



# Precision Restorations Inc. Employment Manual

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**Note** The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between Precision Restorations Inc. and any of its employees.

Precision Restorations Inc. at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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## 1 INTRODUCTION

This document has been developed by Human Resources Department in order to familiarize employees with Precision Restorations Inc and provide information about working conditions, key policies, procedures, and benefits affecting employment at Precision Restorations Inc.

It has been written in a style of introducing you to the Company as if this was your first day. Please read this and feel free to discuss with your immediate supervisor or with one of the Management Members personally. These guidelines are linked to all legislation that affects employees and employers.

### 1.1 Welcome

Welcome to Precision Restorations Inc! We are happy to have you as a new member of our family! Our employees are a key in our day to day activities. They are the first people that homeowners see when they are distraught. We must always remember to be courteous, polite, efficient and understanding.

We believe that our employees are our most valuable asset and that our people should develop to their maximum potential in a climate that creates high moral. To this end we want to form a successful association with our employees so that we can work together to provide the best possible service to our clients.

The management of Precision Restorations Inc. is working toward modernizing and restructuring our Company in order to meet our customer needs in the future, and thereby continue to remain competitive, grow and be profitable.

We recognize that customer service begins with all our employees and that if we all work as a TEAM we will build a strong foundation for future growth and financial security for all our employees and their families

We hope to continue to grow Precision Restorations, and maintain a good image for our Company.

Thank you,

Management  
Precision Restorations Inc.

### 1.2 History

Formed in 1999, Precision operates 24 hours a day 7 days a week. We respond to fire, wind, and water damages. We deal mainly with insurance companies

### 1.3 Changes in Policy

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, Precision Restorations Inc reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.

### 1.4 Company Values

- Safety is always first
- Pride in Workmanship
- Integrity in how we do business
- Respect
- Trust

### 1.5 Commitment to our Employees

- Support for your learning and development
- Clear communication of Management's expectations
- Will always be treated with respect and fairness
- Support for TEAMWORK
- Encouragement to take responsibility

### 1.6 Code of Ethics

All employees are required to abide by the following Code of Ethics:

- I will carry out the duties of my position conscientiously, and with commitment to the Company.
- In my actions and words, I will promote and uphold the integrity and dignity of my employer and its programs and staff
- I will be prompt, courteous and temperate in the performance of my duties
- I will use initiative to find ways to do my work more efficiently, effectively and economically.
- I will have a Positive Attitude in dealing with fellow employees, clients, suppliers and management at all times.
- I will follow instructions attentively, be cooperative with my supervisors and Co-workers and work as a team member with other employees.
- I will continually work towards self-improvement and professional development through self-evaluation and availing myself of available literature, upgrading and training when the opportunities arise.
- I will be courteous and polite towards other employees, suppliers and clients.
- I will show respect for the position of authority and policy and procedure of the Company.
- I will not publicly criticize employees, management, or the policies of my employer. If I feel changes would be advisable, I will provide constructive

criticism and suggestions through proper channels and seek to make the workplace as harmonious as possible.

## 1.7 Expectations

What you can expect from the Company

Precision Restorations Inc. believes in creating harmonious working relationship between all employees. In pursuit of the harmony, the Company has created the following employee relations objectives:

- Provide a safe, exciting, challenging, and rewarding workplace and experience.
- Select employees on the basis of skill, training, ability, attitude and character without discrimination with regard to age, sex, colour, race, creed, national origin, religious persuasion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.
- Compensate all employees according to their effort and contribution to the success of our business.
- Review wages, employee benefits and working conditions regularly with the objective of being competitive and consistent with sound business practices.
- Provide personal time off to all eligible employees in the form of vacation, holidays and leaves of absence with the Managements Approval.
- Assure employees, after talking with their Supervisor, an opportunity to discuss any issue or problem with a member of Management.
- Take prompt and fair action regarding any valid complaint that may arise in the everyday conduct of our business, to the extent practicable.
- Respect individual rights, and treat all employees with courtesy and consideration.
- Maintain mutual respect in our working relationship.
- Provide buildings and offices that are comfortable, orderly and safe.
- Promote employees based on their ability and merit.
- Make promotions or fill vacancies from within the Company whenever practical.
- Keep all employees informed of the progress of the Company, as well as the overall goals and objectives.
- Promote a constructive, positive atmosphere in keeping with Precision Restorations Vision, Mission and Goals.

## 1.8 What the Company Expects from You

The Company needs your help in making each working day enjoyable and rewarding, your first responsibility is to know your own duties and do them promptly, correctly and pleasantly. Secondly, you are expected to co-operate with management and our fellow employees and to maintain a positive team attitude.

How you interact and communicate with fellow employees as well as vendors, sub-trades, the Insured, Adjusters, Insurance Company representatives and the general public can affect the success of the Company. Your assignment is to perform every task to the very best of your ability.

You are encouraged to grasp opportunities for personal development offered to you. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed the company's expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making Precision Restorations a company where you can approach your Supervisor, or any member of management, to discuss any problem or questions. We expect you to voice your opinions and contribute your suggestions to improve the quality of the Company.

Remember that you help create the pleasant and safe working conditions the Company intends for you. A positive environment improves performance for the company overall, and personal satisfaction for you.

## **2 EMPLOYEE DEFINITION AND STATUS**

An “employee” of Precision Restorations is a person who regularly works for Precision Restorations on a wage or salary basis.

### **2.1 Employment Classification**

Employees of Precision Restorations are classified as either “exempt” or “non-exempt.” This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek.

In addition to the above overtime classifications, every employee is assigned an employment status classification: regular full-time, regular part-time, temporary (full-time or part-time), regular hourly, contingent hourly, etc.

### **2.2 Probationary Period for New Employees**

Ninety (90) Day Probationary Period;  
Your first ninety days of employment at the Company are considered a Probationary Period. This Probationary Period will be a time for getting to know your fellow employees, your Supervisor and the tasks involved in your job position, as well as becoming familiar with Company Services.

Your Supervisor will work closely with you to help you understand the needs and processes of your job. During this Probationary Period we will evaluate your suitability for employment, and you will evaluate us as well. You can be terminated within this probationary period, without reason.

### **3 EMPLOYMENT POLICIES**

#### **3.1 Equal Employment Opportunity**

Precision Restorations is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

#### **3.2 Immigration Law Compliance**

All activities of the Company shall be conducted in compliance with the letter of all applicable federal, provincial and municipal laws, regulations and judicial decrees. Employees must not break the law or take any action on behalf of the Company that is known or could reasonably be expected to violate any law or regulation. If any employee is breaking the law, or regulation, termination will follow.

#### **3.3 Employee Background Check**

Prior to making an offer of employment, Precision Restorations may conduct a job-related background check. A comprehensive background check may consist of prior employment verification, professional reference checks, education confirmation, and credit check.

#### **3.4 New Employee Orientation**

The formal welcoming process, or “employee orientation,” is conducted by Supervisor or Manager, and includes an overview of the company.

#### **3.5 Personnel Records and Administration**

The task of handling personnel records and related Human Resource functions at Precision Restorations has been assigned to the Office Manager. Questions regarding paycheques, insurance, and wages may be directed to the Office Manager.

Precision Restorations is required by law to keep certain information concerning your employment on file. The Office Manager has been tasked with maintaining these files and keeping them secure. Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits, and other matters.

If you have a change in any of the items listed below, please send a memo or e-mail to the Office Manager, as soon as possible and update your file.

Personnel files will be kept confidential at all times and include some or all of the following documents:

- TD1 tax forms
- Professional Certifications and Licenses
- Job Description and Task List
- Driving record or status of driver's license, if you operate a Precision Restorations vehicle
- Probationary reviews, annual performance reviews and any discipline procedures.
- Resume or Job Application
- All medical records, if any, will be kept in a separate confidential file.

### **3.6 Change of Personal Data**

Upon experiencing a family status change, please notify the Office Manager within 3 days for benefit modifications.

Any change in an employee's name, address, telephone number, marital status, dependents, person to call in case of an emergency, or change of beneficiary, or a change in the number of tax withholding exemptions, needs to be reported in writing without delay to Office Manager.

You may see information that is kept in your own personnel file if you wish, and you may request and receive copies of all documents you have signed. Please arrange to review or update your personnel file with the Office Manager.

### **3.7 Safety**

A safe workplace for you, your fellow employees, the client, sub-trades and visitors is of the utmost importance. Please refer to your Safety Policies to ensure you are fully aware of your responsibilities regarding workplace health and safety. If you have any questions regarding health and safety, bring them immediately to the attention of your Supervisor.

The following rules are not intended to replace the Health and Safety Handbook and do not cover every situation, but are listed as some of the precautions you should follow.

- Practical jokes, horseplay, running and fighting are forbidden.
- All personnel shall wear protective equipment when required to work in designated areas that requires such equipment
- Report any known dangerous practice, faulty equipment, machines, etc. to your immediate supervisor.
- Observe speed and traffic regulations.
- Never distract, interrupt or annoy another worker unnecessarily as it may cause an accident.
- No person shall get on, or off, any truck, or other mobile equipment, while it is in motion or not in the park position.
- Only authorized personnel shall operate mobile equipment.

- No one shall ride trucks of the type not designed to safely accommodate a second rider, e.g. forklift.
- Personnel handling chemical or caustic materials shall wear proper protective equipment at all times.
- All product and material shall be stacked safely, using proper procedures and never to exceed a safe height.

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities.

### **3.8 Building Security**

Employees having possession of Precision Restorations's keys and / or security codes of any type are responsible for their safe keeping. At no times are you to give anyone your security code. Loss, theft or misuse of any of these must be reported immediately. No duplication is allowed for any reason

Employees are not allowed on Precision Restorations property after hours without prior authorization from their supervisor.

### **3.9 Health-related Issues**

Employees who become aware of any health-related issue should notify their supervisor of health status as soon as possible.

### **3.10 Visitors in the Workplace**

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When making arrangements for visitors, employees should request that visitors enter through the main reception area and check in and out at the front desk.

### **3.11 Employment of Relatives**

Precision Restorations is pleased to consider for employment qualified applicants who are related to employees. When Precision Restorations employs more than one member of a family, one family member may not supervise the other. If such a situation should arise and the employees are unable to develop a workable solution, management will decide which employee may be transferred.

### **3.12 Fire Prevention**

Know the location of the fire extinguisher(s) in your area and make sure they are kept clean at all times.

#### **In Case of Fire**

If you are aware of a fire, you should:

1. Dial 911 or the local fire department
2. If possible, immediately contact your Supervisor; evacuate all employees from the area.
3. If the fire is small and contained, locate the nearest fire extinguisher. Employees who are knowledgeable in the correct use of fire extinguishers should only attempt this.
4. If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.
5. When the fire department arrives, direct the crew to the fire. Do not reenter the building until directed to do so by the fire department.

### **3.13 Weather-related and Emergency-related Closings**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In such instances, Executive Staff will decide on the closure and Human Resources will provide the official notification to the employees.

## **4 STANDARDS OF CONDUCT**

### **4.1 General Guidelines**

All employees are urged to become familiar with Precision Restorations rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company's business.

### **4.2 Attendance and Punctuality**

Precision Restorations expects employees to be ready to work at the beginning of assigned daily work hours, and to reasonably complete their projects by the end of assigned work hours.

### **4.3 Work Schedule**

Full-time positions are expected to work 35 hours or more per week. Full-time positions may be hourly or salary. Hourly wage will be paid according to the time sheet signed by their Supervisor.

Part-time positions, if salaried, will specify the number of hours expected per week. Part-time positions on an hourly wage will be paid according to the time sheet signed by their Supervisor.

#### **4.4 Absence and Lateness**

We realize from time to time, it might be necessary for you to be absent or late or leave early. The Company is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise.

If you are unable to report to work or if you will arrive late, please contact your supervisor as soon as possible. If you know in advance that you will need to be absent, please request this time off directly with your Supervisor, thirty days in advance.

If you are arriving to work late, please let your Supervisor know when you expect to arrive. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call for you. Absence from work and the rules governing this absence will be strictly enforced based on the BC Employment Standards Acts

#### **4.5 Unscheduled Absence**

Absence from work for three (3) consecutive days without notifying management or your supervisor will be considered a voluntary resignation.

#### **4.6 Meal and Break Periods**

Each employee is allotted 1/2 hour lunch break per day. The lunch break is an unpaid break. Two paid 15-minute breaks during the course of the day are given. You will not be paid for any breaks you do not take.

The lunch period should be designated by your Supervisor to ensure coverage of all necessary duties during this period if required.

#### **4.7 Harassment and Bullying Policy**

Precision Restorations Inc. intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility, or other offences that might interfere with work performance. Harassment of any sort - verbal, physical and visual - will not be tolerated, particularly against employees in protected classes. These classes include, but are not necessarily limited to age, sex, colour, race, creed, national origin, religious persuasion, marital status, political belief or a disability.

What is Harassment?

Definition of bullying and harassment includes any inappropriate conduct or comments by a 'person' towards a worker that the 'person' knew or reasonably ought to have known would cause that worker to be humiliated or intimidated.

Cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

#### Responsibility

All Company employees, and particularly Supervisors, have a responsibility for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to your Supervisor. If you are not comfortable reporting the incident to your Supervisor, you may report to any Supervisor with whom you feel comfortable, including the President.

The best prevention of any type of harassment or perceived harassment is to always treat each other with dignity and respect.

Precision Restorations Inc. will investigate any complaint of harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found within the workplace. Complaints found to present false claims of harassment and discrimination may be subject to discipline including termination.

## 4.8 Sexual Harassment Policy

Precision Restorations does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

## 4.9 Violence in the Workplace

Precision Restorations has adapted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect the Company or which occur on company property will not be tolerated.

Acts or threats of violence include conduct that is sufficiently severe, offensive, or intimidating to alter the employment conditions at Precision Restorations, or to create a hostile, abusive, or intimidating work environment for one or several employees.

Examples of workplace violence include but are not limited to the following:

All threats or acts of violence occurring on company premises, regardless of the relationship between the Company and the parties involved.

All threats or acts of violence occurring off company premises involving someone who is acting in the capacity of a representative of the Company

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to the following:

- Hitting or shoving an individual.
- Threatening an individual or his/her family, friends, associates, or property with harm
- Intentional destruction or threatening to destroy company property
- Making harassing or threatening telephone calls.
- Harassing surveillance or stalking (following or watching someone
- Unauthorized possession or inappropriate use of firearms or weapons

If you come across any violence from a homeowner, walk away, and immediately call your supervisor. Do not confront the person, or try interceding.

Violations of this policy by any individual on Company property will lead to disciplinary action, up to and including termination and/or legal action as appropriate. Every employee is encouraged to report incidents of threats or acts of physical violence of which he/she is aware. The report should be made to Management.

#### **4.10 Confidential Information and Nondisclosure**

Upon accepting employment with Precision Restorations Inc., you will not disclose or use any Company confidential information. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your employment with Precision Restorations Inc. assumes an obligation to maintain confidentiality, even after you leave our employ.

Additionally, our clients, sub-trades, and vendors entrust us with important information relating to their businesses and finances. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, we earn the respect and further trust of our clients, sub-trade businesses and suppliers.

If someone questions you outside the company or your department and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, as politely as possible, refer the request to a Manager. No one is permitted to remove or make copies of any Precision Restorations Inc. records, reports, or documents without prior management approval. Disclosure or removal of confidential information could lead to termination, as well as other possible legal action.

#### **4.11 Client Relations**

The success Precision Restorations depends upon the quality of the relationships between the Company, our employees, clients, sub-trade businesses, the Insured, Insurance Company reps, suppliers, and the general public. Our client's impression of

Precision Restorations Inc. and their interest and willingness to engage us is greatly formed by the people who serve them. In a sense, regardless of your position, you are the Company's ambassador. The more goodwill you promote, the more you enhance our image in the community we serve and in our industry.

Listed below are several things you can do to create a positive impression. These are the building blocks for our continued success.

- Act competently and deal with clients and their representatives in a courteous and respectful manner
- Communicate pleasantly and respectfully with other employees at all times
- Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

#### **4.12 Ethical Standards**

Precision Restorations insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind Precision Restorations' great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with Precision Restorations principles and standards.

#### **4.13 Dress Code**

Employees of Precision Restorations are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects Precision Restorations reputation or image is not acceptable.

You will often be working in close proximity with clients and your fellow employees. It is important to maintain high standards of personal grooming and cleanliness in a close environment. If you have offensive body or breathe odour, your Supervisory may request that you attend to the problem.

#### **4.14 Uniforms**

All Precision Restorations Employees working in close proximity with clients must wear Precision uniforms. All new Employees are provided with 3 pairs of pants and 3 shirts to start and will be required to pay a deposit that will be refunded when employee leaves Precision Restorations. If an employee requires addition to the uniforms i.e.; jacket they are responsible to assume the cost. Please speak to your supervise for more information.

#### **4.15 Use of Equipment**

Every employee will be working with Company equipment, using supplies, and handling Company property. The best rule to follow is to exercise care for Company property with the same respect you would want shown for your personal property.

Equipment is costly and is designed for a certain purpose. Equipment should not be used for a job it is not designed to handle or perform. All equipment should be restored to good clean operating condition when you are finished using it. It is the Company's policy not to loan out tools or equipment without expressed prior approval by management. It is each employee's responsibility to sign out and sign in equipment and return equipment to the proper storage areas.

- Take the time to know where equipment goes, if unsure then ask the Emergency Manager or Operations Manager
- If equipment is not working, please tag equipment explaining why it is not working and let the Emergency or Operations Managers know.

#### **4.16 Equipment Assigned to Employees**

Such equipment, tools etc. are Company properties and must be taken care of. In the event of discharge, all Company equipment assigned to you must be returned in good condition, or you will be charged for it. This may include items such as: keys, uniforms, vehicles, cell phones, pagers, manuals and tools.

Note: an employee is issued tools to perform his or her job from time to time by the Company. Should any of these tools become lost or misplaced, the employee is required to pay for immediate replacement.

#### **4.17 Use of Computer, Phone, and Mail**

Precision Restorations property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

#### **4.18 Use of Internet**

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

## 4.19 Supplies

Used in the servicing of our emergency and reconstruction projects as well as office supplies like paper, pens, printer cartridges etc. are certainly necessary. However, they add to the cost of doing business. Therefore they should be used wisely and not wasted

## 4.20 Vehicles

If you are authorized to operate a Company vehicle in the course of your assigned work you must adhere to the following rules:

- You must be a British Columbia licensed driver. If you lose your license or incur demerit points you **MUST** inform Management IMMEDIATELY or within 24 hours.
- Drivers must sign a form, provided by your supervisor, with any infractions and keep them filed in the personnel file.
- Precision Restorations Inc. provides insurance on company vehicles, however, ***you will be considered completely responsible for fines, moving or parking violations incurred. If you do not pay it in adequate time it will be deducted from your pay and noted on your paystub.***
- Person not authorized or employed by Precision Restorations Inc. cannot operate a company vehicle at any time.
- Absolutely no smoking is permitted in company vehicles.
- You are expected to maintain the vehicle in a clean and presentable manner, including completing the written Truck Inspection Sheet as instructed by your Supervisor.
- All incidents and accidents must be reported to the Office Manager immediately.
- Maintain mileage logs daily
- Follow the recommended preventative maintenance schedule for the vehicle.
- Any repair or maintenance other than recommended preventative maintenance must be approved in writing by Management.
- Driving while under the influence of alcohol or drugs is strictly prohibited, and will result in termination.
- No personal use of vehicles, no exceptions

Note: All employees are required to review, understand and sign the Vehicle Responsibility Policy when hired.

## 4.21 Smoking Policy

The Company provides a smoke-free environment for its employees and clients. If you wish to smoke during your breaks, you will need to leave the premises. All cigarette butts must be disposed of in the proper containers supplied outside the office premises (never in a garbage can.) All smoking on jobsites will be outside, and offsite as per smoking by-laws and butts disposed of in a metal container. No smoking on homeowner's property, or in any Company Vehicle

## 4.22 Alcohol and Substance Abuse

It is the goal of Precision Restorations to maintain a drug-free workplace. The Company has adopted the following policies:

- The unlawful manufacture, possession, distribution, or use of controlled substances is prohibited in the workplace.
- Employees who violate this prohibition are subject to corrective or disciplinary action as deemed appropriate, up to and including termination.

The Company will impose disciplinary sanctions on employees ranging from educational and rehabilitation efforts up to and including expulsion or termination of employment and referral for prosecution for violations. Each situation will be looked at on a case-by-case basis.

## 4.23 Gifts

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client. Employees are not permitted to give unauthorized gifts to clients.

## 4.24 Solicitations and Distributions

Solicitation for any cause during working time is not permitted. You are not permitted to distribute non-company literature in work areas at any time during working time. Working time is defined as the time assigned for the performance of your job and does not apply to meal times. Employees are not permitted to sell changes, merchandise or otherwise solicit or distribute literature without management's approval.

## 4.25 Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, Precision Restorations encourages employees to contact the *Human Resources Department*. Employees who observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of Precision Restorations should immediately report the violation in accordance with the following procedures:

1. Go to your Supervisor immediately
2. Go to the General Manager – Lance Chubb
3. Go to the President – Randy Klann

## 4.26 Transfer Policy

Precision Restorations recognizes that a desire for career growth and other needs may lead an employee to request a transfer to another position. An employee with proper qualifications will be eligible for consideration for transfer to another department provided that the transfer does not occur within one year of the employee's date of hire or within one year of any previous transfer.

## 4.27 Outside Employment

Employees may not take an outside job, either for pay or as a donation of her/his personal time, with a client or competitor of Precision Restorations Inc.; nor may they do work on their own if it competes in any way with our service business. If your financial situation requires you to hold a second job or if you intend to engage in a business enterprise of your own, the Company would like to know about it. Before accepting any outside employment, you are encouraged to discuss the matter with Management.

## 4.28 Employment Termination/Resignation

To ensure that Company business is conducted properly and effectively, you must conform to certain standards of attendance, conduct; work performance, and other work rules and regulations. If a problem does arise, Management will coach and counsel you to develop an effective solution. In addition to counseling you, Management may choose to follow the Discipline Procedure.

### **What is a Problem?**

The following types of behavior are problematic for Precision Restorations Inc., but this is by no means a comprehensive list. Any behavior, which goes against the policies, is counterproductive or goes against the spirit of the company and may cause problems.

- Unsatisfactory or careless work; failure to meet production goals or quality standards as explained to you by Management.
- Low productivity.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of Management.
- Excessive use of company telephone for personal calls.
- Unauthorized use or removal of company property.
- Unauthorized use of company credit cards for personal purchases.
- Creating or contributing to unsanitary conditions.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Using the company telephone for unauthorized long distance phone calls or using the 800 number for incoming personal calls.
- Soliciting during working hours and/or working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.
- Insubordination or refusing to obey instructions properly issued by your Supervisor pertaining to your work.

- Spreading malicious gossip and/or rumors: engaging in behavior, which creates discord and lack of harmony; interfering with another employee on the job.

This Disciplinary Action Policy may be applied to any permanent employee who has completed the Probation Period. There may be particular situation, however, in which the seriousness of the offence justifies immediate termination or the omission of one or more of the steps in the procedure. Likewise there may be times when the company may decide to repeat a step. Remember the Company reserves the right to terminate employment for just cause. These procedures are to be used in situations where there is a mutual desire to work through issues, not in situations where clearly there is no desire to work through the problem. Only if Management believes the problem can be worked through is Management expected to follow the procedure outlined below:

1. Oral Reminder
2. Written Warning
3. Termination

After the application of disciplinary steps, if it is determined by management that an employee's performance does not improve, or if the employee is again in violation of Precision Restorations practices, rules, or standards of conduct, following a Decision-Making Leave, employment with Precision Restorations will be terminated.

## 4.29 Leaving the Company

We realize that for a variety of personal or business or business reasons, we may need to go our separate ways in the future. The Company hopes that your work here was personally fulfilling and that you look back on your time with us as a positive experience. We'd like you to have a high opinion of our standards of excellence in client service. We would like you to send referrals our way, if appropriate, and in turn, we will wish you the best of luck in your future endeavors.

### **Voluntary Termination**

The Company will consider you to have voluntarily terminated your employment if you do any of the following:

- Resign from Precision Restorations Inc.
- Fail to return from an approved leave of absence on the date specified by the Company.
- Failure to report to work or to call in for ten (10) or more consecutive workdays, without a medical certification form from your physician, or a personal emergency that prevents your contact with Management to request the time off.

Precision Restorations Inc. hopes and expects that you will give at least two (2) weeks' notice in the event of your resignation.

### **Involuntary Termination**

You may be terminated for cause such as poor performance, misconduct, excessive absences, tardiness, discrimination, harassment, or other violations of Precision Restorations policies. You may be terminated if business conditions deteriorate.

### 4.30 Post-Employment Inquires

As an employee of Precision Restorations Inc., do not under any circumstances respond to any requests for information regarding another employee or ex-employee unless it is part of your assigned job responsibilities. If it is not, please forward the information request to Management.

### 4.31 Unacceptable Activities

If you commit any of the actions listed below, or any other action not specified but similarly serious, you can be terminated or suspended without pay pending an investigation of the situation. Following the investigation your employment may be terminated.

Falsification or destruction of Precision Restorations records

- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty.
- Engaging in criminal conduct; acts of violence or making threats of violence toward anyone on company premises or when representing the Company; fighting or provoking a fight on company property; negligent damage of property.
- Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
- Engaging in an act of verbal or physical sabotage to the company's property or reputation; negligently causing the destruction or damage of company property, or the property of fellow employees, clients, sub-contractors, suppliers, visitors in any manner.
- Theft or Unauthorized possession of company property or the property of fellow employees or homeowner's property. Unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment or systems for personal profit.
- Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the falsifying reason for a leave of absence or other data requested by the Company; alteration of company records or other company documents.
- Violating the non-disclosure agreement; giving confidential or proprietary information to competitors or other organizations or to unauthorized employees; working for a competing business while working here; breach of confidentiality of personnel information
- Immoral conduct or indecency on company property
- Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
- Obscene or abusive language toward any Supervisors, employee or client; indifference or rudeness towards a client or fellow employee; any disorderly/antagonistic conduct on company premises.

### **4.32 Former Employees**

Depending on the circumstances, Precision Restorations Inc. may consider a former employee for re-employment. Such applicants are subject to the Company's usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with the Company.

### **4.33 Exit Interview**

In a termination situation, management may wish to conduct an exit interview to discuss your reasons for leaving and any other suggestions or impressions that you may have about the Company. During the exit interview, you can provide insights into areas for improvement that the Company can make. There will be 2 senior employees in attendance.

### **4.34 Return of Company Property**

Any company property issued to you, such as computer equipment, keys, cell phone, vehicle, tools, equipment, materials, or company credit card must be returned to Precision Restorations at the time of termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your last paycheque.

## **5 COMPENSATION POLICIES**

### **5.1 Base Compensation**

The goal of the Company's compensation program is to attract potential employees, meet the needs of all current employees and encourage well-performing employees to stay with our organization. With this in mind, our compensation program is built to balance both employee and Company needs.

Several factors influence your level of pay. Some of the items the Company considers are the nature and scope of your job, what other employers pay their employees for comparable jobs, what the Company pays their employees in comparable positions, and your performance reviews. Each employee will have a current Job Description on hand that broadly defines his or her job responsibilities, duties and authorities. Employees responsible for multiple tasks will also be provided with a task list.

The Company applies the same principles of fairness to all employees, regardless of organization level, age, sex, colour, race, creed, national origin, religious persuasion, marital status, political belief or a disability.

## 5.2 Performance Bonuses

Performance bonuses may be given to Precision Restorations employees at the discretion of management. There are two factors that typically determine bonus availability and amounts: (a) Company Performance—Profits, (b) Personal Performance.

## 5.3 Timekeeping Procedures

All hourly employees are required to be ready to begin work at 7:30 a.m. or as requested by their Supervisor.

Any employee directed to report to a client's location instead of reporting to the office shall record his or her starting time within 5 minutes of the time they are actually at the location ready to work. This 5-minute rule applies to the reporting of all ending/starting time in the field - start work, lunch, and end work.

Time sheets are to be filled out first thing in the morning or on your own time. Your supervisor is responsible for ensuring that your time records are promptly forwarded to the office for completion of the payroll **daily**. Construction Department employees must call their hours in each morning or email for the prior day's work, **no later than 9:00 a.m.**

Certain salaried staff may be required to fill out time cards in order to properly allocate their time to jobs, training, etc.

Supervisors are required to authorize by initialing time sheets of all employees' report to them on the job. The time sheets will clearly report when an employee is absent. All time sheets are submitted to the Front Desk.

## 5.4 Overtime Pay

Overtime compensation is paid to non-exempt employees in accordance BC Labour Laws and hour restrictions. All overtime work performed must receive the supervisor's prior authorization.

## 5.5 Payroll and Paydays

### Pay Periods

The pay period is subject to change. Currently, at the time of writing, for all employees the work period begins Monday at 12:01 a.m. and ends on the Sunday at 12:00 midnight, 14 days later.

Payday is subject to change. Currently, payday is bi-weekly, on Friday for all employees. If the scheduled payday is a paid holiday, the payday will be the previous business day.

The method of payment will be via "Direct Deposit" to your bank account through electronic funds transfer.

### **Error in Pay**

Every effort is made to avoid errors in your paycheque. If you believe an error has been made, tell your Supervisor immediately. They will take the necessary steps to research the problem and to assure that any necessary adjustment is made in the next pay period.

However, your particular hours of work and the scheduling of your meal period will be determined and assigned by your Supervisor.

An employee's meal break of 30 minutes for each consecutive 5 hours period is unpaid and does not constitute time for the purposes of computing overtime hours of pay.

In the restoration business, emergencies are an important part of our business, and if you are "on call" when an emergency service contract arises, you will be expected to work after normal working hours in order to service our client's emergency needs. When you receive a call from your Supervisor, requesting your attendance at an emergency, you must be there within one hour of receiving the call.

Please be at your desk/job site ready to work, at your start time, materials close at hand. It is a good idea to come in ten minutes early before your start time, to get organized.

## **5.6 Performance and Salary Reviews**

After you have passed the Probationary Period, the Company conducts formal employee performance evaluation once per year.

What is reviewed?

During a performance review, Management may cover the following areas:

1. The quality and quantity of your work
2. Strengths and areas for improvement
3. Attitude and willingness to work
4. Initiative and teamwork
5. Attendance
6. Client service orientation
7. Problem solving skills
8. Ongoing professional growth and development
9. Commitment and energy

This performance review gives your Management an opportunity to suggest ways for you to advance, including further training opportunities. Your Supervisor can answer any questions you may have about the performance review process

## **5.7 Opportunities for Advancement—Progression and Promotion**

Precision Restorations would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, Precision Restorations reserves the right to look outside the company for potential employees as well.

## **6 GROUP HEALTH AND RELATED BENEFITS**

### **6.1 Benefits Summaries and Eligibility**

Precision Restorations sponsors a comprehensive benefits program for eligible employees, and each benefit plan has specific eligibility conditions. The benefits are summarized in separate booklet available upon request to all eligible employees. The details of each benefit are contained in separate legal documents which take precedence over anything contradictory in the summaries.

All full-time employees will enjoy all of the benefits described in this policy and the individual plan summaries as soon as they meet all of the eligibility requirements for each particular benefit. Part-time employees may be eligible for certain benefits if they meet the eligibility conditions.

### **6.2 Health Insurance**

Your Regular Health Insurance, Medical Service Plan (MSP) is not part of the Group Health Plan provided by Precision Restorations.

### **6.3 Dental Insurance**

Precision Restorations has made every effort to find a comprehensive dental plan that will meet the needs of both families and individuals. A detailed explanation of benefits and how to use the insurance is available in the dental summary plan booklet provided by the insurance company, available upon request.

### **6.4 Visual Care Benefits**

The Group Benefits Plan covers employees' one standard eye examinations every 24 consecutive month, lenses, frames, or contacts subject to a \$125 maximum. A more detailed explanation of the plan is available in the summary plan booklet provided by the insurance company, available upon request.

## 6.5 Life Insurance Benefits

Employee Life Insurance	
Benefit Formula	\$10,000
Non-evidence Maximum	\$10,000
Benefit Reduction	50% upon attaining age 65
Termination Age	Earlier of retirement or age 70
Employee and Spouse Optional <i>Life Insurance</i>	
Benefits Formula	Units of \$10,000 to a maximum of \$200,000
Termination Age	Earlier of retirement or age 65
Accidental Death & Dismemberment <i>Insurance</i>	
Benefits Formula	\$10,000
Non-evidence Maximum	\$10,000
Benefit Reduction	50% upon attaining age 65
Termination Age	Earlier of retirement or age 70
<i>Waiver of Premium</i>	Definition of Disability – Any Occupation Life,

## 6.6 Extended Health Benefits

Prescription Drugs	
Deductible	\$500 single/calendar year \$1000 family/calendar year
Eligible Expense Reimbursed at Eligible Expenses	70% Prescription by law and life sustaining Smoking Cessation: \$300 lifetime max. Fertility Drugs: \$2,400 lifetime max.
Hospital	
Deductible	Nil
Eligible Expense Reimbursed at Eligible Expenses	100% In Canada – Semi-Private Out of Canada – Semi-Private
Paramedical Services	
Deductible	Nil
Eligible Expense Reimbursed at Eligible Expenses	100% Chiropractors \$500 per calendar year Osteopaths \$500 per calendar year Chiropodists/Podiatrists \$500 per Calendar year Naturopaths \$500 per calendar year Physiotherapists \$500 per calendar year Speech Therapists \$500 per/calendar yr Massage Therapists \$500 per calendar yr Acupuncturists \$500 per calendar year
Other Services	

Deductible	Nil
Eligible Expense Reimbursed at Eligible Expenses	100% Orthopedic Shoes \$300 per calendar year Foot Orthotics: \$300 per calendar year Hearing Aids: \$500 every 4 years <i>See Benefits Section for more information</i>

## 6.7 Out of Province/Country Emergency Medical Insurance

Ensure employees and their families are protected by a comprehensive travel insurance policy when they leave the province, territory, or fly overseas.

Deductible	Nil
Referrals Reimbursed at Limitations	50% \$25,000 lifetime maximum
Emergency Services Reimbursed at Limitations	\$100 60 consecutive days per trip \$2,000,000 lifetime maximum
Termination Age	Earlier of retirement or age 70 for the Employee

*See Benefits Section for more information*

## 6.8 Deductions

Precision Restorations Inc. is required by law to make certain deductions from an employee's pay cheque each time one is prepared. These deductions will be itemized on your cheque stub. Verbal instructions are not sufficient to modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper withholdings.

## 6.9 Revenue Canada Withholding

When you were hired you filled out a TD1 form for both Federal and Provincial jurisdictions, which instructs the payroll staff on how much income tax to withhold. You should request a new TD1 if your exemption status changes.

All income to an Employee is subject to withholding.

## 6.10 WorkSafe BC

These are benefits paid to you for injuries that occur while at work. Premiums are paid for by the Company. Accidents must be reported immediately or the accident may not be considered and the benefits may not be paid. If you are injured at work, report it to your supervisor, a Form 7 must be filled out and faxed to WCB. . If an employee cannot work due to a work-related injury or illness, WorkSafe BC compensation insurance pays his or her medical bills and provides a portion of his or her income until he or she can return to work.

### **6.11 Employment Insurance (EI)**

Depending upon the circumstances, employees may be eligible for Employment Insurance payments upon termination of employment with the Company. Employment Insurance is designed to provide you with a temporary income when you are out of work through no fault of your own. For your claim to be valid, you must have a minimum amount of earnings determined by the Federal law, and you must be actively seeking new employment. You should apply for benefits through Human Resources Centre of Canada as soon as you become unemployed. To apply, you will need a Record of Employment from the Company. Within 5 business days following your termination, the Company will mail the Record of Employment to your last known address, unless you make other arrangements to receive this document.

Precision Restorations Inc. contributes \$1.40 for each dollar you contribute as required by law for Employment Insurance.

### **6.12 Canada Pension Plan (CPP)**

Employees older than 18 or younger than 70 are required by Federal law to pay a contribution to the CPP for your pension for wages and salary and other earning in excess of the basic yearly exemption, and up to the maximum amount of personable earnings at the set rate no matter of any other previous or current employment for the year. Precision Restorations Inc. matches your contribution dollar for dollar, as required by law.

### **6.13 Group Benefits**

Precision Restorations provides all permanent full-time employees with Group Benefits. These benefits are mandatory, unless you are covered by another person, providing the Group Plan number. These benefits are provided to permanent, full-time employees following 3 months of continuous employment from hire date.

### **6.14 Wage Garnishments**

When court-ordered deductions are to be taken from your paycheque, you will be notified.

## 7 TIME-OFF BENEFITS

### 7.1 Holiday Policy

BC has 9 statutory holidays, they are: New Year's Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day and Christmas Day.

All Precision Restorations employees of regular status are eligible for holiday pay. Holiday pay will be based on the employment status of the employee, i.e., full-time employees will be credited with 8 hours of holiday pay and part-time employees will be credited with 4 hours of holiday pay, per holiday. Precision Restorations recognizes the following BC statutory holidays as paid holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

Rules governing pay for holidays is in accordance with those established by the BC Employment Standards Act.

### 7.2 Vacation Time

Vacation time provides the opportunity for rest, relaxation, and personal pursuits. The following vacation allowance is provided for our full-time regular employees. Years of Service

#### Hourly Vacation Earnings

Under 1 Year	4% of earnings
1 to 5 years	4% of earnings
5 to 15 years	6% of earnings
Over 15 years	8% of earnings

Vacation requests must be done in writing using the Time Off Request Form available from your Supervisor, or Office Manager. There must always be a balance of company personnel available to support our client's needs. Accordingly, vacation authorization will be made considering the workload and availability of other personnel

### **7.3 Sick Leave**

If you are absent because of an illness for three (3) or more successive days, Management may request that you submit written documentation from your doctor stating you are able to resume normal work duties before you will be allowed to return to work.

### **7.4 Bereavement Leave**

Generally, a full-time or part-time employee shall be entitled to Bereavement Leave upon the death of a spouse (including a *de facto* spouse), son, daughter, stepson, stepdaughter, parent, stepmother, stepfather, brother, sister, stepbrother, stepsister, grandson, granddaughter, grandparent, mother-in-law, father-in-law, son-in-law, or daughter-in-law.

### **7.5 Jury Duty**

Precision Restorations is committed to supporting the communities in which Precision Restorations operates, including supporting our employees in fulfilling their responsibilities to serve as jurors whenever it is possible. When an employee receives notification regarding upcoming jury duty, it is their responsibility to notify their direct supervisor and Human Resources within one business day of receiving the notice.

### **7.6 Pregnancy Leave and Parental Leave**

The Company will grant Maternity or Parental Leave to employees who have worked for at least 13 weeks prior to the due date or adoption date. Maternity or Parental Leave is an unpaid leave up to 52 weeks long as prescribed by the Federal Government. The company will comply with any Federal or Provincial laws. Please see the Office Manager for details. In the case of pregnancy, please inform the Office Manager as soon as possible of the date you and your doctors anticipate that you will begin your leave. Your job status will be protected in that we will hold your position open for you until your return, provided you return on the agreed date. Employees who remain away from work for more than the leave granted above will be considered terminated from employment. They are welcome to re-apply subject to the Company's usual hiring practices.

### **7.7 Family/Medical Leaves of Absence**

Medical emergencies and severe illnesses will be dealt with on a case-by-case basis. Employees who develop an illness or physical condition that requires medical treatment or restrictions and precautions will be required to submit a physician's statement before returning to work. This statement must give approval that continued employment in his/her present position will not jeopardize his/her health or the safety of others; in the event she/he continues to work.

Occasionally, for medical, personal, or other reasons, employees may need to be temporarily released from the duties of their job with Precision Restorations. It is the policy of Precision

Restorations to allow its employees to apply for and be considered for certain specific leaves of absence. All requests for leaves of absence should be submitted in writing to management and the Human Resources Department.

## **7.8 Extended Disability Leaves**

If a period of disability continues beyond the 12 weeks provided for within the Family/Medical Leaves of Absence section, an employee may apply in writing for an extended disability leave.

## **7.9 Accepting Other Employment while on Leave**

If you accept any employment or go into business while on Personal Time Off or Unpaid Personal Leave, you will be considered to have voluntarily resigned from employment with Precision Restorations as of the day on which you began your leave.

## **7.10 Personal Leaves of Absence**

In special circumstances, Precision Restorations may grant a leave for a personal reason, but never for taking employment elsewhere or becoming self-employed. Personal leaves of absence must be requested in writing and are subject to the discretion of management and the Human Resources Department.

# **8 EXPENSES**

## **8.1 Introduction**

The following is a comprehensive guide to the Precision Restorations expense policy and procedures for the reporting and reimbursement of expenses. Any manager who approves expense reports should be familiar with this policy—authorizing an expense report indicates to Precision Restorations that the expenses reported are legitimate, reasonable, and comply with this policy.

## **8.2 Company Supplies, Other Expenditures**

Only authorized persons may purchase supplies in the name of Precision Restorations. No employee whose regular duties do not include purchasing may incur any expense on behalf of Precision Restorations. Without a properly approved purchase order, Precision Restorations is not obligated for any purchase. The purchase of supplies must match to a Purchase Order that has been assigned by the supervisor/manager. Purchases are supplies for job only and tools are not to be purchased under any circumstance. Any personal purchases are to be approved prior to purchase being made.

### **8.3 Expense Reimbursement**

Under ordinary circumstances, it is the policy of Precision Restorations to reimburse expenses on the basis of actual expenses involved. Persons traveling on Precision Restorations business are entitled to transportation, hotel accommodation, meals, and limited incidentals (for example, taxis and telephone calls) that meet reasonable and adequate standards for convenience, safety, and comfort.

## **9 EMPLOYEE COMMUNICATIONS**

### **9.1 Open Communication**

The Precision Restorations encourages you to discuss any issue you may have with a co-worker, directly with that person. If a resolution is not reached, please arrange a meeting with Management to discuss it. Any information discussed in that meeting is considered confidential. Please remember it is counterproductive to a harmonious workplace for employees to create or repeat corporate rumors or office gossip. It is more constructive for an employee to consult Management immediately with any questions.

### **9.2 Spouse or Family Members Accepts Employment with a Competitor**

Should your spouse become employed with one of our competitors, the company reserves the right to discuss this with you and resolve the conflict if in fact it does exist.

### **9.3 Staff Referral**

There is a \$200.00 bonus given to an employee, if they refer someone, who passes their 3 month probationary period. The bonus will be paid at the end of the new employees 3 months.

### **9.4 Suggestions**

Precision Restorations encourages We encourage all employees to bring forward their suggestions and good ideas about how our company can be made a better place to work and our service to clients enhanced. When you see an opportunity for improvement, please talk it over with Management. They can help you bring your idea to the attention of the people in the company who will be responsible for possibly implementing it. All suggestions are valued.

### **9.5 Closing Statement**

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies, and general information you

also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all of our methods of communication, including this Employee Handbook, bulletin boards, discussions with your Supervisor, memoranda, staff meetings, presentations, training sessions and company e-mail. Restoration Technician

## 10 Restoration Technician

### 10.1 Bed Bugs

There has been a resurgence of bed bugs worldwide in the past several years. In B.C., the Downtown Eastside of Vancouver has been particularly hard hit. However, bed bugs have also been found in many buildings across British Columbia, including private homes, hotels, universities and residential care homes.

Bed bugs are small brownish, flattened parasites – about the size of an apple seed. They feed on the blood of humans, birds and other animals. Bed bugs do not live on their hosts, unlike lice or fleas, but visit them to feed, mostly at night. A bed bug bite is like a mosquito bite. It may result in a red, itchy bump, but many people have no reaction at all. Bed bugs are very resilient and hard to eliminate. They cannot fly, but spread by "hitching rides" on clothing, purses and luggage. They also establish themselves in mattresses and bedding, furniture, cracks in walls and even electronics. The bugs often spread when people are moving or traveling.

Although bed bugs bite humans, the B.C. Ministry of Health and Health Canada have not traditionally classified bed bug infestations as a public health concern because the bugs have not been known to transfer disease. The health risk primarily comes from secondary infection and scarring. Getting rid of them can also be stressful.

Specific bed bug complaints and concerns are handled by B.C.'s health authorities. They work with local governments, healthcare providers, building owners, community groups and individuals to provide information and support in exterminating bed bugs. Vancouver Coastal Health and the Vancouver Island Health Authority have helpful information on bed bugs on their websites.

The above is an excerpt from the BC Health Website

<http://www.health.gov.bc.ca/protect/bed-bugs.html>

Restoration contractors are often asked to work in conditions that most people cannot imagine. With careful planning and common sense we are able to restore homes from total chaos. Bed bugs have now become an issue that we occasionally encounter. The following is a guideline that should be followed to ensure occupant and worker safety.

1. When bed bugs are discovered, exit the building in a calm manner, without alarming the occupants or neighbors
2. Immediately contact the Project Manager
3. Upon approval from the project manager, work may proceed using adequate protective measures.
4. All workers are to put on coveralls, heavy boot covers and latex gloves
5. Gloves and boot covers are to be completely sealed using adhesive tape at the ankles and wrists
6. Restoration work should be limited to what is absolutely necessary to mitigate any further damage. This would include the extraction of water and installation of drying equipment, blocking up of furniture
7. Personal protection is to be worn within the home at all times.
8. Personal protection is to be removed outside of the home and double bagged for disposal
9. All debris for disposal is to be left on site including personal protection equipment.
10. No contents are to be removed from home
11. At no time is debris, garbage, or contents from an infested home to be placed in your vehicle or be brought to the warehouse.
12. An evaluation of the size of the infestation will be made by a pest control company at the discretion of the homeowner
13. A treatment plan for the bed bugs may implemented at the discretion of the homeowner.
14. Further remediation of the home will proceed upon the approval of the project manager working in conjunction with a pest control company if required.

Please familiarize yourself with these guidelines and ask your supervisor should you require any further information.

Precision Restorations  
August 21, 2012

## **10.2 EXPOSURE CONTROL PLAN FOR BLOODBORNE PATHOGENS FOR RESTORATION TECHNICIANS**

### **Policy and Scope**

The policy of Precision Restorations is to ensure that our restoration technicians are protected from exposure to bloodborne pathogens and that it is done in a manner that complies with Worksafe BC.

This exposure control plan covers all employees, as it is reasonably anticipated that they may have harmful contact with blood or other potentially infectious materials, while performing their normal job duties.

## **1. PURPOSE AND RESPOSIBILITIES**

The purpose of this plan is to eliminate, or minimize the risk of occupational exposure to bloodborne pathogens, and reduce the risk of infection, should exposure occur.

### **The company will:**

- Conduct risk assessment of all potential job sites that employees would have any exposure to bloodborne pathogens
- Implement safe work practices and written work procedures to eliminate or reduce the potential exposure to any bloodborne pathogens
- Provide employees with all personal protective equipment
- Ensure that all employees have education and training on bloodborne pathogens and the exposure control plan.
- Provide employees with the hepatitis B vaccination (upon request)
- Ensure that all employees that have been exposed to blood are medically evaluated, and seen by a physician.
- Ensure that accident investigations of all incidents are conducted and corrective actions are taken to prevent similar incidents from occurring
- Annually review the exposure control plan and update it as necessary

### **The Occupation Health and Safety Committee will:**

- Ensure that all safe work practices are in written form and provide procedures to eliminate the exposure to bloodborne pathogens
- Ensure that all personal protective equipment is available to employees
- Ensure that all employees wear personal protective equipment when needed
- Ensure that all department heads are educated and trained on bloodborne pathogens and the control plan
- Ensure that post-exposure health management procedure is followed
- Initiate accident investigations of exposure to bloodborne pathogens

### **The employees will:**

- Use the provided workplace procedures for all bloodborne pathogen work sites
- Follow safe work practices and written work procedures

- Wear the appropriate personal protective equipment provided
- Attend education and training
- Follow directions regarding post-exposure health management
- Comply with investigation of exposure incidents

## **2. RISK IDENTIFICATION AND ASSESSMENT**

All employees have the potential for occupational exposure to bloodborne pathogens. Employees may have harmful contact with blood or other potentially infectious materials via;

- An injured co-worker
- Mucous membrane contact
- Job site hazards such as, trauma cleanup or dead body odor

It is reasonably anticipated that such contact may occur when First Aid Attendants are performing first aid, or employees are attending to an accident scene clean up.

## **3. CONTROL PROCEDURES**

Safe work practice controls are the preferred means to eliminate or minimize our employee's exposure to bloodborne pathogens at all worksites. If such controls are unavailable or impracticable or do not completely eliminate exposure, all employees will wear the personal protective equipment provided.

### **A. Engineering controls**

Although first aid kits and equipment contain only a few items that could break through the skin, employees must always watch out for other sharp objects that may be encountered and pose a risk of injury (e.g. olfa knives, broken glass, nails protruding out of wood on fire claims)

Pocket masks with one-way valves are available in the first aid box in every service vehicle as well as at reception and in the contents division. These masks should not be shared before being washed and disinfected, or the valves should be changed if there is insufficient time to do this between uses by different individuals.

### **B. Work practice controls and written work procedures**

As specified in the Occupational First Aid Reference and Training Manual and Occupational First Aid Training Guides, first aid attendants will:

- Follow standard precautions
- Use pocket masks with one-way valves when ventilating injured co-workers
- Wear waterproof, disposable medical examination gloves when assessing and treating an injured co-worker, and when touching contaminated work areas
- Replace gloves if they are torn, cut, punctured or leaking and when they become contaminated or damaged such that their ability to function as a barrier is in question
- Follow the procedures for glove removal and hand washing
- Follow the cleanup procedures for spills of blood and other potential infectious materials that minimizes splashing
- Not store or consume food or drink in contaminated sites
- Follow the post-exposure health management procedure, if any employee has an incident

### **C. Personal Protective Equipment**

The company, at no cost to our employees, will provide all personal protective equipment used at this workplace.

Waterproof, disposable gloves are available in the storage locker of the contents division. They will be worn and used as specified by procedures outlined in employee training given by department supervisors. All trauma scene job sites, will require all employees to wear gloves and personal protective equipment.

Eye/face protection in the form of safety glasses, respirators and face shields is available upon request by your department supervisor. All employees will wear them when it can be reasonably anticipated that their skin or clothing may come into contact with blood or other potentially infectious materials.

### **D. Housekeeping, laundry and waste**

All reusable first aid equipment and environmental working surfaces (counters in contents area) will be decontaminated as soon as possible after contamination with blood or other potentially infectious materials, as well as on a routine basis as specified in the Occupational First Aid Reference and Training Manual and Occupational First Aid Training Guides.

Laundry soiled with blood or other potentially infectious materials will be treated as specified in the Occupational First Aid Reference and Training Manual and Occupational First Aid Training Guides

First aid waste items (e.g. gloves, pads, dressings) that are not dripping with blood or other potentially infectious materials are considered general waste. They will be discarded in waterproof waste bags for disposal in our regular manner.

Items that are dripping, saturated or grossly contaminated with blood or other potentially infectious materials, are considered biomedical waste. They must be appropriately bagged and disposed of in accordance with provincial and local environmental regulatory agencies.

#### **E. Universal precautions**

Occupational First Aid Attendants will treat all blood and other potentially infectious materials as though they are infected with bloodborne pathogens, and will follow infection control precautions and procedures as specified in the manual and training guides. This includes:

- Following precautions to prevent sharp injuries
- Wearing personal protective equipment
- Following hand washing procedures

#### **4. EDUCATION AND TRAINING**

All first aid attendants will be educated and trained as per Worksafe BC guidelines. The company through various organizations will provide the majority of the education and training.

Precision's Occupational Safety Committee Supervisor will provide additional worksite-specific orientation, education and training.

- Applicable sections of the Occupational Health and Safety Regulation
- An explanation of this company's exposure control plan
- Location of personal protective equipment
- Information on the hepatitis B vaccine, including information on its benefits, effectiveness, safety, method of administration and its availability

#### **5. RECORDKEEPING**

First aid accident report forms are located in all the WCB Level 1 First Aid Kits. All incidents must be recorded and given to your immediate supervisor.

All training documentation will be kept in the employees personnel file as well as with the Occupational Health and Safety Committee.

### 10.3 Hepatitis B Vaccination

To all New Staff,

We have Hepatitis B vaccination available. It is not mandatory, however if anybody is interested please come and see the Office Manager.

Thank you,

Tracy Harmeling  
Office Manager  
Precision Restorations Inc.

## 11 Wawanesa Mutual Insurance Company

### 11.1 Contractor Guidelines

**“Earning your trust since 1896”...** As a policyholder-owned mutual insurance company, we continue to earn trust by providing quality products and services.

#### 11.1.1 Our Values:

- We conduct business with integrity, honesty, consistency and fairness.
- We treat others in a respectful and truthful manner.
- We act ethically and lawfully.
- We take pride in making service a priority.
- We encourage collaboration, innovation and excellence.
- We support the communities in which we work and live

#### 11.1.2 Claims Service

- Contact the insured within 30 minutes of the assignment.
- Attend emergency assignments on site within one hour.
- Email or phone the Adjuster with a reasonable estimate of the emergency and final repairs and contents losses no later than 24 hours after inspection.
- Reply to phone calls, emails or faxes from the insured or the insured’s broker on the same day they are received.
- Explain their role and the restoration process to the homeowner
- Obtain written work authorizations from the insured in all instances.
- Provide the Insured with a work schedule for the repairs with an expected completion date.
- Clearly outline to the Insured when their input (such as choosing materials) or approval will be required.
- The Project Manager should obtain a Completion Certificate confirming work has been done to the Insured’s satisfaction.
- Promptly resolve disputes or escalate them to management for resolution.
- Advise the adjuster of any changes to the scope or side agreements with the insured on upgrades, cash settlements or deductibles.

- Personnel, vehicles and equipment will reflect a high standard of professionalism at all times.

### 11.1.3 Emergency Restoration

- Initial emergency work should be limited to work related to secure, stabilize and begin the drying of the site.
- Where overall emergency repairs are expected to **exceed \$7,500**, adjuster approval is required. If approval is not sought we may limit payment to \$7,500 for emergency repairs.
- Where costs for contents manipulation are expected to **exceed \$2,500**, adjuster approval is required. If approval is not sought we may limit payment to \$2,500 for contents manipulation.
- No charges are payable for listing of restorable or undamaged contents.
- We will pay reasonable charges for listing non-restorable contents.
- Where practicable, contents should be cleaned and stored on site.
- Non-restorable contents must not be disposed of without written agreement from the insured.

### 11.1.4 Estimates and Invoices

- Estimates are to be provided within 5 working days of the assignment and should contain detailed breakdown of labour and material charges.
- Fees to provide estimates will not be paid unless there is an express request by the adjuster to do an appraisal that will not result in repair work or if the location is outside the service area. Fees are not payable where the damage is below the deductible, the insured withdraws the claim, there is no coverage or where the work is awarded on a bid basis.
- All estimates must be accompanied by photographs and room measurements.
- The Project Manager will review the scope of repairs with the insured, during a walkthrough of the site and will have the insured sign off on the scope.
- Supplements to estimates will only be allowed where the damage was hidden and could not have been included in the original estimate. Immediately inform the adjuster of any issues that arise that might affect the repair project
- Overhead and profit will be charged at a rate of 10% and 10%, 20% overall.
- Non-emergency work should be completed within normal business hours and overtime charges will not be paid unless specifically approved by the adjuster.
- Where drying is required, humidity records must be submitted.
- Final invoices should be submitted with a Completion Certificate within 30 days of completion of the work.

- Where sub-trades are involved, copies of invoices must be submitted, whether or not the work was awarded on a bid basis.
- Copies of emergency and final invoices should be provided to the Insured, clearly marking invoice for their information only.

#### **11.1.5 Claims Service Guarantee**

- As a recommended contractor, your workmanship is guaranteed by the Wawanesa Mutual Insurance Company. If the insured is agreeable, we will allow you the opportunity to address any deficiencies. If the insured chooses another contractor, we will pay for these repairs and submit the invoice to you for repayment. We will advise you promptly of any claims being submitted under our Claim Service Guarantee.

#### **11.1.6 Conflict of Interest Policy**

- Our employees have a duty of good faith and fidelity to the Company. They must ensure that they are independent and seen to be independent from any business organization that provides goods or services. Any business gifts, discounts, favors, meals, beverages, tickets, transportation or other entertainment must not be excessive or interfere with the recipient's business judgment.

#### **11.1.7 Good Faith**

- We expect all charges and invoices to reflect the true and accurate cost of repairs and time completed when work is done on an emergency basis, or in the absence of a repair estimate. Where we find that invoices do not reflect a true record of work done then the Project Manager will be suspended from working for the Wawanesa Mutual Insurance Company for a period no less than 3 months.
- Second occurrences will result in permanent exclusion of the Project Manager.
- Subsequent or repeated instances of inaccurate charging will result in suspension or removal of the Contractor from our Recommended Contractor List.

## 12 EXTRA FORMS

**Next page**

### 13 ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Precision Restorations Employment Policies, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding Precision Restorations company policies I should direct them to my manager or the Human Resources Department.

I know that Precision Restorations company policies and other related documents do not form a contract of employment and are not a guarantee by Precision Restorations of the conditions and benefits that are described within them. Nevertheless, the provisions of such Precision Restorations company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that Precision Restorations, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date