



# COMPANY POLICY

# GENERAL RULES OF CONDUCT

## PRINCIPLES

A company's character and reputation is 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.

Responsibilities to 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 has 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 as 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 on time regularly 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 time 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 Solar Group Inc. is an equal opportunity employer and does not tolerate discrimination, violence or harassment 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 Solar Group Inc. is an equal opportunity employer.
- 2.4 Employment with Solar Group Inc. 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.

**Employee Signature:** \_\_\_\_\_

- 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.

**Employee Signature:** \_\_\_\_\_

#### 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.**

**Employee Signature:** \_\_\_\_\_

- 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 \$ 50.00 per week payment; should the total amount to be deducted be higher than \$ 50.00, 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 Company's discretion. The value to be determined by the shop manager based on normal wear and tear and useable 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.

**Employee Signature:** \_\_\_\_\_

## 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.

**Employee Signature:** \_\_\_\_\_

## 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 Always use safety equipment.
- 7.3 Report immediately to your supervisor all accidents or injuries sustained on the job.

7.4 Prepare WSIB accident report employee Form 6 and employer 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 once per year or when going on vacation.  
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.

(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- Salaried Employees*

8.3 Vacation pay is calculated at percentage of gross wages (4%, 6%, 8%).

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

After one complete year - two weeks or 10 working days (4%)

After five complete years - three weeks or 15 working days (6%)

After ten complete years - four weeks or 20 working days (8%)

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 nine public holidays with pay: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

## 9. *Employment Benefits*

9.0 After one year of employment Group DPSP/RRSP is available to all employees. Contributions will be deducted from each pay. Commencing the month of January of each year The Solar Group will match employees' RSP contribution to a maximum of \$300.00 per year paid quarterly.

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 more 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 \_\_\_\_\_, 20..... I, \_\_\_\_\_ have read,  
Date signed Name of employee (please print)

and understood the Company Policy and agree to the deduction as per 5.6

\_\_\_\_\_  
Signature of employee

\_\_\_\_\_  
Witness

Employee # \_\_\_\_\_