in health care or lost wages to WSIB as required.

In the event of a workplace accident, measures must be taken to address emergency situations, treat the injured or ill team member, and prevent further harm.

A workplace injury is any injury that occurs within ETI's office or warehouse in the course of approved business that requires either First Aid or Health Care.

Health care includes services requiring the professional skills of a health care practitioner, services provided at a health care facilities and hospitals and/ or requiring prescription medication as treatment.

Once all immediate measures have been taken and the injured team member receives first aid treatment or health care as required, the injured team member shall complete an incident report with their Manager/Supervisor as soon as possible but no later than twenty-four (24) hours after an accident or incident has taken place. Any work-related injury or illness must be immediately reported to your manager and JHSC leader.

The Company shall be responsible for conducting an accident investigation when it is required and reasonable. Such investigation shall involve the gathering of detailed input from the injured worker and any witnesses to identify the root causes of an accident and to put into place corrective measures to prevent a reoccurrence of the accident.

## WHAT TO DO IN AN EMERGENCY

An emergency is an urgent and/ or critical event, temporary in nature, which affects or poses a threat to people or property. Emergency response at ETI refers to the process of minimizing, responding to and recovering from an emergency.

Not all emergencies will require the same level of response. Appropriate responses will depend on the severity of the event and its' effect on the health and safety of team members, visitors, and property. All emergencies must be immediately reported to Management. The following definitions shall be used for the purpose of this policy:

- Injury: An event that results in physical harm to a team member.
- Critical Injury: A critical injury is defined as an injury that: places life in jeopardy, involves unconsciousness, results in substantial loss of blood, results in a fracture of leg or arm but not a finger or toe, results in an amputation of leg or arm but not a finger or toe, involves burns to a major portion of the body, or results in the loss of sight in an eye. If the extent of injury is unclear but it appears that the potential exists that the injury may fall under the critical injury definition, treat the accident as a critical injury.
- Illness: A deviation from the normal, healthy, state of the body.

- First Aid: The immediate care given to team members who have been injured or who have suddenly taken ill using readily available materials. In matters of life or death, immediate first aid should be given while concurrently contacting the nearest emergency service or hospital by calling 911.

## GENERAL EMERGENCY RESPONSE GUIDELINES

At first sign of a possible occupational injury, critical injury or illness, team members shall observe the following procedures:

1. Stop all activity immediately. Stay clam and assess the situation. Determine what has happened and what the emergency is.
2. The most senior manager should take command of the situation and call, or delegate someone to call, emergency services- 911- in situations of a critical injury, to explain the situation. Assign the following tasks for controlling the situation. If no manager is available, the most senior team member should take command.

3. Contain the accident scene to prevent further injury or damage. Control the energy source causing the emergency if applicable. Protect the injured team member and accident scene by diverting traffic, suppressing fires, preventing objects from falling, shutting down equipment or utilities, and any other necessary measures.
4. When required, give first aid to the injured person as soon as possible.
5. Meet and direct the ambulance to the accident scene.
6. Get the name of the hospital where the team member is being taken for follow-up purposes.
7. Inform the JHSC Leader and CEO.
8. Isolate the incident scene to make sure that nothing is moved or changed until the authorities have completed their investigation.

Where an injury does not require emergency response services but is serious enough to warrant treatment beyond first aid provisions, ETI will provide and pay for immediate transportation to a hospital, health care professional office or clinic or to the team member's home (if necessary). Injured or ill team members in need of emergency medical assistance or evaluation shall not, under any circumstance, drive themselves to a hospital, office, clinic or to their home. As well, such team members shall not leave the site or premises without notifying management or first aid provider.

# WORKPLACE FIRE

Upon discovering a fire, team members are to follow the following procedures, in addition to any of the General Emergency Procedures as noted above:

- Rescue anyone in immediate danger, when safe and possible
- Alert other workers to the fire and its location. Activate the nearest fire alarm and contact local fire department by calling 911. Assign someone to guide the response personnel to the fire
- Contain the fire if it is relatively safe to do so by closing all doors and windows near the fire. Shut off all fans, ventilators and air conditioners
- If the fire is small, team members who are trained in the proper use of fire extinguishers can attempt to extinguish the fire when safe to do so
- Pull out the safety pin and aim the extinguisher at the base of the fire, moving slowly upward in a sweeping motion
- Do not aim nozzle at the middle or the top of the flames but the bottom
- If the fire cannot be extinguished, team members must evacuate the building immediately

Fire extinguishers are located throughout the office buildings. Extinguishers shall be checked on a monthly basis for proper pin placement and proper gauge level.

Once a season, all team members shall receive training on how to use a fire extinguisher. Once an extinguisher is used, it is NOT to be put back into its original location. Team members are to report an extinguisher use to the JHSC leader.

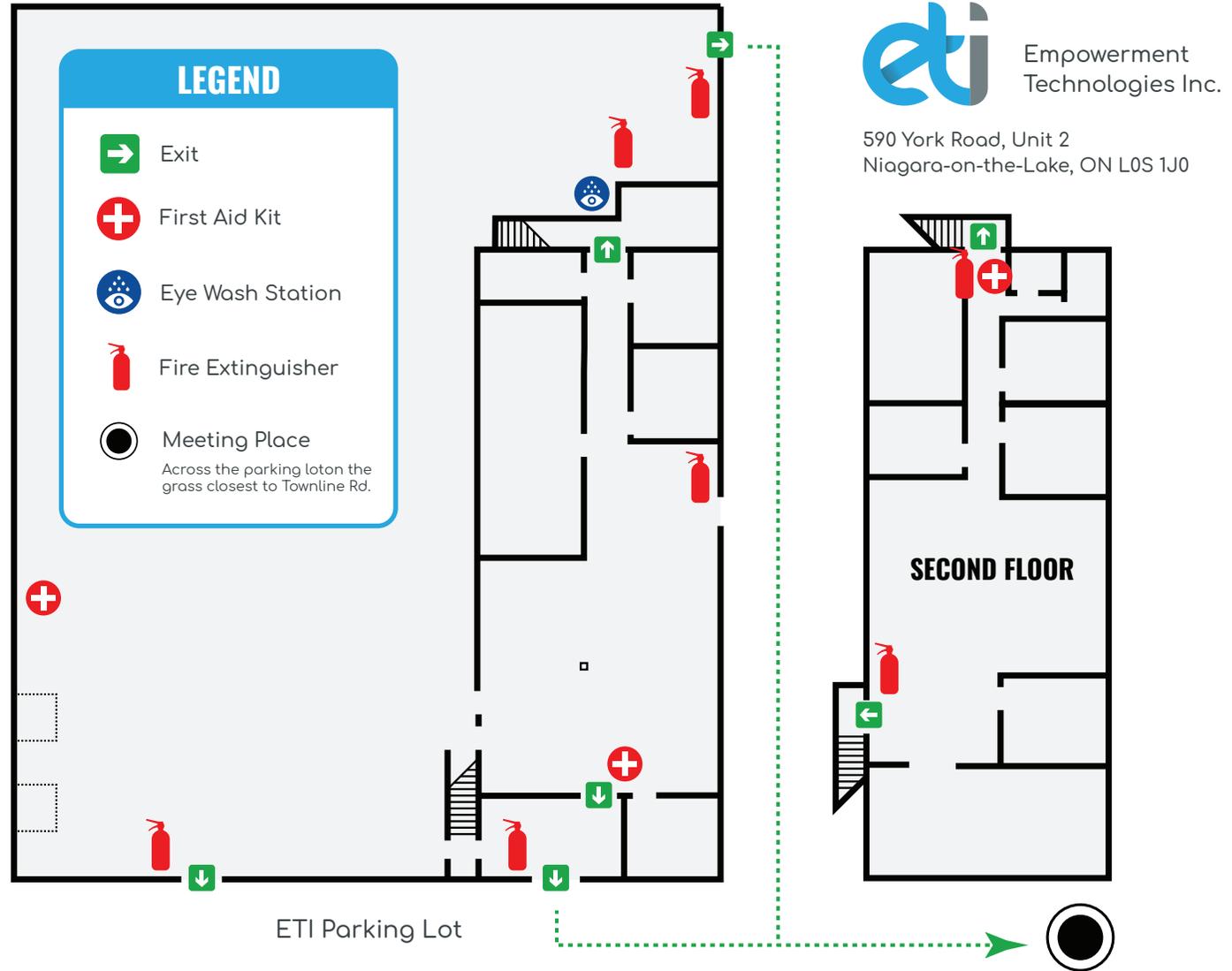
# EVACUATION

Team members may be required to evacuate an area, building or premises for a variety of reasons that may include chemical spills, natural disasters, fires or any other perceived threat to the health and safety of ETI team members.

In the event that an evacuation is necessary, all team members are to look around to ensure that no one has been left behind and are to leave through the closest safe exit.

**Our meeting place is in the parking lot.**

To help ensure that the team is well prepared for in the event of an emergency, an annual fire drill will be conducted for all locations.



# KEEPING YOURSELF SAFE

All team members have the right to work in a safe environment, free of violence or the threat of violence. ETI is committed to the safety and well-being of our team members and will work together with team members to ensure a safe work environment.

Team members must also make every effort to assess hazards and to take steps to avoid unnecessary risk. As such, the Company offers the following guidelines for team members faced with potentially risky situations. These guidelines are to be used in conjunction with those included in our Security of Property and Anti-Theft policy regarding proper security system procedures, as well as our Workplace Violence policy.

## WORKING ALONE IN THE OFFICE BUILDING

Team members are considered to be “working alone” then they are on their own, cannot be readily seen or heard by another person and where they cannot expect a visit from another worker. While it is not always hazardous to work alone, the risk of such may increase when other circumstances are present. The safety measures and procedures contained herein will still apply even when the team member may be in contact with others:

- In situations where team members are working outside of the weekday hours of 7:30 am to 5:00 pm and are alone in the office are to lock the doors
- Team members are not to empty the garbage, remove recycling or perform any other activity outside of our offices after dark
- When working alone, team members are encouraged to move their car to a well-lit area close to the building before dark
- Team members working alone are not to advise customers or other third parties that they are or will be working alone

## WORKING EARLY OR LATE

In addition to the guidelines provided above, team members who are working earlier or later than our standard hours are advised to ensure that they inform someone (such as a co-worker, family member or friend) of their decision to work during these extended hours. When working late, team members are also encouraged to let someone know when they are expected to leave the office.

# SECURITY OF PROPERTY AND ANTI-THEFT

Now this is an area where our passion and purpose meet- using our products for our own security needs! Maintaining a secure workplace is key to the health and safety of team members, customers and visitors as well as the protection of property, both physical and intellectual. The protection of intellectual property is vital in this industry and our lifeline as a Company. We absolutely can't tolerate the theft of our property or the property of any team member, customer or visitor. Theft is a criminal offence and a serious violation of our standards of conduct and expectation of trust.

Our headquarters' security system includes:

## 1. Alarm and Access Control System

Team members are provided with an alarm code and key/pass card. Access codes are used in conjunction with the keypads located at the entrances of the building to arm/dis-arm the system. The system must be armed when there are no members on the premises, which generally includes evenings and weekends. When armed, the system allows our security company to monitor our premises. In addition to an alarm system, we also have an access control system to limit access to more secure parts of the building.

Each morning, the first designated team member who arrives to work is responsible for opening the main doors and disarming the alarm system.

Each evening, the last team member to leave is responsible for ensuring that no other individual remains in the building or on the premises; all necessary lights and equipment are shut off; all main doors to the office are locked; and, that the alarm systems is armed.

Team members are responsible for protecting the codes, keys, and access cards given to them. Keys and access cards should be kept in a hidden spot and not in plain sit on your desk. Codes must be kept strictly confidential. When team members leave the Company, whether it be due to resignation, termination or illness, they must immediately return their key to Manager/Supervisor who will then return them to the Operations Coordinator.

## 2. Security Camera System

As part of our security system, ETI uses a (BIG surprise..) DEFENDER video surveillance system to ensure the safety and security of our premises and protection of our property, particularly our important inventory!

Our cameras are located in areas that create minimal intrusion to personal privacy, while making sure that we have an eye on our warehouse, entrances/exits of the building, and parking lot.

Some reasons for us using video recording are: (a) to make sure machinery is safe and secure (b) to ensure that our building

and surrounding areas are safe and secure (c) to help in cases of vandalism and trespassing, and (d) we make these products! While we don't plan on using our surveillance system to watch team members, we may rely on a video recording when exploring disciplinary or safety issues.

Only specific team members can access our equipment and recordings. Surveillance footage is generally only reviewed when an event has taken place.

## **MINE AND YOURS: PREVENTING THEFT AND PROTECTING OUR STUFF**

ETI has a zero-tolerance policy towards theft: we really don't like it. All company property including supplies, materials, equipment, tools, products, prototypes, vehicles, buildings, etc. must be protected from theft, misuse or damage.

Basically, anything that didn't come to work with you should not be taken from work. If you're removing inventory or ETI devices, there is always documentation such as a sales order or inventory removal form.

Team members are also responsible for protecting each other's personal property from theft, misuse or damage. ETI will not be held responsible for any loss or damage to your personal items when you are at work or traveling for work, so it is best to limit the amount of personal items that you bring with you, especially to the office or warehouse.

## **REPORTING THEFT**

Any team member who witnesses a theft or suspects theft is taking place is asked to report the incident(s) immediately to his/her Manager and the CEO. All reports will be treated as strictly confidential, and reporters will be protected as per the Non Retaliation policy.

When dealing with allegations of theft, what we decide to do will depend on the nature of the problem: we might limit it to an internal investigation, or we might seek police involvement. Where it makes sense, we may send the team members in question home with or without pay during any kind of investigation and depending on the outcome, actions may include termination.

# INCLEMENT WEATHER

During periods of inclement weather, the Company will make every effort to maintain regular business operations. However, the Company recognizes that inclement weather conditions may cause hazardous road conditions, delays, closures, or the shutdown of public transportation. It is each team member's decision to determine if they can safely arrive at work under the conditions. It is at the discretion of your Supervisor/Manager if a work from home option is available in cases of inclement weather.

With the fluctuation in temperatures outside, it's important to be on the lookout for ice. At the head office the entrances will be frequently checked throughout each day, but if you see ice please take a few minutes to salt the area. There is a yellow salt bin located at the office entrance and a green salt bin at the warehouse entrance.

Also, please take a few moments to review some helpful tips that will come in handy in any location!

**How to WALK ON ICE**

**DO'S:**

- Choose the right snow boots
- Walk on designated paths
- Slightly bend your knees
- Keep your center of gravity over your front leg
- Walk flat-footed
- Extend your arms

**DON'TS:**

- Take big steps
- Take shortcuts
- Keep your hands in your pockets
- Walk fast

Do not grab objects as you are exiting. Exit the vehicle then retrieve items.

Maintain three points of contact when stepping out of vehicles.

Use vehicle for support.

Use caution when shifting your weight

# WAREHOUSE ACCESS

The warehouse is restricted to authorized personnel to ensure a safe and secure working environment. Employees who require access must complete mandatory warehouse safety training prior to entering the facility. If access is needed, please request an escort from the Warehouse Manager, Operations Coordinator, or CEO. When entering the warehouse, extreme caution must be exercised, as forklifts, pump trucks, and pallets with sharp wood protrusions are present throughout the facility.



# MACHINE SAFETY

Only licensed team members are permitted to operate warehouse machinery or equipment. Machinery has the right of way unless yielded by the operator. A minimum distance of five (5) feet should be maintained from the machinery at all times. Please report any maintenance issues (i.e. leaks, broken equipment) to a Manager/Supervisor and take immediate action if possible. All team members are urged to use caution and follow all safety protocols when operating any machinery or equipment.

# VEHICLE SAFETY

ETI takes great care to ensure that all drivers using Company vehicles or driving a personal vehicle for business related matters do so in a way that minimizes the risk, both to the team member and the Company.

This policy applies to personal or rental vehicles authorized for use on Company business as well as outlines the rules, processes, and regulations that the Company and all drivers must follow. Any team member violating this policy may be subject to disciplinary action.

The Company reserves the right to revoke or restrict a team member from driving a Company-owned or personal vehicle on Company business at any time at its sole and exclusive discretion.

# USE OF A PERSONAL OR COMPANY VEHICLE FOR BUSINESS REASONS

Use of a personal vehicle for business purposes may occur for team members in certain positions. Authorization to use a personally owned vehicle for Company business is permitted under the following conditions:

Team members must comply with all provincial laws and regulations at all times.

Any violation of a provincial law or regulation will not be covered by the company.

## Team members must:

- Have the appropriate license to operate their vehicles
- Maintain a valid driver's license and an adequate driving record
- Provide proof of insurance upon hire and each time their policy is renewed or updated
- Provide a copy of their insurance certificates to their Manager/Supervisor
- Notify the Company of all vehicle accidents or violations involving vehicles driven on Company business

- Not operate vehicles while under the influence of alcohol, drugs, other medications or while they are ill or fatigued that may impair their ability to drive safely
- Inform the company of any accident immediately whether or not there was any noticeable damage or injury
- Not admit fault or accept blame for the accident prior to a formal investigation is being conducted

The Company is authorized to review the driver's Motor Vehicle Record annually as long as the driver is a team member.

The vehicle owner is responsible for mechanical repairs.

## PERSONAL CAR INSURANCE

You should inform your automobile insurer if you use your vehicle for work purposes; this may increase your insurance premium. The Company will not assume any liability for any loss or accident relating to the operation of your personal vehicle since it is your responsibility to ensure that you carry adequate insurance to cover such losses. If you rent or lease a vehicle, it is considered to be your personal vehicle for the purposes of this policy.

## LICENSING AND MOTOR VEHICLE RECORD CHECKS

You will be asked to submit a copy of your driver's license as well as sign a waiver that will allow the Company to periodically review your driving record online with the aid of your driver's license number.

Any changes in your driving record must be reported to Management immediately.

This is only required for those that need to use a vehicle for work purposes.

## SMOKING AND VAPING

In keeping with ETI's intent to provide a safe and healthy work environment, smoking and vaping are prohibited throughout the workplace, worksite and in company vehicles.

They are allowed only outside the building (nine (9) metres from the entrance) and must not interfere with fulfilling any job responsibilities. This policy applies to all tobacco products as well as e-cigarettes and cannabis.

## DRUG AND ALCOHOL USE

ETI is committed to ensuring the health and safety of all team members, customers and the public, as well as maintaining the integrity and reputation of the Company.

Team members must report to work free from the influence of drugs or alcohol as well as remain free of these influences and fit to work during their shift. Team members are responsible for performing their duties safely and acceptably without any limitations due to the inappropriate use or after-effects of alcohol or drugs.

"Drugs" include all illegal drugs as well as prescription and over the counter medications, which are labelled or known to the team member to cause impairment, this includes medical and

recreational cannabis (including all forms of consumption).

**Team members will not:**

- Consume, share/sell or be under the influence of alcohol or any impairment causing drugs, such as cannabis while on Company premises (including physical locations as well as the trucks), operating a vehicle or equipment, or are in the act of conducting Company business, regardless of location (subject to formal accommodations)
- Use, possess, or sell any drug or alcohol, or paraphernalia associated with either, within the workplace) or while conducting Company business

Team members may be considered to be under the influence of drugs, alcohol or another substance if they show signs of possible impairment, which may include such things as:

- Personality changes or erratic behaviour
- Working in an unsafe manner or demonstrating a physical or mental condition that creates a risk to the health and safety of themselves or others
- Demonstrate physical signs of impairment, including but not limited to disorientation, slurred or sporadic speech, difficulty with motor skills, red or glassy eyes and/ or emitting the smell of alcohol or drugs

All team members are encouraged to report any concerning behaviour demonstrated by another team member or where they are reasonably concerned about another team members'

substance use or impairment while at work.

If in the judgement of the Manager/Supervisor team member's ability to safely and satisfactorily perform their duties has been impaired by drugs or alcohol, steps will immediately be taken to prevent the person from causing any harm to themselves or others, which may include sending the team member home or placing the team member on a temporary suspension from the workplace, which may be paid or unpaid, with suitable transportation being arranged by the Company.

## **ACCOMMODATION**

All team members are expected to use prescription and over the counter medication, including medical cannabis, responsibly. Team members are expected to consult with their physician or pharmacists to determine if the medication used may cause impairment. Team members taking over the counter or prescribed medication that could impair their ability to do their jobs must report this treatment to their Manager/Supervisor. The proper use of such medication may require duties be modified or that the team member be temporarily reassigned. When necessary, the Company may require that a team member provide reasonable proof that an impairment-causing drug is necessary and recommended by a qualified medical practitioner for the treatment of a medical condition or disability. To this end, ETI may also collect information from a team member's health care provider to determine the expected level of impairment from such treatment and to advise the Company of any accommodation which may be required.

Any authorized consumption of medical cannabis, specifically in the form of cigarettes or vaporizers, must also be exercised within the guidelines outlined by the Company in relation to smoking in the workplace.

ETI will take appropriate steps to accommodate team members with substance abuse problems up to the point of undue hardship. Team members who suspect that they may have a drug or alcohol problem are expected to seek appropriate treatment. Team members requiring accommodation or assistance due to substance abuse problems must communicate this need to your manager and co-operate with the Company to determine an appropriate course of action. No team member will be disciplined or terminated due to a request for help in overcoming substance abuse or because of involvement in a rehabilitation effort.

## VISITOR POLICY

To continue to keep all team members safe, unless approval has been granted in advance, please do not grant access to the building to anyone that is not a team member. Where a visitor has been approved, they must be accompanied by a team member at all times including escorting the visitor to and from the entrance.

Visitors are not to be left unattended at any time unless otherwise approved by the Operations Coordinator. Please take all necessary precautions to ensure that visitors do not see confidential information.

# APPENDIXES

A person with glasses is seen in profile, looking at several computer monitors. The monitors display code in a dark-themed editor. The scene is dimly lit, with the primary light source being the screens. The word 'APPENDIXES' is overlaid in large, white, bold letters across the center of the image.

# APPENDIX A - TEAM MEMBER STATUS

1. Probationary team members are those who are in their initial two (2) months of employment with the Company. These members can access different basic leaves and other basic employment rights but can't take part in the benefits plan or other more extensive programs provided by the Company just yet.
2. Regular, full time team members are those who have completed their probationary period and who are regularly scheduled to work a minimum of 40 hours per week. Regular full-time team members can take part in the Company benefits plan, all leave benefits, team member discount programs, flexible work schedules, professional development reimbursement programs, etc.
3. Regular, part-time team members regularly work less than 40 hours per week. These members are entitled to the basic leaves and flexible work schedules but cannot take part in the Company benefits plan or more extensive programs like the education and professional development program.
4. Temporary team members are hired to work for a specific period of 12 months or less, and do not take part in Company benefits plan or programs such as education or professional development reimbursement programs. An example is Co-Op students, which are folks who are

full time students and are hired during the school break or during other times in the year when classes are not in session.

5. Independent contractors may be brought in to help the team out in some way or to provide some expertise that we may not have in house. Contractors are not team members of the Company and are normally self-employed or work for another organization that we have contracted for services. The number of core policies and practices that ETI will ask contractors to follow will depend on the scope of their services and how closely they are working within the team.

# APPENDIX B - RESPECTFUL WORKPLACE

## Definitions

“Workplace” means any place where business or work-related activities are conducted, including the space remote team members work. It includes, but is not limited to, the physical work premises, work-related social functions (social events, trade shows, seminars, etc.), work assignments outside the Company’s office, work-related travel, and work-related conferences or training sessions.

### “Violence” means:

- The exercise of physical force by a person against a worker, in the workplace, that causes or could cause physical injury to the worker
- An attempt to exercise physical force against a worker, in the workplace, that 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 the worker, in the workplace, that could cause physical injury to the worker

Violence also includes acts or threats of domestic violence against a team member that may create a risk of danger to the team member or others in the workplace.

“Discrimination” means the differential treatment of an individual on the basis of race, sex, colour, ancestry, place of origin, ethnic origin, same-sex partnership status, sexual orientation, age, disability, citizenship, family status or marital status, creed, gender identity or gender expression or any other factor that is legislatively protected (“Prohibited Grounds”).

“Harassment” means engaging in a course of vexatious comments or conduct that is known, or ought reasonably be known, to be unwelcome. It may include unwelcome, unwanted, offensive, or objectionable conduct that may have the effect of creating an intimidating, hostile, or offensive work environment; interfering with an individual’s work performance; adversely affecting an individual’s employment relationship; and/or denying an individual’s dignity and respect. Harassment may result from one incident or a series of incidents. It may be directed at specific individuals or groups.

Examples of harassment and discriminatory conduct include, but are not limited to:

- Humiliating a team member in front of co-workers
- Subjecting an individual to unwelcome remarks, jokes or ridicule
- The making of any work-related decision (including matters of hiring, promoting, compensating, work assignments, evaluations, training, or job security) not on the basis of merit, but on the basis of any of the Prohibited Grounds

- Comments that are intended, or that ought reasonably to be known, to promote stereotyping on any of the Prohibited Grounds;
- Jokes or comments which draw attention, for example, to a person's disability, age, ethnic, racial, or religious background or affiliation, or which draw attention to a person's gender or sexual orientation with the effect of undermining such person's role in a professional or business environment or that by their nature are known or ought reasonably be known to be embarrassing or offensive; and
- Derogatory remarks, verbal abuse or threats directed towards members of one gender or regarding one's sexual orientation or with respect to a person's or group's ethnic, racial, or religious background or affiliation.

**Harassment includes "Sexual Harassment" which means:**

- Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome
- Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome

Types of unwelcome conduct of a sexual nature which may constitute Sexual Harassment include but are not limited to:

- Propositions of physical intimacy
- Bragging about sexual prowess
- Leering or inappropriate staring
- Sexually degrading words or displays of suggestive pictures
- Inquiries or comments about a person's sex life or sexual behaviour
- Sexual jokes or stories causing embarrassment or offence, that are told or carried out after the person telling the story or joke has been advised that they are embarrassing or offensive or that by their very nature are known or ought reasonably be known to be embarrassing or offensive

All team members in the workplace have a right to work in an environment free from violence, harassment, and discrimination. We will not tolerate violent, harassing or discriminatory behaviour from team members, non-team members, customers, visitors, guests, or any others that attend at the workplace.

Retaliation or reprisals against any individual who has complained under this policy or has provided information about a complaint are not allowed. Any retaliation or reprisals are subject to immediate corrective action.

The Company recognizes that individuals may find it difficult to come forward with a complaint under this policy because of concerns of confidentiality. Rest assured all complaints about workplace violence, harassment, or discrimination, as well as the names of parties involved, will be treated as confidential to the furthest extent possible in law. The Company's obligation to conduct an investigation into the alleged complaint may call for limited disclosure. When we think there is imminent danger to a team member, we may share such confidential information as necessary. No record of the complaint will be maintained on the personnel file of the complainant. At the end of each complaint process, all related documentation will be maintained for safe-keeping in a confidential manner by the company.

### Responsibilities

Each team member plays a big part in creating and maintaining a violence, harassment, and discrimination free workplace. All team members must report when they become aware of alleged actions or complaints of violence, discrimination, or harassment. This includes a responsibility for team members to report any alleged actions or complaints of domestic violence that occur outside the workplace and that may create a risk of danger to themselves or others in the workplace. Managers/ Supervisors are responsible for providing a workplace that is free from violence, harassment, and discrimination. This responsibility includes promoting a positive work environment and intervening when problems occur.

## Complaint Procedure

### 1 - Self-Help

We encourage team members to try to resolve concerns by direct communication with the person(s) engaging in the unwelcome conduct. Where members feel comfortable, we encourage sharing your disapproval in clear terms to the person(s) whose conduct or comments are offensive. Keep a written record of the date, time, details of the conduct, and witnesses, if any.

### 2 - Management Support and Intervention

Team members who are not comfortable with step one (1) and who believe they are victims of violence, discrimination, or harassment, or become aware of situations where such conduct may be occurring must report these matters to their Manager/ Supervisor.

### 3 - Formal Complaint

If informal attempts at resolving the issue are not appropriate, or proving to be ineffective, a formal complaint may be filed. To file a formal complaint:

- Provide a letter of complaint that contains a brief account of the offensive incident (i.e. when it occurred, the persons involved, and names of witnesses, if any). The letter shall also include the remedy sought and be signed and dated by the person complaining
- File the complaint with your Manager/Supervisor/HR representative
- Cooperate with those responsible for investigating the complaint

Formal complaints will be investigated. The investigation process shall involve interviews of the complainant, the respondent, and any witnesses named by either. Depending on the circumstances, the Company reserves the right in its sole and exclusive discretion to suspend the respondent with or without pay during the course of the investigation. Generally, within fifteen (15) business days of the incident or notice thereof, the individual responsible for the investigation shall investigate the incident and may prepare a written report of the investigation findings. The complainant and the respondent (if he or she is a team member of the Company) shall be informed in writing of the results of a harassment investigation and of corrective action that has been taken or will be taken as a result of the investigation.

Disciplinary action for violations of this policy will take into consideration the nature and impact of the violations, and may include a verbal or written reprimand, a suspension (paid or unpaid), or termination of employment for cause as determined by the Company. Similarly, deliberate false accusations are of equally serious nature and will also result in disciplinary action up to and including termination of employment for cause. Note, however, that an unproven allegation does not mean that the conduct did not occur or that there was a deliberate false allegation. It may simply mean that there was an insufficient evidentiary basis to proceed.

For greater clarity, if the alleged respondent is a member of the senior management team, you should file your formal complaint with your manager and the CEO.

Further, any respondent(s), regardless of their position within the Company, will be excluded from administering and managing the investigation and resolution process (save and except for their involvement as a respondent).

If you believe your employer did not perform their duties under the OHSA regarding responding to and investigating your complaint, you may contact the Ministry of Labour. If you feel you have been reprisal again for bringing forward a complaint you may contact the Ontario Labour Relations Board.

### Complaints Against Third Parties

The Company recognizes that a team member may be subject to violence, harassment, or discrimination by customers or by others who conduct business with the Company. A team member who believes that they have been subjected to such conduct by a person who does not work for the Company may seek the advice of their Manager/Supervisor or a member of the senior management team or their designate who will take whatever action is appropriate in the circumstances.

# APPENDIX C - GIFT AND GRATUITY POLICY

Empowerment Technologies Inc (hereafter referred to as “ETI” or “the Company”) is committed to an environment that fosters open decision-making, practices, and policies. One business objective is to select vendors, suppliers and/or any person who has, or foreseeably will or could have a contract, business interest, or other business dealing with ETI, on the basis of the quality of their respective products and services and pricing.

This Gift and Gratuity policy is intended to clarify and define the limits of acceptable team member behavior within the Company.

Gifts, gratuities, and entertainment are defined as anything given as a result of a business relationship for which the recipient does not pay fair market value. This includes but is not limited to such things as meals, material goods, travel and accommodations, tickets to sporting or cultural events, golf outings, monetary gifts and any other merchandise or services. Meals are acceptable within reason. Alcoholic drinks are under no circumstances to be covered.

For these reasons, team members must not accept any gifts, services or gratuities. Team members may only accept greeting cards.

This policy also applies to promotional materials of a general nature and nominal value, such as imprinted pencils, memo pads, calendars, coffee mugs, baseball caps, T-shirts, or other similar items. These types of gifts are also not permitted.

If you are uncertain about a specific situation, please consult with your manager to obtain an objective perspective and always choose the most cautious approach to avoid even perceptions of impropriety.

**The following must be observed:**

- no such team member shall permit any influence which could conflict with the best interest of the Company, or prejudice of the Company’s reputation
- any team member who is offered or receives a payment or gift shall refuse and/or return it to the giver in a tactful and dignified manner, advising the giver of the Company policy prohibiting such acceptances
- any team member who is offered or receives a payment or gift should report the occurrence to the CEO as well as your manager
- any team member not complying with this policy shall be subject to the appropriate disciplinary action

# APPENDIX D - ACCESSIBILITY AND INCLUSION

ETI will provide reasonable accommodation to team members with disabilities and other Code-related needs where reasonable. Such accommodations may include, for example, modified work schedules, unpaid leaves of absences, provision of communication supports and modified workspaces. Similarly, accommodation pursuant to the Code will be provided to job applicants, if necessary, during all internal and external recruitment processes. Should you require accommodation in the workplace to fulfill your job duties please speak to your manager. We will ask you to complete a self-assessment form, then we will work with you to develop individualized plan.

We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner by removing and preventing barriers to accessibility through the following:

## Recruitment, Assessment and Selection

During the hiring process, if the applicant requires accommodations, we will work with them to provide suitable arrangements.

## Information and communication

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information in accessible formats or with communication supports to customers and team members alike.

Types of accessible formats may include:

- HTML and Microsoft Word
- Braille
- Accessible audio formats
- Large print
- Text transcripts of visual and audio information

Types of communication supports may include:

- Use of plain language or slowing speech
- Repeating, clarifying or restating information
- Reading the written information aloud to the person directly
- Exchanging hand-written notes (or providing a note taker or communication assistant)
- Captioning or audio description, when available, to access video-based materials
- augmentative and alternative communication methods and strategies (e.g., the use of letter, word or picture boards, and devices that speak out)

We will work with the person with a disability to determine what method of communication works for them.

## Employment

Accommodations are available for prospective as well as current staff, upon request, including accessible formats and communication.

If requested, we will provide team members with a suitable and accessible form of communication that accommodates their individual needs, including information about their role, performance and other information that is generally available to all team members (such as general updates, new policies, health and safety information, etc.).

We will continue to inform our team members of policies (and any updates to those policies) used to support individuals with disabilities. This information will be provided to new hires as soon as possible after starting employment.

Further, ETI will also consider accessibility when performance managing, providing career development or when redeploying as an alternative to layoff.

## Built Environment and Design of Public Spaces

ETI is committed to incorporating barrier free design principals and will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to workplace spaces.

## Workplace Emergency Response Information

We will work with team members with disabilities to ensure they fully understand the workplace emergency response information. The method chosen will reflect the individual's unique challenges and will be created in consultation with the team member. It shall take into account their mental and physical capabilities, as well as the physical nature of the work environment.

The emergency response information will be reviewed if they move to a different physical location, if and when the team member's accommodation needs are reviewed, and during general reviews of the emergency response policies.

## Training

ETI will train staff, contractors and agents working on behalf of the Company in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. These individuals will be trained on accessibility as it relates to their specific roles.

# APPENDIX E - ACCESSIBLE CUSTOMER SERVICE

ETI supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA) and the Accessibility of Ontarians with Disabilities Act (AODA). The following actions that shall be taken include:

**Communication:** We will communicate with people with disabilities in ways that take their specific needs and circumstances into consideration. This may include the use of plain language or slowing speech when speaking with customers in person or on the telephone. Please refer to our General Accessibility Practices policy for more information on various types of communication supports.

**Billing:** Receipts or invoices will be provided in large print or e-mail formats upon request. As well, team members will respond to any questions that customers may have about the contents of their invoice or bill in person, by telephone or by email.

**Assistive Devices:** ETI is committed to supporting customers with disabilities who use assistive devices to obtain, use or benefit from our services or products. Assistive devices may include any aids used by a customer to access our services, including communication aids (e.g. an electronic communication device using a synthetic voice), cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

**Service Animals:** Persons with disabilities may bring their service animals onto the parts of our premises that are open to the public or other third parties. Service animals include any animal trained to do work or perform tasks for the benefit of a person with a disability.

**Support Persons:** We welcome support persons who accompany customers with disabilities to our premises. Support persons include any person, whether a paid professional, volunteer, family member or friend who accompanies a client with a disability in order to help with communication, mobility, personal care or medical needs or with access to our services.

**Notice of Temporary Disruption:** The Company will inform customers if there is a planned or unexpected disruption in the facilities or services usually used by persons with disabilities to access our services. Such notices shall be posted as soon as possible and will include the reason for the disruption, how long it is expected to last and what alternative facilities or services are available. This information will be placed at the main entrance of the office.

**Feedback:** Feedback on our services regarding how well customers expectations are met is always encouraged and appreciated. Feedback regarding the way the Company serves our clients with disabilities can be made in person, by telephone, in writing or by e-mail. All feedback shall be directed to the Customer Experience Support Manager.

If a complaint is received, the Customer Experience Support Manager will review the feedback, investigate the situation and try to resolve it and provide a response within fourteen (14) business days.

**Compliance:** In conjunction with these guidelines, team members are expected to use good judgement, based on ethical and moral principles to ensure they are acting appropriately. Team members who are unsure about the proper course of action in a particular situation should discuss the matter with Management.

## APPENDIX F - WHMIS

WHMIS 2015 is a Canada-wide system (based on the Globally Harmonized System for the Classification and Labelling of Chemicals (GHS)) designed to give employers and workers information about hazardous materials used in the workplace.

All ETI team members will undergo WHMIS training. Independent contractors, sub-contractors and visitors will receive training when they need to work with or are likely to be exposed to hazardous products on various worksites overseen by ETI.

Information on hazardous materials is provided in the following ways:

1. Labels on the containers of hazardous materials, labels on temporary containers of hazardous materials and products;
2. Safety data sheets (SDS), formally known as Material Data Safety Sheets (MSDS) to supplement the label with detailed hazard and precautionary information;
3. Worker education programs.

In compliance with the standards outlined in the Occupational Health and Safety Act and Regulations as well as the Hazardous Products Act and Regulations, ETI shall ensure:

- All containers that contain hazardous materials and products have appropriate labels.

- SDSs are available to provide additional information and detail hazard and precautionary information. Ensure that workers have full access to supplier labels and SDS information. Currently, all SDS sheets are available on the sever.
- All workplace hazardous materials, whether directly provided by a supplier or brought on site by a customer or supplier, include supplier labels and current SDSs.
- The creation and maintenance of the Workplace Hazards Material Information System within the Company, including the identification of hazardous materials, development of safety and related procedures and training programs.
- Workers who work with or are likely to be exposed to a hazardous product are informed about all the hazard information the Company receives from the supplier and all of the related information the Company is aware of regarding the use, storage, handling and disposal of the hazardous products.

No hazardous product will be used, handled or stored in the workplace unless the prescribed requirements concerning identification, labeling, SDS and team member instruction and training are met.

In some situations, a workplace label is required to properly identify a hazardous substance such as when the supplier label has been removed, becomes illegible or when the product has been transferred to another container. Workplace labels must identify the product, outline safe handling instructions, and

include a statement that an SDS is available for the product.

The Company will review training and education programs and content annually, and revise where necessary. In the event of any changes, staff will be trained and educated regarding the change(s). Team members will be paid for time spent at training sessions.

### Team Member Responsibilities

ETI team members must participate in WHMIS training and education and conduct themselves in accordance with the procedures and practices outlined within this training and the related programs.

Before using hazardous products, team members are directed to ensure that they are familiar with the particular SDS to ensure proper precautions are taken while using specific products. Team members must not deliberately remove, destroy or change supplier or workplace labels.

Team members must inform Management in the event that they do not have the proper information on a controlled product, e.g. the SDS is missing, damaged or illegible.

# APPENDIX G – TEAM MEMBER PLAYBOOK ACKNOWLEDGEMENT

I, \_\_\_\_\_, certify that I have read the Team Member Playbook and understand all the policies and procedures set out in the Team Member Playbook. I have had a full and complete opportunity to ask questions and seek clarification.

I agree to abide by the policies and procedures contained in this Team Member Playbook.

As a team member of the Company and as part of the terms of your employment, you will be subject to all Company policies and procedures, and any revisions thereto. The document itself is not a binding job contract and is designed to protect the Company from litigation.

Team Member's Name Printed \_\_\_\_\_

Team Member's Signature \_\_\_\_\_

Date Signed \_\_\_\_\_

Please note that failure or refusal to sign the Team Member Handbook Acknowledgment will not release a team member from being bound by the policies contained in this Team Member Handbook. All team members, by virtue of their acceptance of employment with the Company are bound by the policies contained herein.

[Thank you for taking the time to read this!](#)



Empower Everyone