



The Solar Group Inc Policies

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COMPANY POLICY

GENERAL RULES OF CONDUCT

PRINCIPLES

A company's character and reputation are determined by the conduct of its employees. A company's conduct is a reflection of its policies and regulations, and the sincere observance of them by its employees.

Occasionally, emergency situations may arise that are not covered by our written policies and procedures. If such an occasion arises, employees are expected to act sensibly, keeping in mind that our first objective is to be fair with all those affected by our actions; whether it is our customers, employees, vendors, or our neighbours.

Each employee is expected to carry out and adhere to the company's policies and procedures, and to share in the Responsibilities for maintaining the Company's good character and reputation.

Integrity: to say what we mean, to deliver what we promise, and to stand for what is right.

Responsibility in our fellow employees.

Vigour: to approach problems with a vigorous, enthusiastic, and fresh point of view, and to get things done instead of looking for reasons they cannot be done.

Desire for Business: to demonstrate that we want our customer's trade by going after it aggressively, and by serving our customers cheerfully and thoughtfully.

Excellence: to be satisfied with no performance short of the best.

Efficiency: to attain our goals in the most efficient way.



Innovation: to be receptive to new ideas if they represent better ways of doing things.

These principles provide a general guideline for the conduct of all company personnel, at every level of the organisation.



CORRECTIVE DISCIPLINE

The Company's philosophy regarding discipline is that it should be corrective in nature not a punitive action.

The purpose of management's disciplinary function is not to inflict disciplinary penalties for violations of rules but to secure compliance with them.

The application of corrective discipline requires both patience and firmness - firmness in order that persistent rule violations shall not be allowed to pass without efforts at correction; patience in order that the discharge penalty may be withheld until such efforts at correction have proven ineffective. This implies that corrective discipline is also progressive.

Dismissal as a disciplinary action cannot be corrective in nature. It is the final action that sometimes must be taken when other means of discipline have failed to correct the continuing situations or when isolated instances are so serious in nature as to make useless any other form of discipline.

It is unfortunate that the very word "discipline" is often thought of in its punitive sense. Discipline, in reality, means working, co-operating, and behaving in a way one would expect an employee to do. For example, "discipline" means:

Reporting for work regularly, on time and without unnecessary absences.

Doing an honest day's work.

Respecting the authority of supervision.

Obedying instructions and carrying out job assignments.

Co-operating with others; and, in general, conducting oneself in a reasonable and orderly manner.

Discipline in its positive sense is simply another form of self-control or adherence to reasonable rules and regulations. It is, therefore, imperative that the supervisor when he determines that a rule has been violated not ignore it because it is a minor infraction or it is too much trouble to take action. When this happens, over a period of time, discipline begins to break down. Symptoms of breakdown (or low morale) are easily discernible: high absenteeism; low productivity; rise in grievances; insubordination; slow-downs, work stoppages; high accident rates and excess overtime are the common benchmarks. In summary, management indifference towards positive discipline usually leads to serious and costly consequences.



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RULES AND REGULATIONS

1. ***Personal Conduct***

- 1.1 Be courteous and helpful to our customers, your co-workers, and your supervisor.
- 1.2 Do not make false or slanderous statements about the Company, its employees, or patrons.
- 1.3 See that your conduct reflects credit upon the Company. This includes paying your just debts, thereby avoiding complaints from creditors or garnishment proceedings.
- 1.4 Reporting for or carrying on work while showing any signs of the use of intoxicates, or knowingly permitting another employee to do so, is prohibited.
- 1.5 While wearing the Company uniform, possessing or drinking of any intoxicants, or drinking intoxicants in public, smoking on site, except in a designated staff smoking area, is strictly prohibited.
- 1.6 The use of Company time, material, or facilities for purposes not directly related to Company business, or the removal or borrowing of Company property without permission, is prohibited.
- 1.7 Threatening, intimidating and harassing (including sexually harassing) is prohibited.
- 1.8 Possessing, dispensing, or using a narcotic, barbiturate, mood altering, tranquillising, or hallucinogenic drug, when on duty, except in accordance with medical authorisation, is prohibited.
- 1.9 Dishonesty of any kind in relations with the Company, such as theft, or pilferage of Company property, the property of other employees or property of others entrusted to the Company, misrepresentation in obtaining employee benefits or privileges, as well as any action constituting a criminal offence, when committed on duty, will be grounds for dismissal and, where the facts warrant, prosecution to the fullest extent of the law.



- 1.10 The Solar Group Inc. is an equal opportunity employer and does not tolerate discrimination against any colleague, customer, client, supplier, vendor or any other individual on grounds of race, religion, colour, age, sex or any other grounds.

2. **Employment**

- 2.1 An employment application must be completed and reviewed along with a TD-1 Form prior to officially starting employment.
- 2.2 All information on both forms must be accurate and up-to-date (false information is grounds for dismissal).
- 2.3 The Solar Group Inc. is an equal opportunity employer.
- 2.4 The employment with the Solar Group is not a contract (unless specifically agreed and signed by the Company and the employee);

3. **Attendance**

- 3.1 Report for work on time.
- 3.2 Call in when absent and when you expect to be late as far in advance of your scheduled starting time as possible. Three consecutive days' absence without advising the Company will be grounds for dismissal.
- 3.3 During your tour of duty, remain in the area necessary for the efficient performance of your work.
- Failure to make efficient use of rental equipment assigned for the job at hand could result in a charge against the budget to cover the additional cost of the equipment to complete the task assigned.



- 3.4 Remain at work until your tour of duty ends unless you are authorised to leave early.
- 3.5 Each new employee will serve a three-month probationary period. Upon completing the probationary period a performance evaluation report will be provided.
- 3.6 Salaried employees are allowed a total of 9 sick days during any 12 month period. Any sick leave extending over three consecutive days may be at the company's discretion, requiring a doctor's letter.
- 3.7 Service Staff (Shop) hours of operation are from 9am to 5pm and are allowed a half hour for lunch and an additional 15 minute break.

4. ***Performance of work***

- 4.1 Follow instructions received from supervisors. DO NOT alter or change your supervisor's instructions without authorisation and approval. Insubordination will not be tolerated.
- 4.2 Use only the machines or equipment to which you are assigned or specifically authorised and qualified to operate.
- 4.3 Be sure to observe smoking rules in all areas you work or visit.
- 4.4 Co-operate with other employees, thus avoiding delays and poor service to the customers.
- 4.5 Avoid damaging Company property and the property of others.
- 4.6 Report any damaged property or deficient work immediately upon discovery.
- 4.7 Misrepresentation of facts, falsification of records and submitting tickets for work not completed is prohibited and is grounds for dismissal.



5. ***Uniform \ Supplies***

- 5.1 The uniform is the property of the Company and must be returned on leaving the Company
- 5.2 The company uniform consists of a summer issue and a winter issue.
- 5.3 Company uniform must be worn at all times during work hours while you are on site (regardless of shift, evening, weekends).
- 5.4 Must be kept clean and neat.
- 5.5 Temporary identification cards are issued upon enrolment. After the probationary period (3 Months) a permanent card will be issued. **The photo identification card must be worn at all times, in plain view while on duty. The employee will be suspended from working if they fail to report with their photo identification. An administration charge of \$25.00 will be charged for any lost card.**
- 5.6 A nominal charge of \$5.00 per week will be deducted to cover the maintenance of uniform and disposable supplies such as squeegee rubbers, soaps and chemicals.
- 5.7 Purchases of work supplies such as squeegee channels, applicators, poles and other non-disposable items will be charged to employees at a discounted rate (10-15%) for reused items and at the purchase price for new items.
- 5.8 The cost of purchase deducted from the employee's pay-cheque will not exceed \$ 100.00 per bi-weekly payment; should the total amount to be deducted be higher than \$ 100.00, the balance will be carried over the next pay period(s);
- 5.9 Upon leaving the Company capital equipment may be returned for credit at the Companies discretion. The value to be determined by the shop manager based on normal wear and tear and are in a use-able condition.
- 5.10 Solar equipment that is signed for by a worker is the workers' responsibility. Items signed for and returned in a damaged condition will be charged to the workers' account for the replacement cost less normal wear and tear or the cost of repair, whichever is lower.



6. **Vehicle Authorization**

- 6.1 Only licensed drivers must operate Company vehicles.
- 6.2 It is the responsibility of the employee assigned to the vehicle for maintaining all operating records and the general appearance of the vehicle.
- 6.3 No vehicle is to be used for personal use without the consent of management. A separate agreement must be signed to cover the convenience of driving the vehicle home.
- 6.4 Parking tickets are the responsibility of the operator and will be deducted from the authorised driver.

7 **Safety**

- 7.1 Work carefully. Observe the company health and safety program.
- 7.2 Obey safety instructions from your supervisor and safety representative.
- 7.3 Use safety equipment.
- 7.3 Report immediately to your supervisor all accidents or injuries sustained on the job.
- 7.4 Prepare WCB accident report, Form 7, with your supervisor within 3 days, of reporting an injury. Failure to do so will jeopardise your claim.



8. **Vacation**

Piece Rate Employees

- 8.1 Vacation pay is calculated on 4 percent of the gross income of the employee and will be released with the first payroll of December of each year of employment.

In addition to Vacation Pay an employee is entitled to Statutory Holiday pay, providing they perform work scheduled the day before and after the public holiday.

The Statutory Holiday is calculated according to the E.S.A. as follows: Regular Income for the 4 weeks previous to the week the Public Holiday falls into divided by 20.

(Note: for public holidays refer to Salaried employees, item 8.6)

- 8.2 A written notice to operations is required, prior to beginning the vacation period

Vacation Calculation

- 8.3 Vacation pay is calculated according to the E.S.A. at 4 percent of the Total Wages.

- 8.4 The following vacation periods apply (based on the years of service): -

After one complete year - two weeks or 10 working days

After five complete years - three weeks or 15 working days

After ten complete years - four weeks or 20 working days

- 8.5 Formal requisition for holidays must be submitted one month prior to vacation period.

- 8.6 In addition to the vacation period, the employees are entitled to eight public holidays with pay: New Year's Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.



9. ***Employment Benefit Package***

9.1 Employee benefit package consists of Life Insurance, Extended Health coverage, and Dental care. Refer to the benefits documentation for specific coverage.

9.2 In order to qualify for the Company benefits an employee must be employed by the Company for a minimum of twelve months and the income generated during the twelve months of employment must be at least \$ 30,000;the review of the new eligibility will take place in August of every year (at the anniversary of the Medical Package);

9.3 During any layoff period, employees with less than three years' service, the company will maintain the coverage for a period of three months. Any layoff extending over three months, the coverage will be extended at the company's discretion. Upon return to work arrangements to reimburse the company for the cost of the coverage during the layoff period must be finalised with the head office.

10. ***Performance reviews***

10.1 Performance reviews will be held during the month of December.

11. ***Termination***

11.1 Employees who have worked three months or more but less than one year are entitled to written notice of at least one week.

11.2 Employees who have worked at least one year are entitled to written notice of at least two weeks.

11.3 Employees who have worked three years or more are entitled to written notice of at least one week for each year of employment, with a maximum of eight weeks.



- 11.4 Notice of termination applies to full-time, part-time and student employees.
- 11.5 Only after written notice has been given and the time of notice has expired can the employee be terminated. During the notice period, all benefits must be maintained.
- 11.6 Employees who have received training that has been financed by the company will be responsible to reimburse the company for the cost of the training should they leave or be terminated within one year of completing the training.
- 11.7 Employees guilty of wilful misconduct, disobedience or wilful neglect of duty can be terminated with no written or verbal notice (as per ministry of labour employment Guidelines).
- 11.8 Employees who have been absent for three consecutive days without advising the company will be terminated.

Dated _____, I _____ have read, understood
Date signed Name of the employee

the Company Policy and agree to the deduction as per 5.6

Signature of employee

Witness

Printed Name _____

Employee # _____



HEALTH AND SAFETY POLICY



OBJECTIVE

The objective of the safety program is the “Prevention of All Accidents”. An accident is an unplanned and unintended incident that disrupts the orderly process of work to be performed. All accidents result in some loss due to job disruption and or delay and sometimes involve additional losses due to personal injury, equipment of property damage. When an accident occurs, the degree of loss is determined largely by chance, therefore, by diligent pursuit of safety, “prevention of all accident” can result.

Other than “Acts of God”, Accidents are preventable and are the result causes related to unsafe and inefficient procedures or methods, unsafe physical conditions, unsafe equipment, unsafe personal acts and usually one or more of these factors in combination.

Since accidents usually results from the same deficient factors that affect productivity, cost, worker relations; the projects safety record is another guide to the effectiveness of the supervision.

The following three principles shall govern our safety policy:

- Maximum protection for the worker on the project
- Maximum protection for the public
- Minimum inconvenience to the public



STATEMENT OF SAFETY POLICY

It is the policy of Solar Group Inc. to perform work in the safest manner possible, consistent with good construction practices thus providing a safe and healthy environment for all workers on all projects. To fulfil the responsibilities of the policy, an organized and effective safety program must be undertaken at each location where work is performed.

Responsibility for the safety program is delegated to line supervision in accordance with the chain command.

Experience has shown that, for best results, it is essential to have the fullest co-operation of Management, Supervisory Personnel, Workers and Sub-contractors and their workers.

RESPONSIBILITIES

(1) **MANAGEMENT**

1.1 The responsibility of Management is the development of our Safety program.

PRIMARY RESPONSIBILITY FOR ENFORCING SAFETY REGULATIONS MUST BE PLACED IN THE HANDS OF JOB SUPERVISOR OR FOREMEN.

- 1.2 Review all accident reports such as personal injury, property damage, fire, auto and other loss information.
- 1.3 Periodically circulate a bulletin letter to all Supervisors. The letter will consider the accident experience of the Company and the individual, general practices designed to provide information for use by Supervisors and Foremen in conducting their job safety discussions.
- 1.4 Where necessary, exercise action to develop proper attitude by field Supervisors.
- 1.5 Organize and administer an effective Safety Program, which complies with Management Safety Policies.
- 1.6 Study hazards and formulate practical plans for elimination, control or protection against them.
- 1.7 Institute and direct inspection procedures for all vehicles, tools work areas, and hoists.



- 1.8 Maintain liaison with outside agencies to bring in new knowledge to improve the existing safety program (C.S.A.O., Ministry of Labour)
- 1.9 Provide safety publications and materials.
- 1.10 Review reports of accident investigations and see that recommendations are acted upon.
- 1.11 Recommend safety training.
- 1.12 Establish and promote training programs for employees and supervisory personnel.

(2) **SUPERVISORS AND FOREMEN**

- 2.1 Maintain inspections of facilities and operations.
- 2.2 Determine the need for and provide first aid equipment and take measures for proper fire control.
- 2.3 Determine the need for and provide personal protection equipment.
- 2.4 Ensure employees use the protective equipment provided.
- 2.5 Investigate all accidents immediately and ensure a detailed report is prepared by the injured person's immediate Supervisor to be forwarded to head office. (See Accident Investigation Procedure)
- 2.6 Each Supervisor is expected to hold weekly safety discussion with his crew. This may be accomplished by the safety contacts with individual employees or by "TOOL BOX TALK" method.
- 2.7 These safety discussions should be recorded. Included in this manual are necessary forms.

As a Supervisor, you are to incorporate accident prevention in your daily activities. A good Supervisor will never put a new employee to work without warning him of the hazards connected with the job. A good Supervisor points hazards and changed conditions to employees moving from one area to another. A good supervisor will show his/her worker the correct, safe way to do each task.

REMEMBER THAT TO ONLY TALK SAFETY DOES NOT MAKE SAFETY A FACT. IT TAKES ACTION!!!



(3) **SUPERVISORS RESPONSIBILITIES (EQUIPMENT)**

- 3.1 Know, practice and enforce the Head Office Safety Program and Standards.
- 3.2 Ensure that scheduled vehicle maintenance programs are being followed.
- 3.3 Ensure that scheduled and preventive maintenance programs are established and followed for all heavy equipment (mobile platform).
- 3.4 Make sure all “Warning Signs” are posted.

(4) **WORKER RESPONSIBILITIES**

- 4.1 Report unsafe practices, conditions of equipment and tools to your Supervisor.
- 4.2 If safety hazards cannot be removed or resolved immediately, they must be reported to a Supervisor right away.
- 4.3 Always remind co-workers when you see them working unsafely or not wearing proper safety equipment.
- 4.4 If guardrails or floor coverings have been removed by other trades, immediately report this to your foreman before proceeding.
- 4.5 Horseplay will not be tolerated.
- 4.6 Lift with legs, not your back.
- 4.7 Report all accidents, no matter how slight, immediately to a Supervisor.
- 4.8 Use proper tools for the job and use them correctly.
- 4.9 All employees will be required to wear proper personal protective equipment as directed by the foreman.
- 4.10 Attendance of training programs is required by the Company.
- 4.11 Every Worker is required to know the basic identity of hazardous products by the W.H.M.I.S label (hashed border). Material Safety Data Sheets are available from your Supervisor.



Employees are our most important assets, but you must help in having a safe operation by observing these rules.

(5) **SUB-CONTRACTORS**

- 5.1 All subcontractors and suppliers will be required to follow our safety policy.
- 5.2 The Sub-Contractor will also be required to follow the rules and regulations of the Occupational Health & Safety Act and the Construction Regulations.
- 5.3 Our company attempts to comply with the Provincial Occupational Health and Safety requirements. Since our contracts require that our jobs comply with these regulations, we will therefore, require the same of our Sub-Contractors. This becomes especially important where the conduct of our Sub-Contractors create exposures to our employees.
- 5.4 Sub-Contractors will be required to provide Certificates of General Liability, Workers Compensation and automobile Liability Insurance. The Sub-Contractors coverage limits shall meet or exceed those carried out by the company.
- 5.5 **Before the start of work each day, each Sub-Contractors crew leader shall conduct a 3-5 minute "tail gate" meeting with all personnel under his/her direction to review specific safety conditions or practices of concern for the day i.e. icy walkways, hot weather, slippery conditions, etc.**

ESSENTIALS OF SAFETY FOR SUPERVISORS

Your job in management places you in a unique position of trust, for not only does the company rely on you as the direct representative of management to apply its policies wisely and fairly, but also entrusted to you in the obligation to safeguard the well-being of the workers in your charge. No responsibility transcends this importance.

AS A SUPERVISOR YOU ARE INDEED YOUR BROTHERS KEEPER!!

- 1.1 You are a Supervisor and thus, in a sense have two families. Care for your people at work as you would care for your people at home. Be sure each of your employees understands and accepts their personal responsibilities.



- 1.2 Know the rule of safety that applies to the work you supervise. Never let it be said that one of your employees was injured because you are not aware of the precaution required on his job.
- 1.3 Anticipate the risks that may arise from changes in equipment or method. Make use of the expert safety advice that is available to help you guard against such new hazards.
- 1.4 Encourage your employees to discuss with you the hazards of their work. No job should proceed where a question of safety remains unanswered. When you are receptive to the ideas of your workers, you tap a source of first-hand knowledge that will help prevent needless loss and suffering. Example: C.S.A.O. and Ministry of Labour.
- 1.5 Instruct your employees to work safe, as you would guide and council your family at home-with persistence and patience.
- 1.6 Follow up your instructions consistently. See to it that workers make use of the safeguards provided to them. If necessary, enforce safety rules by disciplinary action. Do not fail the company, which has sanctioned these rules of your workers who need them.
- 1.7 Set a good example; demonstrate safety in your own work habits and personal conduct. Do not appear as a hypocrite in the eyes of your employees.
- 1.8 Investigate and analyse EVERY accident- however slight- that befalls any of your employees. Where minor injuries go unheeded, crippling accidents may strike later.
- 1.9 Co-operate fully with those in the organization who are actively concerned with employee's safety. Their dedicated purpose is to keep our employees fully able and on the job and to cut down the easy personal toll of accident.



10.1 REMEMBER: Not only does accident prevention reduce human suffering and loss, but also from a practical viewpoint, it is more than good business. Safety therefore, is one of your prime obligations to your company, your fellow supervisor and your fellow employees.

RULES OF SAFE CONDUCT FOR ACCIDENT PREVENTION

In addition to mandatory hard hats and safety boots personal protection equipment such as fall arrest devices must be worn when *conditions warrant*.

A worker must wear a safety belt or safety harness with a lanyard tied off to a fixed support whenever the worker may fall 3 meters or more.

Lifelines must be used by only one worker at a time. It is to be kept free of the danger chaffing, cuts and abrasions.

Ladder shall be set up on a firm level surface and tied off to prevent their slipping or unsecured movement.

All ladders are to be checked for defects and job built ladders must be provided with filler blocks in between each rung.

Scaffolding shall be erected and dismantled under the supervision of a competent person. All scaffolding shall have adequate planking secured from movement and guardrails provided at the perimeters of each working level.

Guardrails shall be provided around all scaffolds, floor openings and perimeters of floors. Where guardrails are not practical, suitable protective covers shall be provided over floor openings.

All work areas shall be provided with access by runway, ramp, ladder, or stairs.



All electrical tools including skill saws, drills, etc. shall be protected by G.F.C.I. when used outdoors in a damp location.

All electrical cords shall be suitable for the purpose and free effects including cracks in protective covering and ground pin where applicable.

All workers shall take precautions to prevent the outbreak of fire at the project and shall be familiar with the location of suitable fire protection equipment.

Materials shall not be stored, moved or piled in such a manner that it may endanger a worker. Where practical all heavy lifting shall be done by mechanical means to prevent back injuries.

All workers are required to know the hazard symbols related to WHMIS Legislation.

ACCIDENT INVESTIGATION

All accidents will be thoroughly investigated by the Site Supervisor and/or Management, with involvement by Health and Safety Representative(s) where applicable.

All accidents will be investigated immediately.

The purpose of accident investigation is not to lay “blame” on anyone, but to find out how similar accidents may be prevented or avoided in the future.

No person shall alter the scene of an accident except for the purpose of preventing further injury or damage.

Full co-operation from all involved parties (including witnesses) is required.



No one who is legitimately injured by an accident at work will be denied assistance or compensation, provided that they obtain medical attention and report the accident immediately.

Record all first aid treatment, however minor, to your Supervisor.

PROCEDURE

The results of the investigation are to be recorded on the “Accident/Injury Report” form provided. All applicable sections must be completed and filled in.

The Workers’ Compensation Board (WCB) Accident report (Form 7) should only be filled out by a management Representative where necessary, and should not be filled out prior to a complete investigation and report. If the report is anticipated to take more than twenty-four hours, the head office will be notified of the accident, by fax or phone, and will include the following information.

- Name of person injured
- Social insurance number
- Address of injured person
- Nature of accident
- Accident location
- Name and address of doctor treating, if any
- That an investigation is underway and a full report will be provided upon completion therefore

The Workers’ Compensation Board must receive notification (Form 7 or letter) within three days.



PERSONNEL SELECTION, PLACEMENT AND TRAINING

Proper employee selection and training is an important operating and safety procedure. To help insure that we hire qualified employees, the following steps will be followed.

- 1.1 A pre-employment application will be obtained from every prospective employee. In those cases where the applicant has difficulty in completing the application, the person hiring the applicant will assist in completing the form. **IT IS VERY IMPORTANT THAT COMPLETE APPLICATIONS BE ON FILE FOR EVERY PERSON IN OUR EMPLOY.**
- 1.2 Management hiring new personnel will take necessary steps to thoroughly screen, observe and fit the new person on the job. Knowledge of the job requirements is a necessity.
- 1.3 Each new employee will be questioned to be certain that the applicant has at least the basic knowledge of the position for which he is applying.
- 1.4 Initial orientation shall include instruction on reporting of all accidents and the availability of medical facilities and first aid locations.
- 1.5 On initial indoctrination, each employee should be instructed by his Supervisor, concerning on the job safety meetings. This information shall include:
 - (1) Insist on work person joining the discussions
 - (2) That any hazard noted on the job should be reported to the Superintendent or Foreman.
 - (3) List of hazards on the job and what to look for.
- 1.6 All persons employed throughout the course of the work should be physically qualified to perform the duties, which assigned.
- 1.7 Medical history will be developed and reviewed to determine previous medical or physical limitations that will inhibit work performance.
- 1.8 A physical examination may be required for all operators. Physical examination may be required of anyone whose medical history information warrants such action.



SAFETY STANDARDS

THESE STANDARDS APPLY ON ALL PREMISES OPERATED BY THE COMPANY; ON ALL JOB LOCATIONS WHICH COMPANY PERSONNEL ARE WORKING; WHILE OPERATING COMPANY OWNED, LEASED OR RENTED TOOLS EQUIPMENT OR VEHICLES. WHEN MORE STRICT STANDARDS ARE IMPOSED BY LABOUR OR JOB CONTRACTS, OR BY GOVERNING BODY CODES, THOSE STANDARDS BECOME COMPANY STANDARDS AND WILL APPLY.

- 1.1 Use all tools and equipment essential to perform job in a safe manner.
- 1.2 Only tools and equipment in good, safe condition will be used.
- 1.3 Keep work area free of accumulation of rubbish, unneeded tools, equipment, supplies, material and personnel
- 1.4 Pile supplies and materials to prevent blow over, collapse, slipping or tipping.
- 1.5 WALK- doesn't run to change locations. Avoid sudden stops and cutting corner.
- 1.6 Slowly open doors-particularly those not offering a view in the direction in which it opens.
- 1.7 Immediately wipe up liquid spilled on walking or working surfaces.
- 1.8 Lift with legs not back. Get help with heavy, bulky or awkward loads.
- 1.9 Know where fires are most likely to occur. Know the location of the nearest fire extinguisher and how to use it.
- 1.10 Electrically operated machines, tools and equipment will be effectively grounded.
- 1.11 Power driven tools and equipment will have moving parts properly guarded.
- 1.12 Tools shall not be left on scaffolds, ladder or overhead working spaces when not in use. Where work is being performed overhead on scaffolds or ladders, containers shall be used to hold tools and prevent them from falling. The practice of throwing tools from one location to another or dropping them to lower levels shall not be permitted. When necessary to pass tools or materials under the above conditions, suitable containers or ropes shall be used.

MACHINERY AND EQUIPMENT

- 1.1 Only qualified and authorized personnel shall operate all machinery and mechanized equipment.
- 1.2 Movement of such equipment over roads, highways, or on city streets shall be done in accordance with all applicable local regulations. Equipment shall be equipped with wide-load signs, red flags, warning lights and fire extinguishers.
- 1.3 No guards, safety appliances or devices shall be removed from machinery or equipment or made ineffective except for the purpose of making immediate repairs, lubrication or adjustments and then only after the power has been shut off and locked



- out. All guards and devices shall be replaced immediately after the completion of the repairs.
- 1.4 Before any machinery or mechanized equipment is sent out to use on the job, it shall be inspected and tested by the Supervisor or operator and determined to be in safe operating condition. Continued periodic job inspections shall be made as such intervals as necessary to ensure its safe operating condition and proper maintenance.
 - 1.5 Any equipment found by the Supervisor to be in an unsafe operating condition should be prohibited from use until unsafe conditions have been corrected.
 - 1.6 Where practical, equipment left unattended shall be locked to prevent starting by unauthorized persons.
 - 1.7 Equipment shall not be operated in close proximity to high voltage wires.

WINDOW CLEANING
REGISTRATION, REPORTING & NOTICE REQUIRMENTS

1. When an accident involves the collapse or failure of a temporary or permanent support or structure that was designed by a professional Engineer, the employer shall report to Ministry of Labour as required by regulation 85/90.
2. Before any worker begins window cleaning at a building for which a suspended scaffold, boatswain's chair or similar single-point suspension equipment is used, every employer, Contractor and Sub-Contractor who proposes to carry out window cleaning at the building shall give notice as required by regulation 859/90.

WINDOW CLEANING
SAFETY PRECAUTIONS & REQUIRMENTS

1. Every person who engages in window cleaning shall be at least eighteen years of age.
2. Every worker who engages in window cleaning shall wear or use personal protective clothing, equipment or devices that protect the worker from particular hazard to which the worker may be exposed.
3. Every worker shall be instructed and trained in the care and use of protective clothing, equipment or device before the worker wears or uses it.
4. If a worker who is not working from a ladder is exposed to the hazard of falling more than three metres, the worker shall use a fall arrest system that is adequately secured



to a fixed support and arranged so that the worker cannot fall freely from a vertical distance of more than 1.5 metres.

5. The fixed support mentioned in the above shall be able to resist all arrest forces when a worker falls.
6. Where a suspended Scaffold is at least two independent means of support or suspension, the fall arrest body harness or lanyard may be attached to the scaffold.
7. A lifeline used in a fall arrest system,
 - a) Shall be used by only one worker at a time.
 - b) Shall be free from the danger of being chaffed or cut
 - c) Shall be suspended separately and independently from any suspended scaffold, boatswain's chair or similar single point suspension equipment.
 - d) Shall have a nominal diameter of at least six millimetres.
 - e) Shall be made of polypropylene or another durable material with equivalent impact strength that provides equal protection to a worker.
 - f) When in a vertical position, shall extend to the ground or the level of egress
 - g) Shall be inspected for wear prior to each day's use by a competent person who shall report any defects or damage to a Supervisor
 - h) Shall not be used when defective or damaged.
8. No lanyard, lifeline and fall arrest body harness that has arrested a fall by a worker shall be reused.
9. If practicable, signs containing the words "Danger-Work Overhead" in legible letters shall be posted in prominent locations and in sufficient number to warn pedestrians that window cleaning is being carried out overhead.
10. Barriers, warning signs or other safeguards for the protection of workers shall be used where vehicular or pedestrian traffic may endanger the safety of any worker or disturb the workers support lines or lifelines.



11. Material to be used on, or removed from, a work site shall be stored, moved, lifted and transported in a manner that does not endanger a worker.

WINDOW CLEANING

LADDERS AND RELATED EQUIPMENT

1. When a step ladder is being used,
 - a) The legs shall be fully spread and the spreader shall be locked.
 - b) The top and the pail shelf of the stepladder shall **not** be used as a step.

2. A barrel, box or other loose object,
 - a) Shall **not** be used by a worker engaged in window cleaning to stand upon while working.
 - b) Shall **not** be used to support a ladder, scaffold or working platform.

WINDOW CLEANING

SCAFFOLDS, BOATSWAIN'S CHAIRS & RELATED EQUIPMENT

1. Ontario Regulations 859/90 apply in respect of every,
 - a) Suspended scaffold that is permanently installed on a building or structure.
 - b) Suspended scaffold that is transported in component form and is assembled for use on work site.
 - c) Boatswain's chair or similar single point suspension equipment intended for the support of one worker.



2. All mechanically or electrically operated equipment used in connection with equipment,
 - a) Shall be suitable for the purpose for which it is used
 - b) Shall have legible operating and maintenance instructions of the manufacturer affixed to the equipment
 - c) Shall be operated, inspected and maintained in accordance with the manufacturer's instructions
 - d) Shall not be used in a manner that endangers the worker
 - e) Shall not be used when a component which may affect its safe operation (defective or damaged).

3. (1) Every primary suspension line and lifeline used in connection with equipment,
 - a) Shall be rigged in accordance with generally accepted rigging practice
 - b) Shall be rigged so that each line hangs vertically from the roof access level to ground or level of egress of worker using the line
 - c) Shall have a breaking strength of at least 10 times the static load that the line intended to support
 - d) Shall have each connecting end wrapped around a protective thimble and securely fastened,
 - (i) By means of a swaged fitting or eye splice, if applied by the manufacturer of the line or
 - (ii) If the line is a wire rope, by a minimum of **three** clamps
 - e) Shall be inspected before each day's use by the competent person who shall report any defects or damages to a Supervisor
 - f) Shall not be used when defective or damaged.

- (2) Every primary suspension line for a boatswain's chair similar single-point suspension equipment that is made of organic or polymer fibres,
 - a) Shall be doubled from the anchor point or point of suspension of the line to the ground or egress level.
 - b) Shall be permanently marked with,



- (i) The name of the manufacturer
 - (ii) The date the manufacture of line
 - (iii) The length of the line
 - c) Shall be protected from abrasion
 - d) Shall be used only with a descent control or similar device
 - e) Shall be tested by a recognized laboratory twenty four months from the date the manufacture of the line and once every twelve months thereafter for compliance with clause (1)
 - f) Shall be discarded
 - (i) Where it is found not to comply with regulations 859/90
 - (ii) In accordance with the manufacturer's recommendations
 - (iii) When it is no longer safe for use
- (3) Every descent control or similar device referred to in regulation 859/90
 - a) Shall be approved by the manufacturer of the device for use in window cleaning
 - b) Shall be used in accordance with the installation, operating and instructions of the manufacturer, which instruction shall be kept available for the inspection of an inspector.
- 4. Every boatswain's chair,
 - a) Shall have a seat of at least 600 millimetres long and 250 millimetres wide of one piece construction capable of supporting 225 kilograms
 - b) Shall be supported by a sling constructed of wire rope of at least nine millimetres that crosses underneath the seat
 - c) Shall not be used where the descent exceeds ninety metres
 - d) Shall only be used to clean windows within arm's reach of a worker who is freely suspended on the primary support line
 - e) Shall not be used when a worker is using corrosive substances or solutions for window cleaning.



5. Every static or horizontal line that is rigged between anchor points and to which primary support lines are directly attached shall be used as a professional Engineer directs, and the Professional Engineer shall certify the maximum load to be applied to the static or horizontal line.
6. Every out-rigging beam, cornice hook and parapet wall hook that is used to support a primary support line, shall have counterweights that are manufactured for the purpose, marked to indicate their weight and securely attached to the outrigger beam.
7. Every worker on a suspended scaffold, boatswains chair or similar single-point suspension equipment shall have an effective means of summoning assistance in case of an emergency.
8. Every worker who is on, or is in the process of getting on or off a suspended scaffold or boatswain's chair or similar single-point suspension equipment shall be protected by a fall arrest system.

WINDOW CLEANING

DUTIES OF EMPLOYERS, SUPERVISORS AND WORKERS

1. If an employer, supervisor or worker believes that an anchor point or related structure that is used to support a suspended scaffold, suspended work platform, boatswain's chair, and similar single-point suspension equipment or lifeline is defective or inadequate, the Employer, Supervisor and Worker shall inform the building owner of this fact.
2. Every Employer of a worker who engages in window cleaning using suspended scaffold, boatswain's chair or similar single point suspension equipment and every Contractor and Sub Contractor who proposes to carry out window cleaning in that manner shall appoint a Supervisor.



- 2B. A Supervisor shall visit the location of the window cleaning operation at least once daily.
3. A safety training program shall be established and maintained by every Employer whose workers engage in window cleaning using suspended scaffold, boatswain's chair or similar single point suspension equipment to train the worker in common core skills for the safe use of such using suspended scaffold, boatswain's chair or similar single point suspension equipment.
- 3.1 The common core skills referred to in Ontario Regulation 859/90 shall include.
- (a) the proper rigging of support lines
 - (b) The inspection for ware of primary support lines and lifelines.
 - (c) the safe use of descent control devices
 - (d) the proper use of fall arrest body harnesses lifelines to buildings and structures
 - (e) The safe use of suspended scaffolds boatswain's chair or similar single point suspension equipment.
- 3.2 No worker who has unsuccessfully completed the training program referred to in Ontario Regulation 859/90 shall be permitted to engage in window cleaning using suspended scaffolds boatswain's chair or similar single point suspension equipment.
- 3.3 Subsection does not apply to worker who:
- (a) Is being instructed in the safe use of window cleaning and fall arrest equipment
 - (b) Is accompanied by a person who has successfully completed the training program referred to in subsection 1.
- 3.4 Every Employer shall establish and maintain in writing a list of workers who have successfully completed the training program referred to in subsection 1.

NOTE:

Anyone who has successfully completed the window cleaning safety course offered by the Construction Safety Association of Ontario will be deemed to have successfully completed the training program required.

JOINT HEALTH AND SAFETY COMMITTEE

ROLES AND RESPONSIBILITIES

Principle Functions:



- Identify potential hazards
- Evaluate these potential hazards
- Recommend corrective action
- Follow- up the implementation of the recommendations.

Other Functions:

- be available to workers to
 - ◆ receive complaints
 - ◆ receive recommendations
 - ◆ discuss problems
 - ◆ recommend solutions
- Provide input into existing and proposed Health and Safety Program
- Participate in development of assessment reports and control program reports
- Cause Worker Trade Committee (W.T.C.) to be formed

- Inspections:
 - Regular inspections- entire site if practical;
 - Once a month, by person designated by the committee

- Complaints:
 - Workers must first report hazards or contraventions of the Act and regulations to their immediate Supervisor or Constructor.

 - WHEN COMPLAINTS ARE BROUGHT TO COMMITTEE MEMBERS THEY SHOULD:
 - Ask an immediate Supervisor responsible for the cause for the complaints resolve the matter
 - Have the request noted at the next committee meeting and recorded in the minutes
 - Notify the worker who reported the concerns of the action taken.

- Investigation:
 - Receive notification off all lost time injuries
 - May investigate death or critical injuries (if done, report in writing to Ministry of Labour)

- NOTE TO ALL MEMBERS:
 - When issues arise, always try and have the matter resolved by the immediate supervision for the workplace or workers involved.



- Do not sit on complaint until the next W.T.C. or J.H.S.C. meeting just so that you can have something to report or bring forward.
- The most successful W.T.C. and J.H.S.C have only a list of things resolved recorded in their meetings.
- Never let a life-threatening hazard continue without being brought to the attention of the employer who has created or is responsible for the hazard condition. Should the employer responsible, not take immediate action, notify site Management as soon as possible.
- The whole purpose of the J.H.S.C. and the W.T.C. is to produce a safer workplace and resolve disputes in the workplace without having to resort to outside assistance. It is designed to strengthen and make internal responsibility system decreed by the Occupational Health and Safety Act and Regulations for Construction projects.



ANTI-HARASSMENT POLICY

Company Commitment

At Solar Group Inc., we are committed to providing a safe and respectful work environment for all staff and customers. No one, whether a manager, an employee, a contractor, or a member of the public, has to put up with harassment at Solar Group Inc., for any reason, at any time. And, no one has the right to harass anyone else, at work or in any situation related to employment. This policy is one step toward ensuring that our workplace is a comfortable place for all of us.

Harassment is against the Law

The Ontario Human Rights Code prohibits harassment on the basis of race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability. The Criminal Code prohibits physical and sexual assault. You have a right to live and work without being harassed, and if you are harassed, you can do something about it. This policy tells you what to do if you experience harassment at work, or if you, as a manager or an employee, become aware of a harassing situation.

What harassment is

Harassment is any behaviour that degrades, demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (eg. touching, pushing), comments (eg. jokes, name-calling) or displays (eg. posters, cartoons).

Harassment can take place in the workplace itself, or outside of the workplace in a situation that is in some way connected to work. For example, during delivery trips, off-site meetings, business trips. Harassment will not be tolerated in any work-related place or event.

Sexual harassment includes offensive or humiliating behaviour that is related to a person's sex, as well as behaviour of a sexual nature that creates an intimidating, hostile, or "poisoned" work environment, or that could reasonably



be thought to put sexual conditions on a person's job or employment opportunities. A few examples are: questions and discussions about a person's sexual life; persisting in asking for a date after having been refused; writing sexually suggestive letters or notes. Sexual harassment often occurs in situations where there is unequal power between the people involved.

What isn't harassment

Consensual banter or romantic relationships, where the people involved consent to what is happening, are not harassment. Appropriate performance reviews, counselling, or discipline by a supervisor or manager are not harassment.

Employees' Rights and Responsibilities

All employees have the responsibility to treat each other with respect, and to speak up if they or someone else is being harassed. All employees have a responsibility to report harassment to the appropriate person.

Employees also have a responsibility to cooperate in the investigation of a harassment complaint. Anyone who gives evidence in an investigation, or who is otherwise involved in the process, must keep this information confidential, except as is necessary to deal effectively with the complaint.

Employers' and managers' responsibilities

Solar Group Inc. and its managers/supervisors have full responsibility for fostering a safe working environment, free of harassment. All management at Solar Group Inc. has the responsibility to stop harassment. If you become aware of harassment in your work area, or elsewhere in the company, you must do everything you can to stop it, whether or not a complaint has been made.

It is the responsibility of a director, manager, or any person within this company supervising one or more employees to take immediate and appropriate action to report or deal with incidents of harassment of any type whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed nor should the complainant be told to deal with it personally.

Solar Group Inc seeks to provide a safe, healthy and rewarding work environment for its employees. **Harassment will not be tolerated within this company!** If you feel you are being harassed, contact us. We want to hear from you.



Please note: Any staff member may file a complaint with the Ontario Human Rights Commission within six months of the occurrence of alleged discrimination or harassment.

Procedures applying to complaints of harassment

1. If you are being harassed, the first thing to do is tell the person harassing you to stop, if possible. You can do this in person or in writing.
2. If communicating directly with the person does not work or you feel unable to deal with him/her directly, you can speak to your supervisor, operations manager or call 416-269-0926 and speak with Brett Sequeira.
3. There may be informal ways to address your complaint: you can have the supervisor you have advised of the complaint assist you speak to the harasser or you may ask them to arrange for mediation, a process by which a neutral third party helps the people involved reach a solution acceptable to the both of them.
4. If the informal route for resolving a harassing situation does not succeed or is not appropriate, Solar supports its employees in filing a formal complaint with the Ontario Human Rights Commission.

Remedies for the victim

A person who has been found to have been harassed may receive one or more of the following remedies, depending on the severity of the harassment and what he or she has lost because of it:

- An oral or written apology from the harasser and Solar Group Inc
- Lost wages
- A job or promotion that was denied
- Compensation for any lost employment benefits, such as sick leave
- Compensation for hurt feelings; and/or
- A commitment that he or she will not be transferred, or will have a transfer reversed, unless he or she chooses to move.

No record of the complaint, investigation or decision will go in the employee's personnel file, if the complaint was made in good faith. Any unfavourable work review or comments that were placed in the complainant's personnel file because of the harassment will be removed from the file.



Corrective Action for Harassers

Someone who has harassed another person will be subject to one or more of the following forms of discipline, depending on the severity of the harassment:

- A written reprimand;
- A fine;
- A suspension, with or without pay;
- A transfer, if it is not reasonable for the people involved to continue working together
- A demotion; or
- Dismissal.

In most cases, the harasser will also be required to attend an anti-harassment training session.

If the investigation does not find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser. When the investigation reveals harassment occurred, the incident and the discipline which is imposed on the harasser will be recorded in the harasser's file.

Confidentiality

Solar Group Inc will not disclose a complainant's or alleged harasser's name, or any circumstances related to a complaint, to anyone, except as necessary to investigate the complaint or take disciplinary action related to the complaint, or as required by law. Managers involved in a complaint are reminded to keep all information confidential, except in the above circumstances.

Retaliation

Anyone who retaliates in any way against a person who has complained of harassment, given evidence in a harassment investigation, or been found guilty of harassment, will themselves be considered to have committed harassment and penalised accordingly. The possible penalties are the same as those assessed against harassers, set out above.



Monitoring

Solar Group Inc will monitor this policy and make adjustments where necessary. If you have any concerns with this policy, please bring them to the attention of management.

Ontario Human Rights Commission

If you feel uncomfortable or threatened, speak to a person in authority about it (a supervisor, the owner of the store, etc.). You can choose to contact the Human Rights Tribunal of Ontario to file an application. Where harassing behaviour makes you feel like you're in danger or leads to violence, you should call the police. You may also contact the Assaulted Women's Helpline, a 24-hour crisis line, at 1-866-863-0511, TTY Toll Free 1-866-863-7868, or visit www.awhl.org. for more information.



WORK PLACE VIOLENCE POLICY

The management of Solar Group Inc. is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources.

Work Place Violence is defined as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to all employees, visitors, clients and any persons who visit Solar Group Inc. place of work. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. Solar Group Inc. as the employer, will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. Employees of Solar Group Inc must report any incident of work place violence to the supervisor or manager. There will be no negative consequences for reporting work place violence.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Signed: _____ President: _____

The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace.



Work Place Violence Program

1. Introduction

Solar Group Inc believes in the prevention of violence and promotes a violence-free workplace in which all people respect one another and work together to achieve common goals. Any act of violence committed by or against any member of our workplace or member of the public, is unacceptable conduct that will not be tolerated. This policy applies to all activities that occur while on firm premises or while engaging in firm business, activities, or social events.

Acts of violence can take the form of physical contact. Acts of violence may occur as a single event or may involve a continuing series of incidents. Abuse in any form erodes the mutual trust and confidence that are essential to The Solar Group Inc's operational effectiveness. Acts of violence destroy individual dignity, lower morale, engender fear, and break down work unit cohesiveness.

2. Purpose

The purpose of the program is to ensure that:

- a) Individuals are aware of and understand that acts of workplace violence are considered a serious offence for which necessary action will be imposed;
- b) Those subjected to acts of workplace violence are encouraged to access any assistance they may require in order to pursue a complaint; and
- c) Individuals are advised of available recourse if they are subjected to, or become aware of, situations involving workplace violence.

3. Firm Commitment

Solar Group Inc is committed to:

- a) Investigating reported incidents of workplace violence in an objective and timely manner;
- b) Taking necessary action to respond to those incidents; and
- c) Providing support for complainants.

4. Definition

For the purposes of this program, firm member includes employees, office staff, supervisors and managers. For the purposes of this program "workplace violence" means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical injury, whether work related or at a work site.

Examples of workplace violence include, but are not limited to:

- a) Threatening behaviour such as shaking fists, destroying property or throwing objects;
- b) Verbal or written threats that express an intent to inflict harm;
- c) Physical attacks;
- d) Any other act that would arouse fear in a reasonable person in the circumstances.

5. Prohibited Conduct



No employee or any other individual affiliated with this organization shall subject any other person to workplace violence or allow or create conditions that support workplace violence. A member of the firm that subjects another firm member, client, or business associate of the firm to workplace violence may be subject to disciplinary action commensurate to the incident, up to and including dismissal.

6. Management Responsibilities

For the purposes of this policy, as a supervisor or manager, you are responsible to:

- a) Act respectfully towards other individuals while at work and participating in any work-related activity;
- b) Develop workplace arrangements that minimize the risk of workplace violence;
- c) Promote a non-violent workplace;
- d) Ensure that this policy is explained to all employees that you supervise or manage;
- e) Identify training needs for employees;
- f) Ensure that employees understand who to contact regarding concerns about the policy or when reporting an incident;
- g) Ensure your own immediate physical safety if an incident of workplace violence occurs, then report criminal behaviour to the appropriate law enforcement agency; and
- h) Ensure the security and safety of all parties involved during an investigation of an incident of workplace violence.

7. Complaint Procedure

1. Prior to filing a formal report of the incident a person subjected to workplace violence (the Complainant) should let their objections to the behaviour be known to the alleged offender (the Respondent), directly or with the assistance of a third party.
2. A Complainant may ask for support from 416-269-0926, ask to speak with Brett or a manager, to communicate their objections to the incident and/or to prepare and submit a formal complaint if they choose.
3. The Complainant should carefully record details of the incident including the date and time of the incident, the nature of the violence, and names of people who may have witnessed the incident. This document is the Complainant's personal record and property.
4. The Complainant may choose to file a formal complaint that documents their concerns to 416-269-0926 (a manager).



8. Confidentiality

Strict confidentiality is required to properly investigate an incident and to offer appropriate support to all parties involved. Any individual who becomes aware of an incident of violence should not disclose the details of the incident to any third party without prior consultation with the Complainant. Gossiping about an incident seriously undermines the privacy of all parties involved and will not be tolerated. Those with questions or concerns about an incident should speak to 416-269-0926 (a manager).

9. Non-Retaliation

All persons involved in the processing of a complaint will ensure that the Complainant is neither penalized nor subjected to any prejudicial treatment as a result of making the complaint. Disciplinary action will be taken against any person who takes any reprisal against a person who reports workplace violence.

10. Investigation

1. Upon receipt of a formal complaint of workplace violence Neal Dance (ex: manager) will determine whether an investigation will be pursued, and will a) Advise the Respondent in writing of the investigation and nature and specifics of the complaint; b) Advise the Complainant of the investigation; and c) Assign the investigation to an internal or external person to investigate.
2. The investigator will a) Advise all parties to the investigation that they may have representation; b) Conduct the investigation in accordance with the principles of natural justice; and c) Explore all allegations by interviewing the Complainant, the Respondent, and others who may have knowledge of the incident(s) or circumstances that led to the complaint, or are responsible for the workplace.
3. The investigator may make a finding of a) Sufficient evidence to support a finding of violation of this policy, b) Insufficient evidence to support a finding of violation of this policy, or c) No violation of this policy.
4. The investigator must prepare a written report of the investigation's finding, and forward that report to JHSC (ex: person from Management) within thirty (30) working days from the Respondent being advised of the complaint.
5. Neal Dance (Management) should make a decision whether to dismiss or act upon the report from the investigator within thirty (30) working days of receiving the report and advise the Complainant and Respondent in writing of the outcome.



11. Corrective Action and Discipline

1. If Neal Dance (Management) decides to act on the report from the investigator the following conditions should be considered when determining corrective action: a) The impact of the incident on the Complainant; b) The nature of the incident; c) The degree of aggressiveness and physical contact; d) The period of time and frequency of the incidents; e) The vulnerability of the Complainant.
2. The following corrective actions may be considered depending on the particular incident and the factors in the previous paragraph: a) apology; b) training; c) referral to an assistance program; d) reassignment or relocation; e) report to a professional body; f) suspension; g) discharge; and / or h) legal action.

12. Record Keeping

The documents corresponding to the investigation will be kept on file in a secured location, separate from the Complainant and Respondent's personal files, for two years from the date of the incident to be readily available for inspection by anyone directly affected by the incident, or an Occupational Health and Safety Officer. The investigation report should be kept in a secured location for longer than two years when it is reasonable to do so in the circumstances. Examples of reasonable circumstances include: to wait for the expiration of a limitation period, for the program manager to evaluate the workplace violence policy, and to monitor persons of ongoing concern.

13. False Accusations

A person who submits a complaint in good faith, even where the complaint cannot be proven, has not violated the policy. If an investigation results in a finding that the Complainant falsely accused the Respondent of workplace violence knowingly or in a malicious manner, the Complainant will be subject to appropriate sanctions, including the possibility of termination. Such action is considered a violation of the policy, and the investigation results and any sanctions will be recorded in the firm's personnel records relating to the Complainant.

14. Complaint Resolution Alternatives

An individual affected by workplace violence has the right to pursue their concern through alternative forums such as mediation, or other forms of dispute resolution. Nothing in this policy prevents an individual from pursuing other remedies to an incident of workplace violence such as a criminal or civil action, a complaint to the Ontario Human Rights and Citizenship Commission, or a complaint to the Law Society of Ontario.



15. Assistance

A firm member with questions, concerns or a complaint regarding workplace violence may contact Neal Dance for help and advice. This information will be kept confidential except in the case of an imminent physical threat in the workplace.

16. Evaluation

This program will be reviewed on an annual basis to ensure that it conforms with any changes to the Occupational Health and Safety Act, Code and Regulations and that it continues to address the needs of the firm regarding workplace violence. The evaluation should therefore include a needs assessment, process evaluation, and outcome evaluation. Benchmark data should be compiled to monitor the success of the program.



Environmental policy

The Solar Group Inc is committed to developing an environmental policy that covers all aspects of The Solar Group Inc work commitments.

The Solar Group Inc is committed to promote good environmental practice and awareness of its Environmental policies amongst all its employees and customers.

The Solar Group Inc is committed to promote the continued development of best practice by using ISO 14001 Environmental Management System (EMS)

Minimize waste by evaluating operations and ensuring maximum operational efficiency.

Actively promote recycling and use of recyclable products both internally and amongst our customers and suppliers.

Source and promote a product range to minimize the environmental impact.

Regular environmental monitoring of all work sites and office locations.

Meet or exceed all environmental legislation that relates to the company.

Actively develop and promote environmental standards for the day to day operations of The Solar Group Inc and communicate these to all employees.

Ensure that all responsibilities, roles, objectives and targets are communicated to all The Solar Group Inc staff.



ACCESSIBILITY POLICY

The Solar Group Inc. (“Solar” or the “Company”) strives to provide its services in a way that respects the dignity and independence of all persons, including those with disabilities.

This accessibility plan outlines the policies and actions that the Company undertakes to improve opportunities for people with disabilities, and incorporates the Company’s Accessibility Standards for Customer Service.

Statement of Commitment

The Company is committed to giving persons with disabilities the same opportunity to access our services as other clients, either in the same way or in a similar way. We are committed to providing excellent service to all clients and will take into consideration their individual needs in doing so. To that end, the Company is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations (“AODA”).

Customer Service Plan

Providing Services to Persons with Disabilities

The Company is committed to excellence in providing its services to its clients, including persons with disabilities.

Assistive Devices

The Company is committed to ensuring that employees have the information and resources they need to assist those who may use assistive devices in accessing the Company’s services. Our employees can assist clients with disabilities in obtaining, using and benefiting from the services Solar offers, taking into consideration and respecting the dignity and independence of the individual.



Communication

We communicate with persons with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, unless the service animal is otherwise excluded from the area by law or where there are overriding health and safety considerations.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that support person accompany him or her on our premises.

While on our premises, the person with a disability shall be permitted to have access to his or her support person at all times.

Unless there are overriding health and safety concerns, the person with a disability may choose not to be accompanied by his or her support at all times.

Notice of Temporary Disruption

The Company will provide prompt notice to the public in the event of a temporary disruption in any particular services usually used by persons with disabilities in order to obtain, use or benefit from the Company's services. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services or workarounds, if available. Such notices will be given by posting the information conspicuously at our sites or by such other method as is reasonable in the circumstances.

Training



The Company provides training to all employees and others who deal with the public or other third parties on the Company's behalf. Training will also be provided to any person who helps develop the Company's policies, practices and procedures governing the provision of services to clients or third parties.

Training will include:

- a review of the purposes and requirements of the *AODA*, including the Accessibility Standard for Customer Service and training on the Ontario *Human Rights Code*, as it pertains to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use equipment or devices that may help with providing services to persons with disabilities;
- what to do if a person with a disability is having difficulty accessing the Company's services.

Each individual who requires training will be trained as soon as practicable after he or she is assigned the applicable duties and on an ongoing basis thereafter in connection with changes to this Policy or other policies, practices and procedures governing the provision of the Company's services to persons with disabilities.

Records of training will be maintained in accordance with the requirements of the *AODA*.

Feedback Process

The Company welcomes feedback regarding the way the Company provides services to persons with disabilities. Such feedback may be provided by any of the following methods:

By telephone: **416-269-2288**

By facsimile: **416-269-1600**

By e-mail: **brett.sequeira@solarwindowcleaning.com**



By regular mail:

The Solar Group Inc
2481 Kingston Road #203
Scarborough ON M1N1V4

Attention: **Brett Sequeira**

All feedback or complaints will be directed to **Brett Sequeira**. In the ordinary course, clients can expect to hear back from the Company within seven (7) calendar days.

Obtaining Documents

Any documents required by the *AODA*, including this Policy, are available upon request. The Company will provide such documents, including this Policy, in a format that recognizes the disability of the person requesting it.

Kiosks

Should the Company design, procure or acquire any self-service kiosks, it will have regard to the accessibility for persons with disabilities. The Company will ensure that any employees involved in the procurement or acquisition of kiosks are apprised of the need to consider accessibility features in choosing the appropriate self-service kiosk.

Information and Communications

The Company is committed to meeting the communication needs of individuals with disabilities. When requested, the Company will consult with individuals with disabilities to determine their information and communication needs.

Existing feedback processes are also accessible to people with disabilities, upon request.



The Company ensures that all of its publicly available information is made accessible upon request. Where a request for an accessible format or for communication support(s) is received, the Company will:

- consult with the individual making the request to determine the accessibility needs and what would be a suitable format or support;
- provide the requested information in a timely manner; and
- provide the information at regular cost, if any.

The Company's existing website and all content on our website that has been posted since **13 November 2019** conforms with the Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

The Company will take the following steps to make all its internet websites, and all content posted on those sites since 13 November 2019, conform with WCAG 2.0, Level AA, by January 1, 2021:

- audit all websites and content for Level AA compliance;
- implement the necessary changes to bring the websites and web content into conformance with all applicable Level AA standards.

Employment

The Company is committed to fair, inclusive and accessible employment practices.

The Company notifies the public and individuals applying for positions that accommodations are available for people with disabilities during the recruitment and selection process. If an applicant is selected to participate in an assessment process, the Company notifies the applicant that accommodations are available upon request should the applicant have accessibility needs due to a disability. The Company will consult with the applicant to determine whether a suitable accommodation is available.

The Company advises successful applicants of its policies for employees with disabilities who require accommodation, and makes all such policies available.

Where an employee requests, the Company will consult with the employee making the request and provide or arrange for the provision of accessible formats or communications supports



for: (a) information needed to perform the employee's job; and (b) information generally available to other employees.

The Company has implemented a written process for developing and documenting individual accommodation plans for employees with disabilities, including their return to work (if applicable).

When undertaking any performance management, career development and advancement and redeployment processes, the Company will ensure that the accessibility needs of its employees with disabilities are taken into account. This will include a review of any individual accommodation plans that are in place for individual employees.

Design of Public Spaces

The Company will meet the Accessibility Standards for the design of public spaces when building or making major modifications or alterations to public spaces

Service Disruptions

The Company will endeavour to prevent service disruptions to the accessible parts of its public spaces. To reduce the risk of service disruptions, the Company will periodically inspect the accessible portions of its public spaces. When any deficiencies are noted that might impact on accessibility, the Company will take steps to correct the deficiency within a reasonable time frame.

In the event of a service disruption, the Company will notify the public of the service disruption and alternatives available.

Modifications to this Policy or Other Policies

The Company will consider and take appropriate steps to modify or provide alternatives to any of its policies or practices that may have the unintended impact of failing to respect and



promote the dignity and independence of persons with disabilities. The Company will continue to work hard to make its services available to all who wish to use them, including persons with disabilities.

Additional Information

For more information on this accessibility plan, or for a copy of this plan in an accessible format, do not hesitate to contact the Company by any of the following means:

By telephone: **416-269-2288**

By facsimile: **416-269-1600**

By e-mail: **brett.sequeira@solarwindowcleaning.com**

By regular mail:

The Solar Group Inc

**2481 Kingston Road #203
Scarborough ON M1N1V4**

Attention: **Brett Sequeira**



SOCIAL MEDIA POLICY

1. PURPOSE

- 1.1 Social media platforms are powerful communication tools that have the potential to have significant impact on the reputations of organizations, professionals and individuals. The Solar Group (the "**Company**") has determined that the restrictive approach set out in this Policy to social media use by employees of the Company and its subsidiaries and, where applicable, persons under contract with the Company, is necessary in order to protect the Company, its customers and its employees. In particular, the Company has concerns regarding the potentially negative effect social media use can have on the reputation of the Company, its customers and its employees, branding, preservation of confidential information and compliance with the law.

2. FORMS OF SOCIAL MEDIA

- 2.1 Social media is rapidly changing and expanding. This Policy covers all forms of social media that are in existence or may come into existence in the future. By way of example, this Policy covers, but is not limited to, the following forms of social media:
- (a) blogs;
 - (b) Wikis (e.g. Wikipedia, Wikileaks);
 - (c) microblogging services (e.g. Twitter, Tumblr, Pinterest, Yammer);
 - (d) online social networks (e.g. Facebook, Instagram, Snapchat, LinkedIn, Periscope, MySpace);
 - (e) video or photo sharing sites (e.g., YouTube, Flickr);
 - (f) Rating and review sites (e.g. Yelp, TripAdvisor, Yahoo Movies);
 - (g) bulletin boards or forums; and
 - (h) any other form of online publishing or discussion group.

3. GUIDELINES

- 3.1 **Responsibility** – Employees are personally responsible for the content they publish on social media. All employees must be mindful that what is published on social media will be public and will remain so indefinitely.
- 3.2 **Company Policies and Employment Terms** – The same principles, guidelines, rules of conduct, terms and responsibilities of employment laid out in all Company policies, including but not limited to, the Company Policy, the Health and Safety Policy and the Anti-Harassment Policy as well as those laid out in any individual employment contract, apply to employee activities online. As a result, any discrimination, harassment, unlawful conduct, threats of violence and/or other breach by an employee



of the Company's policies or the terms of his or her employment contract will not be tolerated.

- 3.3 **Identifying as an Employee of the Company on Social Media** – If you have identified yourself on social media as an employee of the Company, all of your postings reflect upon the Company. As an identified employee of the Company, these employees must ensure all posts or comments on social media are accurate, meaningful and respectful. These employees may not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the workplace. These employees should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.
- 3.4 **Workplace Complaints** – Workplace complaints should be communicated to an employee's supervisor. It is not appropriate to air workplace grievances on social media. Employees are more likely to resolve work-related complaints by speaking directly with a supervisors than they are by posting such complaints on social media. Such posting are disrespectful, ineffective and unprofessional.
- 3.5 **Confidential Information** – Employees are not permitted to comment on or release information related to the Company or its business, including confidential information, news or information about the Company's business, employees, customers, products and services, suppliers, competitors, performance or financial results, whether confidential or not, on social media.
- 3.6 **Company and Customer Branding** – Respect the laws regarding copyrights, trademarks, rights of publicity and other intellectual property. Employees may not post any content on social media, including but not limited to pictures or videos, that display the Company's or its customers' trademarks, logos, copyrighted images or other intellectual property. Such postings could infringe the law, or otherwise confuse the public that the Company or its customers authorized, sponsored, or are affiliated with the employee's use of their intellectual property.
- 3.7 **Photography** – To ensure compliance with this Policy, employees may not post any pictures or videos taken on Company premises or the premises of the Company's customers on social media. To further ensure compliance with this Policy, and to ensure compliance with the Company's Health and Safety policy, the only pictures or videos that may be taken by employees while working are those that display health and safety risks at the job sites. These pictures or videos may not be posted on social media and may only be shared with the Company's Joint Health and Safety Committee for the purposes of addressing the health and safety concern.
- 3.8 **Monitoring** – Employees should be aware that the Company routinely monitors social media for reference to the name of the Company and other key words related to the Company and its customers.



4. VIOLATIONS

- 4.1 Employees must report any violations of this Policy to the operations manager of the Company.
- 4.2 The Company will investigate any complaint received of alleged misuse of social media or contravention of this Policy.
- 4.3 Behavior which violates this Policy will not be tolerated. The Company will take any disciplinary or preventative action as it deems appropriate to address violations of this Policy that are brought to its attention, up to and including termination of employment for cause.

Employee Name

Employee Signature

Date



Substance Abuse Policy

It is the policy The Solar Group Inc to recognize and assist any employee in dealing with substance abuse. The Solar Group Inc recognizes the inherent dangers to other workers who have to work with a worker who is impaired through substance abuse, as well as the personal problems associated with the substance abuser.

Any worker suspected of being impaired will not be allowed to continue working. The site supervisor will discuss the situation with the worker safety representative and site foreman if a sub-contractors' worker is involved. If the employee is deemed unfit for work, the employee will be taken home.

The Substance Abuse Control Policy applies to all of The Solar Group Inc's employees including sub-contractors' employees. The Solar Group Inc will not condone the following behaviour by any worker.

- Use or consumption of any form of alcohol or any prohibited substance on a construction project at any time.
- Sale, purchase, transfer, offering, use or possession of alcohol on company property or at a site where The Solar Group Inc is engaged.
- A worker will not arrive or be at work while under the influence of alcohol or prohibited substances.

These employees will be made to understand that The Solar Group Inc management cannot allow them to continue working until they seek attention and treatment to eliminate their dependence or practice of substance abuse. The worker will be suspended from working until his/her treatment is completed and his/her reliance to the substance(s) is over.

The Solar Group Inc management will assist in setting up such treatment necessary for any employee in:

- Addiction Research Foundation [416-504-1937 and 416-363-4309]
- Ont. Drug & Alcohol Registry of Treatment [1-800-565-8603]
- Alcoholics Anonymous Toronto [416-487-5591]

All supervisors/foremen will be instructed to recognize the problems of substance abuse and the seriousness of its effects on the safety of employees