

Frontier Power Products Ltd.

Personnel Policy Manual

Effective: July 20, 2012

Previous update: April 2009

Table of Contents

Application of Personnel Manual.....	3
Employment.....	3
Employment Equity Policy.....	3
Employee Privacy Policy.....	7
Hiring Relatives or Friends.....	11
New Employees.....	11
Personal Information.....	11
Appearance.....	11
Conduct.....	12
Ethical Behaviour.....	13
Performance Evaluation.....	13
Security.....	13
Pets in the Workplace.....	13
Termination.....	14
Retirement.....	14
Safety Policy.....	14
Compensation and Benefits.....	15
Tool and Boot allowances	18
Vacation.....	18
Benefits.....	19
Basic.....	19
Provincial Medical Plan.....	20
Extended Medical Insurance.....	20
Health Care Expense Account.....	21
Supplementary Unemployment Benefits (SUB).....	21
Long Term Disability.....	22
EAP – Employee & Family Assistance Program:.....	22
Life Insurance.....	23
Pension Plan.....	23
Leaves.....	24
Expense Accounts.....	26
Employee Development.....	27
Technology Use.....	28
Confidentiality.....	32
Software use.....	32
Confidential Information.....	32
Software for Home Use.....	33
Security.....	33
Audits.....	33
Miscellaneous.....	33

Application of Personnel Manual

This Personnel Policy Manual replaces any and all other Frontier Power Products Ltd. (Frontier) personnel policies whether written or oral. Employees are reminded that the company reserves the right to vary, revoke or amend any terms of the manual as is required by the needs of the business. You are reminded to periodically review this manual in order to remain familiar with the terms, and any amendments to it. It is available on Frontier's Intranet site. ***This manual is part of your employment contract. New employees will be given and must acknowledge receipt and acceptance of this personnel manual***

Frontier complies strictly with the Employment Standards Act of the Province in which the employee works. The hours of work and overtime are based on this Act irrespective of the location of the job site. Any item not covered in this manual will default to the minimum standards for the appropriate province.

Employment

Hiring Practices

It is the policy and commitment of Frontier to abide by the Human Rights Code and create a climate of mutual respect where all people are equal in rights. Frontier will provide every person the right to equal treatment with respect to employment and promotion without discrimination due to race, colour, ethnic origin, creed, sex, sexual orientation, age, marital status or disability.

When you are hired, you will receive a letter of employment from Frontier outlining your position, rate of pay, probationary period, vacation and holidays, and eligibility for employment benefits.

Employment Equity Policy

Frontier Power Products Ltd. recognizes that diversity within our organization is an advantage in positioning us for success in a growing and diverse marketplace. Employment equity is a human resource planning tool designed to eliminate barriers in the workplace that may prevent the full participation of all employees and potential employees, including designated group members including women, Aboriginal, disabled or visible minorities.

Frontier Power Products appreciates the diversity of its workforce and is committed to ensuring that all employees are able to effectively and efficiently use their skills and experience to contribute to the organization's performance, production and service delivery without bias.

Policy Statement

Frontier Power Products Ltd. will establish and maintain an effective system to ensure a diverse workplace and provide workplace accommodation.

Frontier Power Products Ltd. will ensure that its corporate activities including all policies, practices, procedures, and procurements will not result in discrimination.

Frontier Power Products will respond in a timely, confidential and sensitive manner to requests for individual workplace accommodation.

To Whom Does This Policy Apply?

This policy applies to all employees of Frontier Power Products Ltd. and applicants for positions within our Organization and at all sites where work is undertaken for our Organization. It applies to employees in and applicants for full-time, part-time, contract and temporary positions.

Our Commitment

Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.

The commitment to diversity and equality in the workplace is a good management practice and makes sound business sense.

Breaches of our diversity and equality policy will be regarded as misconduct and could lead to disciplinary proceedings.

This policy is fully supported by senior management.

We will

Continue to develop a diverse workforce with appropriate credentials from designated groups. Individual achievement will be the prime principle for all staffing decisions.

Ensure that all decisions are based on individual competencies, (skills, knowledge and abilities) and not on factors unrelated to a person's ability to do the job.

Ensure that Frontier Power Products regulations, policies and practices do not have an unfavorable impact, direct or indirect, on the employment and development of members of designated groups.

Strive to increase the number of applicants for all positions to reflect the diversity of the pool of potential candidates with suitable qualifications from designated groups.

Responsibility

Overall responsibility for implementing this policy and procedure rests with Annette Sonderby, Human Resource Manager. Annette Sonderby will oversee the process of forming an Employment Equity Committee, conducting a workforce survey and analysis, examining all of our employment systems and developing an employment equity plan over the next few months. Jasmine Thomas has been assigned to assist the senior official responsible for employment equity in the coordination of this program. All staff members are encouraged to notify the Human Resource Department of any barriers they believe prevent access or inclusion. Annette Sonderby is responsible for ensuring action is taken on such notifications.

Frontier Power Products Ltd. recognizes a shared responsibility for ensuring that an individual accommodation is identified. Frontier Power Products Ltd. is responsible for advising employees and applicants about their right to accommodation and assisting the employee or applicant, with the help of an employee representative, to identify the most suitable accommodation.

The employee or applicant is responsible for requesting accommodation including identifying, where possible, the types of accommodation she or he considers appropriate.

Frontier Power Products Ltd. recognizes that supervisors and managers also have a responsibility to initiate the procedure where she or he is aware that an employee or applicant has a need for accommodation, but is unable for any reason to state that need. The procedure, in this event, will only continue with the consent of the employee or applicant. The employee has a responsibility to provide reports or medical information specifically relevant to the process of identifying appropriate accommodation. Supervisors and managers are responsible for following the correct procedure when an employee or applicant identifies the need for accommodation.

Committee

The purpose of the employment equity committee is to oversee the implementation of the employment equity program in order to develop fair, equitable and barrier-free employment practices in accordance with the Federal Contractors Program and its requirements. The employment equity committee is not to be considered a form of co-

management. Although employees are encouraged to actively participate in the employment equity process, Frontier is to be held accountable for the employment equity plan.

Undue Hardship

Frontier Power Products Ltd. is not required to make changes to workplace policies, rules, practices and operations or provide accommodation that will result in undue hardship.

Before refusing to provide accommodation, our organization will ensure that all necessary steps are taken to accommodate, short of undue hardship, are considered.

Where a particular accommodation has been requested and it has been found that it cannot be met without incurring undue hardship, every effort will be made to provide alternative accommodation up to the point of undue hardship.

Communication

Frontier Power Products Ltd. will ensure that all employees are provided with a copy of the policy and procedure. A copy of the policy and procedure will be permanently posted in a common area within each branch. A copy of the policy and procedure will also be posted on Frontier Power Products' Intranet website.

Review

Annually, all employees will be reminded of the policy and procedure by e-mail or other suitable distribution processes.

Implementation

Frontier Power Products will ensure the implementation of this Policy by:

- Developing an employment equity plan with guidelines to assist those who make employment decisions;

- Ensuring that these plans focus on equity in the hiring, promotion, and recognition in the workplace;

Ensuring that individuals in positions to form or influence employment decisions are conscious of the Frontier's employment equity policy and the employment equity plan;

Reporting to Human Resources and Skills Development Canada (HRSDC) once a year on the status of employment equity in our organization

Employee Privacy Policy

Intent

In accordance with the [Personal Information Protection Act \(PIPA\)](#), Frontier Power Products Ltd. has adopted this Policy to ensure that any and all personal information collected, maintained and used, with respect to employees, is maintained in a confidential manner and used only for the purpose it is intended.

Scope

The Employee Privacy Policy applies to Frontier Power Products Ltd., its employees, management team and anyone conducting business on behalf of the Company.

Definitions

Contact information means "information that allows an individual to be contacted at work. It includes the name, position name or title, business telephone number, business address, business e-mail and business fax number for the individual" (Office of the Information & Privacy Commission, 2004).

Employee personal information is "information that is collected, used or disclosed solely for the purposes reasonably required to establish, maintain, manage or terminate an employment relationship between an employee, including volunteers, and an organization. This may include information such as name, home address, educational history, and employment history. This does not include contact information or work product information" (Office of the Information & Privacy Commission, 2004).

Work product information is information that is prepared or collected by an employee as part of that individual's work responsibilities, but does not include information about an individual who did not prepare or collect the information (Office of the Information & Privacy Commission, 2004).

General Guidelines

Frontier Power Products Ltd. is committed to upholding the privacy of our employees and as such, the Company will only collect and use employee personal information that is necessary to fulfill the purposes of the employer-employee relationship, such as

- Identify verification
- Credential verification
- Payroll and benefits enrollment
- Municipal, provincial and federal requirements

Collection, Use and Disclosure

Frontier Power Products will only collect, use and disclose employee personal, contact and work product information in accordance with the Personal Information and Privacy Act (PIPA) and for the purposes indicated below:

Personnel File

- Name
- Address
- Telephone number
- Date of Birth
- Social Insurance Number (SIN)
- Resume & References
- Educational documents
- Driver's License – if employees will be driving a company vehicle

Payroll & Benefits

- Banking information
- Spouse and/or dependent names and birthdates

Frontier Power Products will only disclose employee personal information where authorized by PIPA or required by law. It is the Policy of Frontier Power Products Ltd., that any individual requesting the disclosure of an employee's personal information must:

Present a subpoena, warrant or court order

Provide photo identification

State the reason for the request to collect personal information, where a subpoena, warrant or court order is not presented

If an individual has requested the disclosure or access to an employee's personal information, Frontier Power Products Ltd. will provide a written notification to the employee containing a copy of any subpoena, warrant or court order and proof that photo identification was requested and received.

Frontier Power Products Ltd. will not sell, distribute, rent or otherwise distribute employee personal information to any individual, organization or business, under any circumstances, unless explicit written authorization has been received from the employee.

Employee Consent

Frontier Power Products Ltd. will receive an oral, verbal or electronic consent from an employee prior to the collection, use or disclosure of any employee personal information. Employees may, at any time, revoke the consent to release or collect personal information (in accordance with applicable laws).

Length of Retention

Frontier Power Products Ltd. will maintain and retain employee personal information so long as the employee is employed with the Company, and for one year after the employment relationship has ceased, unless otherwise required for legal or business purposes

Accuracy

Frontier Power Products Ltd. will take all reasonable measures to ensure that employee personal information is accurate and complete. If an error or mistake is noticed, employees are encouraged to submit a written request to have the necessary changes made.

To ensure the accuracy of Frontier Power Products Ltd.'s employee personal information, employees are encouraged to immediately notify the Human Resources Dept., in writing, of any changes such as name, address or telephone number changes.

Security

Frontier Power Products Ltd. commits to taking the following measure to ensure that all employee personal information is secure:

- Keep all files in a locked filing cabinet in the Human Resources office

Employee Access

Employees may request, in writing, to view their own personal information. Upon receipt of the request, Frontier Power Products Ltd. will provide the employee access to their personal information within thirty (30) days.

Complaints and/or Questions

For questions or complaints regarding employee personal information, employees are encouraged to contact Annette Sonderby, Human Resource Manager

Telephone: (604-946-5531

Fax: 604-946-8524

E-mail: asonderby@frontierpower.com

Administration

This document was created on January 9, 2012 and is to be used as the Employee Privacy Policy for Frontier Power Products Ltd., its employees and management team.

Hiring Relatives or Friends

Hiring friends or relatives can lead to unintended or unwanted situations. Before anyone, at any level of the company, hires a friend or relative, they must first discuss it with their supervisor and obtain written permission to hire the individual.

Doing Business with Non Arm's Length Companies

In any case where a conflict of interest may exist, it is required that there be supporting documentation, in the form of written quotations or other acceptable information to clearly demonstrate that Frontier Power Products Ltd. is purchasing from individuals or firms on a fair and equitable basis when compared to other providers. This is required to protect our reputation for fairness in the marketplace and to ensure all suppliers of products or services that they will be given an equal opportunity to compete for our business on an even footing.

New Employees

Before beginning work new employees must complete a TD1 form. They must also physically show their Social Insurance card. The CRA guide says that employers must get a SIN card from each employee in pensionable or insurable employment.

All new employees must complete a probationary period. Unless specified otherwise the probationary period will be 3 months from the date of hire. During this period Frontier will determine your suitability to become a full time regular employee. It is expressly understood if Frontier determines that you are not suitable for any reason that your employment may be terminated without cause and without notice.

Personal Information

Frontier will only collect personal information such as Social Insurance Number, Date of Birth, Age, Personal Health Care number, address, bank account number, legal status, etc. to the extent necessary to fulfill government regulations or to administer the employee benefits package. This information will be kept confidential. The only information we will release is to confirm your employment with the Company. Unless directed by government agents or the courts no other information will be released without your written approval.

Appearance

We encourage all employees to dress appropriately for the work environment consistent for their job responsibilities. Shop employees will be issued appropriate coveralls. Employees are responsible for the coveralls. Upon termination all coveralls must be turned in. The value of any missing items will be withheld from your final pay. We strongly discourage lending coveralls to other employees. If you notice coveralls missing notify your supervisor so it can be rectified. We must be notified the day of or the next

day after delivery of uniforms. Frontier will be responsible for the laundering of the coveralls.

Conduct

Every employee is entitled to employment free of harassment, including sexual harassment. The Company prohibits all forms of harassment of any employee. Harassment includes insinuating, demeaning or derogatory remarks or behavior in the workplace. Sexual harassment is defined as conduct, comments or gestures of a sexual nature:

That is likely to cause offense or humiliation to any employee; or
That might, on reasonable grounds, be perceived by the recipient as placing a condition of a sexual nature on employment or on any opportunity for training or promotion.

It is Frontier's policy that all employees are responsible for ensuring that the work place is free from harassment. Accordingly, you must avoid any action or conduct that could be viewed as harassment. Likewise, Frontier will make every reasonable effort to ensure that no employee is subjected to harassment by other employees or by persons with whom the Company has dealings. If an employee has a complaint of harassment by anyone at work, including supervisors, co-workers or visitors, bring the problem immediately to the attention of your Manager or to the H.R. Manager.

Frontier will keep all aspects of a harassment complaint investigation and documentation as confidential as possible. Frontier will take appropriate corrective action toward employees who violate this policy. Such action will result in discipline up to and including termination.

At work or while traveling on company business employees are required to behave in a professional manner consistent with good business demeanor. There will be no excessive alcohol consumption while on company business.

There is "zero tolerance" for violence and/or outbursts of anger in the workplace. In situations where violent or unruly behaviour is displayed the employee will be sent home immediately and without pay. A work suspension will remain in effect for the balance of that day and the following day. Before returning to work the employee must first meet with his/her supervisor to discuss the situation and any required corrective behaviours or actions.

In all instances, the supervisor concerned must write a report on the incident. This report is to be read and signed by the employee. It will be kept in the employee's file. (The employee's signature does not necessarily mean that he/she agrees with the content – it only signifies that the report has been read by the employee.

Ethical Behaviour

Ethical behaviour is a broad topic that relates to the ways in which we present ourselves, as well as the ways that we carry on our business with customers, suppliers and other business associates.

The company's good reputation is of great value. It has been said that good reputations take many years to build, yet they can be destroyed by a single ill-conceived act. We must, therefore, strive to be honest and straightforward in our dealings with all of our business partners, including employees, customers and suppliers. Our aim is to create and maintain long term business relationships. To do so, we must be fair and honest with all of those with whom we do business.

Employees that represent Frontier Power Products Ltd. must be mindful of the company's good reputation. We expect that employees will be properly attired, punctual, polite and well-mannered when on company business.

As in all other matters, we will comply with all applicable laws. We will not offer bribes or any inappropriate inducements of any kind to customers, potential customers or to suppliers for any reason whatsoever.

We believe that good business ethics are not only the right way to behave but they are good for business as well. We want to deal only with ethical businesses and we expect that our customers feel the same way.

Performance Evaluation

Following your probationary period of 90 days an evaluation of your work will be given. Our intention is to follow up with annual performance reviews. The performance review is meant to be a constructive, structured meeting between you and your Manager not only to review your performance and job expectations and to set goals for the coming year, but to discuss your ideas and concerns and the plans for the future.

Security

Those employees who have in their possession keys to the building bear the responsibility to be certain that their respective work area is locked when vacating the premises. Lost keys must be reported to your supervisor immediately. Alarm codes and key fobs must be kept confidential and never shared with others.

Pets in the Workplace

Everyone has a right to feel safe and comfortable at work. As far as possible, we do our best to provide a working environment that is healthy, safe and clean.

We try to maintain a relaxed and congenial workplace. However, the subject of bringing pets to work is one where we realize that we cannot please everyone. Most people enjoy

being around a well-behaved dog. Unfortunately, some people have allergies or they may have had unpleasant experiences with dogs in the past. They are not comfortable with pets of any kind in their working area.

Specifically, we have had complaints about dogs. For this reason we must require that employees not bring their dogs or any other pets, into our buildings. As well, any dogs on our properties, outside of the buildings, must be on a leash.

Under no circumstances are dogs that might be dangerous allowed anywhere on our premises.

If an animal is brought onto our property by a non-employee, the animal's owner should be politely but firmly asked to lock the animal in their vehicle while visiting Frontier. The only exceptions are “seeing-eye” or other animals that have been specifically trained to provide special assistance to their owners.

Termination

If your employment with Frontier is terminated you will be provided notice or pay in lieu of notice to which you are entitled under the Employment Standards of the Province in which you are employed. In addition you will be provided one (1) additional week of notice or pay in lieu of notice for each completed full year of employment. Employee benefits will continue for the notice period that is required under the Employment Standards of the Province in which you are employed.

If you are terminated for “cause” you are not entitled to any notice or pay in lieu of notice. Cause for this purpose includes but is not limited to such things as unsatisfactory performance, dishonesty, insubordination, and serious misconduct, all as determined in the sole discretion of the Company.

Retirement

Frontier’s policy is that employees must retire upon the date required by the government. As such, notice of termination of employment at the required age is deemed to have been given. Employees who wish to continue working beyond the required age may request to do so and will be considered on an individual basis. Employment beyond the birthday of the required age will be on a “month to month” basis and as such no new notice period will be required.

Safety Policy

The safety of employees is the first priority of Frontier. Frontier is a member of the “COR” Safety program. The following safety policies are in place and all employees must follow them. For a more detailed look at our safety policies, all employees are encouraged to browse the “Company Safety Manual” available in common areas.

Frontier and its employees must conform to the rules and regulations of the Workers' Compensation Board. As such employees must not work in contravention of the Workers' Compensation Board's rules and may refuse any work that they feel might be a contravention.

Any work-related injury must be recorded and reported promptly to your supervisor and to the appropriate authorities.

Adequate first aid supplies must be on hand at all times.

Appropriate safety clothing must be worn including steel-toed boots, safety glasses, non-flammable clothing for welders, and hard hats on construction sites.

Shop employees may never work alone. There must always be a second employee available in case of emergencies.

Employees may only perform work for which they have the appropriate accreditation. Tickets must be kept current.

Employees must not work if they have been consuming alcohol or other recreational drugs. Consumption of these items is forbidden on Company premises.

Employees who perform work outside of our premises must ensure that the same rules are followed.

Frontier's safety responsibility goes beyond workplace concerns. We deal in goods that have great potential for harm if they are not built, installed and maintained properly. Potential hazards include electrical shocks, fires and injuries from high speed rotating components. It is important to be aware that someone could be seriously hurt or killed by something we have built. **Therefore, if there is any reason to suspect that something we are building or have built might not be safe to operate we need to immediately notify the user/owner by the quickest means that there may be a potential for accident. This needs to be followed up by notification, in writing, by fax or e-mail. We need to offer a solution to the hazard and a means of accomplishing the solution.**

Management needs to be told of the problem or potential problem to ensure that appropriate actions are taken in an expedient fashion.

A copy of the safety manual will also be available on Frontier Power Products' Intranet website.

Compensation and Benefits

Pay Period

Hourly paid employees are paid every second Wednesday. Salary-paid employees are paid on the 20th of each month. Payments are made by direct deposit to your bank account.

Payroll Deductions

Frontier will not make any deductions from pay cheques unless specifically requested by the employee or legally required to do so through a garnishee order or similar instrument.

As part of your employment contract with Frontier any advances given to you or expenses paid on your behalf by Frontier may be deducted from your pay cheques.

Hours of Work and Overtime

Normal hours of work for all employees are 40 hours per week. Your Manager will determine specific starting and finishing times. In accordance with the Labour Standards Act employees must take their assigned lunch breaks.

Employees will generally work the same hours, but may be required to work more hours as the work dictates. ***Overtime work is only performed when necessary and must be approved in advance by your Manager.***

Policy prior to April 2009 changes.

B.C. Employment Standards

“Daily Overtime – After working 8 hours in a day an employee must be paid time-and-a-half for the next two hours worked, and double-time for all hours worked in excess of 10 hours in a day. Saturday and Sunday are treated as double time once the 40 hours per week has been met.

Alberta Employment Standards

“Overtime is all hours **WORKED** in excess of: 8 hours in a day
Starting May 21, 2008, Frontier has adopted the following for AB:
Saturday and Sunday are overtime if the person has worked 40 hours in a week.
The 40 hours includes all in-shop and field time, scheduled paid vacation, statutory holidays, training and travel time, but does not include paid sick time.
Overtime hours are to be calculated both on a daily and on a weekly basis. The higher of the two numbers is overtime hours worked in the week.”

Frontier will try to cooperate in developing flexible hours of work for positions that are not bound by specific deadlines, nor require continuous attendance in the office.

Shop Employees who are assigned field work (not including travel time) are entitled to an additional \$2.00 per hour for time spent in the field, excluding travel time.

NOTE: the hours worked and OT are irrespective of the job site location. Employment Standards for the province of your hire will apply.

Policy as of April 2009

Provincial law requirements must be met. We are subject to audit but as importantly, we have an obligation to conform, in all respects, to current labour standards and practices.

The labour standards for BC and Alberta and Manitoba are different.

- In **BC**, anything over 8 hours a day, or 40 hours in a week is overtime paid at time and a half. Anything over 12 hours/day is paid at double time.

[BC Hours of work and overtime fact sheet](#)

- In **Alberta**, anything over 8 hours in a day, or 44 hours in a week is overtime paid at time and a half. (Only BC has double time.)

[- AB Overtime fact sheet](#)

- in **Manitoba**, anything over 8 hours a day, or 40 hours a week is overtime paid at time and a half.

[- MB Overtime fact sheet](#)

[Frontier's Policy is:](#)

Weekend overtime - AB (adopted May 2008) and MB (April 2009):

- Saturday and Sunday are overtime if the person has worked 40 hours in a week. The 40 hours includes all in-shop and field time, paid vacation (previously scheduled), statutory holidays, training and travel time, but does not include paid sick time.

Weekend overtime & daily overtime - BC (adopted May 2007):

- anything over 10 hours in a day is double time

- Saturday and Sunday are double time if the person has worked 40 hours in a week. The 40 hours includes all in-shop and field time, paid vacation (previously scheduled), statutory holidays, training and travel time, but does not include paid sick time.

No overtime should be worked **except when requested** by the customer or by Frontier's management. Common sense and circumstances may make overtime sensible in some situations and here, your best judgment should apply. Examples would be when travel time from, then back to the job would exceed the overtime costs required to complete the job or when work stoppage would add to the costs owing to clean up and start time such as when painting.

When a customer asks for overtime or for a call out, **he should be told** that extra charges may apply. In some cases Frontier elects to absorb these costs but that determination is usually made after the time and other charges (mileage, cartage etc.) have been used so it is in the customers' best interests to be informed that he may be charged a premium for these services.

Warranty does not pay overtime! Permission from management is very important when performing warranty work as we will not be reimbursed by the manufacturer's warranty.

If you do work overtime you must report it. The company is in contravention of labour laws if you do not. It's only fair: when you work overtime, you get paid for your work.

[Employee requested overtime](#) at straight time rates is not permitted by provincial law in either BC or Alberta.

Tool and Boot allowances

Allowances start the first day of employment. No company purchases may be made on behalf of employee until after their probationary period. Both full allowances are available for new full-time employees after their probationary period of 90 days. Any items purchased from **hire date** and on can be submitted after 90 days.

Boots – We will reimburse up to \$150.00 annually towards safety boots. Submit your receipts for reimbursement.

Tools – Frontier will match up to \$400.00 per year for the purchase of tools. Submit your receipts for reimbursement. This is considered a “taxable benefit”. (For example – if you purchase tools during the year totaling \$600.00 Frontier will reimburse you \$300.00. Reimbursement will be for amount that you have paid – not the amount you have charged on account.

Note: For our purposes “tools” may include tool boxes, meters or measuring instruments, gauges and other items that directly relate to the performance of service work.

Vacation

Vacation time is earned with the completion of a twelve-month period of continuous employment as indicated below. The entitlement earned in one year is to be taken during the subsequent year. The period is based on the anniversary date of your employment. “The entitlement to vacation and vacation pay are intended to ensure that employees annually have a rest from work without loss of income. “Vacations must be taken and cannot be waived.” according to provincial legislation.

Employees are to submit a vacation form with their annual vacation requests to their Manager who must approve all requests. Two employees whose duties overlap or who are expected to back up the other employee may not take vacations at the same time. Employees with vacation schedules that conflict should try to work out alternative schedules between each other. If they cannot reach an agreement, then the schedule will be determined at the sole discretion of their Manager. In any case no employee may take vacations without having their request specifically approved by their Manager.

Employees must also enter their requested time in the Intranet calendar.

Vacations may be taken in an unbroken period or in periods of not less than one week's duration in accordance with the Annual and General Holiday's Act. Any request to take vacation that is less than one week will only be considered in exceptional circumstances

and will be at the sole discretion of the Manager. Time off for personal reasons may be approved and subsequently will be given with no pay or will be charged to the employee's vacation time.

Vacation entitlement must be taken during the vacation period. Requests to carry forward the entitlement to subsequent periods will only be considered in exceptional circumstances.

The Vacation entitlement is as follows:

<u>Length of Service</u>	<u>Vacation Rate</u>	<u>Entitlement (Weeks)</u>
< 1 year	4%	0
>1 to 5 years	4%	2
>5 to 10 years	6%	3
10 years	8%	4
> 10 years	Additional .4% per year	1 additional day per year

Statutory Holidays

New Year's Day

Victoria Day

Civic Holiday (August)

Thanksgiving Day

Christmas Day

Family Day (Alberta employees only)

Good Friday

Canada Day

Labour Day

Remembrance Day

Boxing Day

Louis Riel Day (MB employees only)

If you are required to work on these days, as a salaried employee you shall be given one regular working day off with pay. If you are employed as an hourly employee, you will be paid at one and one half times the regular rate of pay for the first 8 hours and double time for all additional hours and shall be given a regular working day off with pay.

Benefits

The benefits provided are laid out in greater detail on Frontier's Intranet site. In order for an employee to be eligible for company benefits, they must work a **minimum of 30 hours a week**. Employees are encouraged to review for greater detail. The employment benefits section of the Intranet site is considered an extension of this Personnel Policy Manual and any changes will be listed there. It is available to all employees. If you have trouble or need help accessing the site please contact your Manager or the HR department.

Basic

All employees are covered for statutory benefits which include Employment Insurance, Canada Pension Plan and Workers' Compensation and are done in accordance with Provincial and National Law.

Provincial Medical Plan

Effective July 1, 2007 Frontier will pay 100% of the provincial medical premiums in provinces where the employees are responsible for the cost of health care. The premiums paid by the company are considered a “taxable benefit”. The coverage will be effective the first day of the second full month after your hire date. For example say you are hired on April 20th the insurance coverage will start June 1st. Each employee is responsible for the correct and current information provided to [BC Medical Services Plan](#) . If there is a change in any of the pertinent information, you will need to advise Personnel. If you do not require the benefit we will need a note stating that. Your BC Medical Care Card number gives you access to <http://www.bchealthguide.org/> -- the online BC Health Guide, and the 24 hour BC Healthguide Nurseline at 604-215-4700.

Extended Medical Insurance

Employees are covered by Extended Medical Insurance starting the first day of the month after they have completed the 30 day waiting period. So if you are hired on January 18, coverage will be March 1. There is no cost to employees for Extended Medical Insurance coverage. It is up to the employee to ensure that any change of status (marriages, dependents, death, etc.) is reported and their files updated.

An exhaustive list of what is covered is available at www.equitablehealth.ca

- register with your Equitable Life of Canada card which has your policy number (811843), certificate number (usually 0+your social insurance number)

Once you have registered on www.equitablehealth.ca, find the claim forms

As of March 2012 this website doesn't work properly with most browsers. We have tested Internet Explorer and Mac Safari, and both seem to work.

- sign in with your userID and password
Plan member > How to submit a health claim or dental claim to Equitable Life

[Equitable claim form #466 - fill-able PDF](#)

Once completed, upload it to their website with "EZClaim Online"

or mail the completed claim form with receipts to:

Equitable Life of Canada
One Westmount Road North
P.O. Box 1604 Stn. Waterloo
Waterloo, Ontario N2J 0A7

They also have an [iPhone app for submitting claims](#)

There are many limitations and restrictions on the coverage. Please see the Intranet site for details of the coverage and links on how to make claims.

Health Care Expense Account

Each employee has \$3,000 of health care credits available for you and your family each calendar year – accumulated at a rate of \$250.00/month. This is in addition to your [Provincial Health Care Plan](#), and [Extended Medical](#) insurance. HCEA is usually used for dental and vision care. Eligibility is the same as for Pacific Blue Cross. Dependent children are covered up to age 21 unless they are in full time attendance at school, in which case coverage can extend until age 25.

There is no deductible, and no cost to employees. Unused credits can be used in the next year, but not to the year after that. New employees are covered by the HCEA after 30 days, although the available HCEA credits are pro-rated for the year. More detailed information is available on the Intranet home page under employee benefits.

Dental care: Ask your dentist to make up a standard claim form and submit it to Frontier. This will be charged against your available HCEA credits, and then handled by Frontier's normal accounts payable system.

Vision care: Includes eye exams (when not covered by BC Medical or Alberta Medical), prescription glasses and contact lenses, etc.

Other medical expenses not covered by your Provincial Health Plan, or our Extended Benefits can also be paid from the HCEA account, as long as they are mentioned in [Revenue Canada's guidelines](#).

Supplementary Unemployment Benefits (SUB)

This is a short-term disability benefit operating in conjunction with Employment Insurance. Frontier will top up your EI benefits up to 95% of your regular pay when you are off sick AND collecting EI sick pay benefits. See the Intranet site for details and a link to the EI guidelines on S.U.B. plans.

Long Term Disability

LTD coverage starts at 17 weeks off the job, when EI and SUB benefits run out.

The policy pays 2/3 of your normal monthly wage up to \$2,500, and 1/2 of the amount over that up to a maximum benefit of \$10,000/month.

Frontier charges each employee for their LTD premiums. Under federal tax law, if you are in the unfortunate situation of requiring LTD benefits, they are *tax free* if you have paid the LTD premiums. If Frontier paid the premiums, LTD benefits would become taxable, so we figured that the employees would be better off under this arrangement. The current LTD premium rate is 1.485% of the monthly benefit. (If your normal earnings are \$2900/month, your LTD benefit would be 2/3 of the first \$2500 + 1/2 of \$400 = \$1867, so your monthly premium would be 1.485% x \$1867 = \$27.72)

The benefits continue for 2 years if you are unable to work at *your own* profession. After 2 years, the benefits continue if you are unable to work at *any* profession. For example, if you can no longer work as a mechanic, but could work at a desk, you would be required to take a desk job 2 years after being disabled.

EAP – Employee & Family Assistance Program:

Details of this program are at <http://equitablehealthconnector.ca/>

Sign in with your EquitableHealth.ca userID and password

Equitable HealthConnector™

Whether you need help knowing what questions to ask your doctor, are dealing with a family or personal medical issue, or are looking for available health resources near where you live, HealthConnector is here to support you. Speak with a Health Information Specialist who can help you find health resources or to get more information about any of the services below at 1-888-344-5658.

Canadian Health Care Guide

- Finding care - health care providers (doctors, specialists etc.), facilities, expenses
- Managing your health - decision making, tests & treatments, coping with illness, caregiving & support
- Healthy living - workplace health, nutrition & wellness, travel health

Health library

- Canadian health screening guide
- Conditions
- Medications
- Natural products
- Travel health

Health services directory:

- flu vaccination guide
- provincial health care services
- community support groups
- physicians
- facilities

Lifeworks Employee Assistance Program

comprehensive source for dealing with various challenges throughout one's life.

- parenting & child care
- education
- midlife & retirement
- older adults
- disability
- financial
- legal
- everyday issues
- work
- managing people
- health
- emotional wellbeing
- addiction and recovery
- student life

Start by looking at the website www.lifeworks.com

Speak with a Lifeworks consultant anytime at 1-877-207-8833. This is confidential

Life Insurance

Life insurance is set at 2 times annual earnings. Federal tax law states that life insurance premiums are a taxable benefit. Life insurance coverage begins the first day of the month after you have been employed for 3 months. Life insurance coverage terminates when you retire, or turn 70, whichever comes first.

Accidental death coverage pays an additional amount equal to life insurance.

Optional additional life insurance is available through BC Life, our group life insurance provider. You can purchase this until you turn 65.

Pension Plan

The company pension plan is voluntary, however we encourage all employees to take advantage of it. Frontier's pension plan is administered by Standard Life. The pension

plan is self-directed. You choose how to invest your money from Standard Life's available options.

Employees are eligible for Frontier's pension plan after they have been with Frontier for 6 months. Frontier matches your pension plan contributions up to:

0-2 years' service	3% of your pay
2-5 years' service	4% of your pay
Over 5 years' service	5% of your pay

However, this money is not actually yours until you have at least **2 years of continuous Plan membership** with respect to all years of plan membership. If you leave Frontier before completing 2 years, you forfeit Frontier's matching portion. After 2 years, the employer contributions are yours, although they are "vested" (locked-in until retirement). Any money that you contribute to your pension plan- above the matched amount (your "**additional voluntary contributions**") can be withdrawn at any time. Once you have joined the pension plan, you cannot stop contributing. However, you can lower your contributions from 3% to 1% of your earnings.

In order for you to visit the Intranet sites for links to available investment funds, results of the pension plan, and information on how to manage your pension funds, you will automatically be sent a user ID and password from Standard Life once they have received your enrollment form.

Exception: Manitoba Provincial Law states that full time employees must join the pension plan within the period provided for in the plan text (not exceeding 30 days) after expiration of waiting period. Employee is then fully and immediately vested.

Leaves

Attendance & Absences

In a team environment attendance of each team member at work at their scheduled starting time is essential. Excessive absences from work and tardiness can affect customer service and pose undue hardship on other staff members.

The Company bases its overall performance on getting the job done on time and to serve its customers. We appreciate that due to some unforeseen events, sickness, accident or family matters employees are unavoidably compelled to be away from work.

Absence

If you are unable to report to work on time you need to contact your supervisor/manager. In case of illness you must contact the company immediately and provide a reason, and if possible, advise when you will be able to return to work. Prolonged absences from work require a doctor's note.

For short term illness we will pay until the "SUB" plan kicks in. The "SUB" plan through Employment Insurance as described above kicks in on day 2 of an extended illness. You will need to get a Record of Employment form in order to apply. Frontier's

formal policy on sick time is that we do not pay for time off due to sickness. We may pay for the occasional time off for sickness or to attend a doctor's visit where it cannot be scheduled outside of normal work hours with the approval of your supervisor. Any payments made are strictly at Frontier's sole discretion and does not confer that future payments will be made.

Leave of Absence

You may request a leave of absence from work to your manager. Each request will be considered by your manger on its own merit or be granted in accordance with the Employment Standard Act and other relevant guidelines.

Family Leave

You are entitled to a maximum of 5 days unpaid leave per year to meet responsibilities related to the care, health or education of any member of your immediate family. Employment Insurance provides "Compassionate Care" benefits of up to 6 weeks to care for a gravely ill relative with a significant risk of death.

Family Bereavement Leave

In the event of a death in your immediate family the company provides all regular status employees a leave with pay up to three (3) days' time off. To receive family bereavement time off from work, please talk to your manager. The manager in charge will ensure that any leave is appropriate to the need.

Immediate family means: spouse, mother father, sister, brother, child, grandchild, grandparent, mother-in-law father-in-law.

Jury Duty & Court Appearances

The company recognizes the responsibility of its employees to serve Jury Duty when requested to do so. When an employee receives notice to appear for Jury selection, he/she is to inform his/her manager to make the necessary arrangements and have the policy fully explained.

The company may, at its option and sole discretion, reimburse employees for wage loss resulting from serving as a juror. This will depend upon the length of time the person will be absent and whether or not the company has to hire a replacement person to fill the vacancy.

In case it would create a serious hardship for the company having an employee attending jury duty the company and the employee will file for exception from jury duty.

Injury on the Job (Workers' Compensation)

All employees of the company are covered under the Workers' Compensation Board for injuries on the job or industrial disease. Any injury, no matter how insignificant, must be reported immediately to your manager. If you see your doctor with what is thought to be a work related injury, you must at once report such a visit to H.R. Manager and fill out all appropriate paperwork within 72 hours of the accident.

In the event of any traffic accidents during Company business with private vehicles an employee is required to submit details accompanied by a written report with drawings to their manager within 24 hours of the accident. A copy of all accident reports and insurance claims relative to accidents must be presented to the manager. Under normal conditions WCB pays for all time loss from work commencing with the first full day after the injury occurred.

The company will maintain the benefits for the employee while on WCB with the employee maintaining his/her share.

Expense Accounts

The company will reimburse employees for reasonable expenses incurred on behalf of the company for travel and client entertainment. An employee may request a travel advance prior to departure on a trip. The employee is responsible for submitting receipts to substantiate expenses incurred upon completion of a trip.

Meal allowances will only be paid if the employee leaves the urban area of the branch they work out of.

Entertainment and Miscellaneous expenses must be submitted for approval monthly on an Expense Report form along with all supporting vouchers. Entertainment expenses must be restricted to customers or valued clients and costs should be reasonable. Individual receipts for meals and entertainment must include (on the back of the receipt) the customer(s) name and the nature of the business that was discussed. If the information is not included, these charges will not be paid and will become the responsibility of the employee. Any charge for outstanding credit card transactions will also be the responsibility of the employee.

Credit Cards issued by the Company must only be used for business purposes. Chevron cards may only be used to purchase oil and gas for vehicles. Payment by the Company of balances owing will only be done when all receipts are submitted. An employee runs the risk of Revenue Canada charging entertainment expenses back to the employee and thus becoming a taxable benefit, if such expenses are not reasonable.

When renting cars for business, mid-size cars are appropriate. Adequate insurance should be placed. Care should be taken as depending on the payment method or other scenarios insurance can be put in place for no additional cost. BC employees should

purchase ICBC Roadstar coverage annually, which covers your rental vehicle insurance. Please read the Intranet site under “Rental Cars” for details.

In order for the company to obtain the GST rebate, **receipts must be provided along with the credit card receipts**. If receipts are not provided, the employees will not be able to claim the expense and will be expected to pay themselves.

The company will reimburse employees for the use of their own vehicle on company business. The company will pay 52cents per kilometer driven. The company will pay for any parking expenses. The company will not pay for accidents, insurance, fines or repairs.

Employees traveling outside of their urban area should determine the most economical mode of transportation. Mileage charges that exceed the cost of air travel and car rentals will be reduced.

Employee Development

Training and Education

You will receive as a new employee, the necessary training to perform the job for which you have been hired. Should you change positions you will receive further training to enable you to be effective in your new position.

Continuing education is important to the cultivation of employees’ strengths and talents. As part of your job, you will be expected to upgrade your skills particularly relating to technical and electrical positions. We wish to support your career development through education and training.

What expenses will be reimbursed?

Generally speaking, Frontier will be supportive of courses that relate directly to your current job functions. As well, courses that would prepare you for other positions within the company would be considered. In all cases we would expect the employee to discuss the proposed training with his/her supervisor before enrolling if Frontier is expected to contribute to the costs.

Frontier will not pay for any courses that are not fully completed or successfully passed.

Courses taken outside of business hours

Frontier will contribute up to \$500/year for **tuition and books** that are related to your work. Some examples of potential training include St. John's industrial first aid, financial administration, imports and exports, management skills, telephone skills, time management, service training courses put on by our vendors, presentation and sales skills, programming skills, purchasing management, and others. Revenue Canada has restricted the types of courses we can pay for, so we need to show that the course has some relationship to your job.

Apprenticeship training

Frontier, the provincial government, and EI share funding for these courses. Upon hiring an employee, they will need to provide the book with their hours. To register for an apprenticeship course you will need to get approval from your supervisor so that the course can be scheduled. Frontier will advance you enough to top up your UIC to your normal pay. Once you have passed your course and have been back at Frontier for 6 months, Frontier will calculate a bonus equal to the outstanding advance, to zero it out. The **cost of the course and books** for the course can be treated as an advance to be forgiven at 6 months. In most cases apprenticeship courses will not be allowed “back-to-back”. You must check with your supervisor.

Courses taken during business hours

Time away from work needs to be approved by your supervisor. Frontier will contribute the tuition and books (as above). Wages or wage top-ups are handled case by case. You must check with your manager prior to taking the course in order to be eligible for reimbursement. You must complete and pass the course before Frontier will reimburse your costs. If Frontier pays the course fees in advance those fees would have to be repaid by the employee.

Technical Training

Some vendors put on technical training courses that require travel to attend. These training sessions are a benefit for both the employee and the employer. If you are required to travel the day before the course starts you will be paid 8 hours straight time for the travel day. In addition you will be paid 8 hours per day while on training. So for example a course begins on Monday morning and ends Wednesday. You are required to leave on Sunday and will return Wednesday evening. You will be paid 8 hours straight time for travel on Sunday and 3 X 8 hours for Monday, Tuesday and Wednesday. In addition reasonable food, hotel and travel costs will be paid.

Technology Use

Frontier provides various technology resources to authorized employees to assist them in performing their job duties for Frontier. Each employee has a responsibility to use Frontier’s technology resources in a manner that increases productivity, enhances Frontier’s public image, and is respectful of other employees. Failure to follow Frontier’s policies regarding use of these resources may lead to disciplinary measures, up to and including termination of employment. Serious violations may result in civil or criminal prosecution.

Technology Resources, Definition

Technology Resources consist of all electronic devices, software, and means of electronic communication including, but not limited to, the following: personal computers and workstations; lap-top computers; mini and mainframe computers; computer hardware such as disk drives and tape drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including drawing and wiring diagrams; software that grants access to external services such as the Internet; electronic mail; telephones; cellular phones; pagers; and voicemail systems.

Authorization

Authorization to Frontier's technology resources is at the sole discretion of Frontier's management. Generally, employees are given free access to Frontier's technology resources. However if this privilege is abused it will be taken away.

Use

Frontier's technology resources are to be used by employees only for the purpose of conducting Frontier business. Employees may, however, use Frontier's technology resources for the following incidental personal uses so long as such use does not interfere with the employee's duties, is not done for pecuniary gain, does not conflict with Frontier's business, and does not violate any Frontier policy.

- To send and receive necessary and occasional personal communications;
- To prepare and store incidental personal data (such as personal calendars, address lists, and similar incidental data) in a reasonable manner;
- To use the telephone system for brief and necessary personal calls, and;
- To access the Internet for brief personal searches and inquiries during meal times or other breaks, or outside of work hours, provided that employees adhere to all other usage policies.

Frontier assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on Frontier's technology resources. Frontier accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications or any personal data stored on any Frontier property.

Intellectual Property, Trademarks and Drawings and Schematics

During the normal course of work employees may have access to drawings, bills of materials, Trademarks, mechanical and electrical drawings and other information. This information is the property of Frontier Power Products Ltd. It is intended to support our

business activities and to provide customer support. It may not be shared with others or duplicated for any other purposes.

Improper Use

Prohibition Against Harassing, Discriminatory and Defamatory Use:

Frontier is aware that employees use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. Under no circumstances may employees use Frontier's technology resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way (e.g., sexually explicit or racial messages, jokes and cartoons).

Prohibition Against Violating Copyright Laws

Employees must not use Frontier's technology resources to copy, retrieve, forward or send copyrighted materials unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

Other prohibited Uses

Employees may not use Frontier's technology resources for any illegal purpose; to violate any Frontier policy; in a manner contrary to the best interest of Frontier; in any way that discloses confidential or proprietary information of Frontier or third parties; or for personal or pecuniary gain.

Frontier Access to Technology Resources

All messages sent and received, including personal messages, and all data and information stored on Frontier's electronic mail system, voicemail system, or computer systems are Frontier property regardless of the content. As such, Frontier reserves the right to access all of its technology resources including its computers, voicemail, and electronic mail systems, at any time, in its sole discretion.

Privacy

On occasion, Frontier may need to access its technology resources including computer files, electronic mail messages and voicemail messages. Although Frontier does not wish to examine personal information of its employees, they should understand that they have no right to privacy with respect to any messages or information created or maintained on

Frontier's technology resources, including personal information or messages. Frontier may, at its sole discretion, inspect all files or messages on its technology resources at any time for any reason. Frontier may also monitor its technology resources at any time in order to determine compliance with its policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

Passwords

Some of Frontier's resources can be accessed only by entering a password. Passwords are intended to prevent unauthorized access to information. Passwords do not confer any right of privacy upon any employee of Frontier. Thus, even though employees may maintain passwords for accessing resources, employees must not expect that any information maintained on technology resources is private. Employees are expected to maintain their passwords as confidential.

Data Collection

The best way to guarantee the privacy of personal information is not to store or transmit it on Frontier's technology resources. To ensure that employees understand the extent to which information is collected and stored, below are examples of information currently maintained by Frontier. Frontier may, however in its sole discretion, and at any time alter the amount and type of information that it retains.

- 1) Although voice mail is password protected an authorized administrator can reset the password and listen to voice mail messages.
- 2) Electronic mail is backed up and archived. Although electronic mail is password protected, an administrator can reset the password and read electronic mail.
- 3) Many documents stored on Frontier computers have a history that shows which users have accessed the document.
- 4) Documents saved on personal computers are backed up on the computer servers and an administrator can access these documents.

Deleted Information

Deleting or erasing information, documents, or messages maintained on Frontier's technology resources is, in most cases, ineffective. All employees should understand that any information kept on Frontier's technology resources might be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because Frontier periodically backs up all files and messages, and because of the way in which computers re-use file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

The Internet and Online Services

Frontier provides authorized employees access to online services such as the Internet. Frontier expects that employees will use these services in a responsible manner and for business related purposes only. Under no circumstances are employees permitted to use Frontier's technology resources to access, download, or contribute to the following:

- Gross, indecent, or sexually oriented materials;
- Job search sites;
- Gambling sites;
- Games;
- Illegal drug oriented sites;
- File sharing services for downloading items such as music, videos, or software.
- Politically oriented sites or sites devoted to influencing the course of legislation or public policy.

Additionally, employees must not sign "guest books" at web sites or post messages to Internet news groups or discussion groups at web sites. These actions will generate junk electronic mail and may expose Frontier to liability or unwanted attention because of comments that employees may make. Frontier strongly encourages employees who wish to access the Internet for non-work related activities to get their own personal Internet access accounts.

Confidentiality

Some of the information to which Frontier has access is confidential. Employees should avoid sending confidential information over the Internet, except when absolutely necessary. Employees also should verify electronic mail addresses before transmitting any messages.

Software use

All software in use on Frontier's technology resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may loan any software on Frontier's computers by any means of transmission, unless authorized by Frontier's administrators. Do not load any software on Frontier computers unless authorized by the IT department as it may conflict with existing software.

Confidential Information

Frontier is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of both Frontier and third parties. Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting confidential information on Frontier's technology resources. Confidential information should not be accessed through these resources in the presence of

unauthorized individuals. Similarly, confidential information should not be left visible or unattended.

Software for Home Use

Frontier endeavors to license its software so that it may be used on portable computers and home computers in addition to office computers. Employees must obtain permission before transferring or copying any software from a Frontier computer to another computer. Employees will return all company data, software, hardware and accessories at the end of their employment with Frontier.

Security

Frontier has installed a variety of programs and devices to ensure the safety and security of its computer systems. Any employee found tampering or disabling any of Frontier's security devices will be subject to discipline up to and including termination. If you are working on the premises Mon.-Fri after 10 PM you must phone the monitoring company.

Audits

Frontier may perform auditing activity or monitoring to determine compliance with these policies. Audits of software and data stored on Frontier's technology resources may be conducted without warning at any time.

Miscellaneous

Company Vehicles

Company vehicles are to be kept clean and in a safe operating condition. There shall be no alcohol or drug consumption while using company vehicles. While using the vehicles you must conform to all laws and road courtesy conventions. Employees will be responsible for any and all traffic or parking violations they commit.

Driving Abstracts will be required for all personnel who will be driving a company vehicle. No smoking is permitted in company vehicles since the company vehicle is an extension of the work place.

Driving Rules

- Frontier employees who drive a company owned or leased vehicle must:
- Possess a valid Driver's License for the province of residence & vehicle(s) operated.
 - Not drive while under the influence of alcohol or illicit drugs. Prescription drug users must follow the recommendations regarding operation of motor vehicles
 - Provide Frontier with authorization for a driver's abstract.

- Obey all applicable laws.
- Comply with all company driving policies, practices and procedures.
- Refrain from displaying or engaging in road rage.
- Have the vehicle maintained according to the manufacturer's recommendation
- Keep Vehicle Maintenance Log up to date.
- Immediately report any vehicle deficiencies
- Not drive an unsafe vehicle
- Report any and all accidents
- Not drive if for any reason the vehicle or any other conditions are unsafe.

Lunch Room and Coffee Area

The lunchroom including equipment and facilities are provided for the comfort and convenience of employees. We ask each individual to treat these areas with care and respect by practicing and promoting tidiness and cleanliness.

Smoking Policy

Frontier endeavors to provide a healthy environment, therefore smoking is not permitted in company buildings (within 5 metres) or in company vehicles.

Telephone Calls

Telephones should be primarily used for conducting company business. Personal calls, both incoming and outgoing, should be limited. Cellular phones provided by Frontier are restricted to business related calls. Employees will be expected to pay for any personal calls deemed unreasonable.

Cell Phones in Vehicles

Using cellular telephones while driving is dangerous. Depending upon the Province, cell phone use may be illegal while driving. "Distracted" driving laws discourage talking on cellular telephones, even in "hands-free" mode. Vehicle operators must stop their vehicles in a safe location, off the road, before accepting incoming calls or making any outgoing calls.

Cell Phone Use at Work

Employees are expected to minimize their cell phone usage during working hours. Personal calls, except during break periods should be limited to emergency calls only.

As cellular data roaming charges are excessive, if you have a cellular phone that is data-capable, ensure that data roaming is switched off. The employee is responsible for any data roaming charges incurred in while outside of Canada.

After-hours Building Security

If you will be working in the building after 10 PM Monday to Friday you must phone the monitoring station with your pass code. If the building is not alarmed by 10 PM they assume there is a problem and alarm is initiated. There will be a charge for this call out and that will be passed on to the person responsible.

Failure to follow Frontier's policies may lead to disciplinary measures, up to and including termination of employment. Serious violations may result in civil or criminal prosecution.

Infraction #1 -verbal warning

#2 – written warning

#3 – sent home and the following day off without pay

#4 – will be terminated