



Employee Handbook

Welcome

Lawn Care Plus Inc. regards you as a special individual member of our working team. As a part of our organization you will want to know more about the company. This manual contains a general explanation of the company, its policies, procedures and benefits. In addition, you will find specific programs, which show our interest in your personal welfare and well-being, both as an individual and as an employee.

For the new employee, this manual reviews in greater detail the topics that were discussed during your pre-employment interviews and your first day orientation. Our intent is to tell you about the programs, which are of major importance. This manual will serve as a reference should any questions arise. If, at any time, you are unable to find an answer to a question or if you have doubt as to the correct interpretation, your Supervisor(s) or Management will be able to guide you.

We welcome you to our Landscape Maintenance team and we look forward to a long and successful business relationship. This general operating policy is written with the knowledge that some circumstances may not be covered. However, it is recognized that our employees are of such intelligence and integrity that we needn't stress the firm rule of neatness, cleanliness, courtesy and honesty, nor the need of personal control regarding loitering, smoking and foolishness. As a Landscape Maintenance company, we understand the importance of a cheerful and helpful service attitude, as well as a complete cooperative feeling toward fellow employees and pride in our workmanship.

EMPLOYMENT

Equal Opportunity Employment

Lawn Care Plus Inc. is an equal opportunity employer and does not discriminate against anyone regardless of race, religion, colour, sex or political belief.

Lawn Care Plus Inc. provides equal employment opportunities for everyone regardless of age, sex, colour, race, creed, national origin, religious persuasion, marital status, political belief or disability that does not prohibit performance of essential job functions. This is reflected in all of Lawn Care Plus Inc.'s practices and policies regarding hiring, training, promotion, transfers, rates of pay, layoff and other forms of compensation. All matters relating to employment are based upon ability to perform the job, as well as dependability and reliability once hired.

THE PRECEDING SECTION CONTAINS INFORMATION THAT IS COVERED BY PROVINCIAL LEGISLATION AND MAY BE CHANGED AT ANYTIME WITHOUT WARNING. IT IS SET OUT FOR YOUR REFERENCE ONLY. PLEASE CHECK YOUR APPLICABLE PROVINCIAL GUIDES FOR CURRENT INFORMATION, AND DO NOT RELY ON THE INFORMATION SET OUT HEREIN.

Seasonal Nature

Our industry is driven by the seasonality of Mother Nature and the associated changes in the weather. Accordingly Lawn Care Plus Inc. expands and reduces its workforce as dictated by these seasonal changes. Lawn Care Plus Inc. strives to extend the employment period but may, as the market and weather changes, reduce or extend your hours as we go through our annual business cycle.

Outside Work

As a rule, no outside work for competing employers is permitted. Performance of work for employers other than Lawn Care Plus Inc. expressly prohibited in circumstance where it interferes with employment at Lawn Care Plus Inc.. In no circumstances are employees to use company time, facilities or materials of Lawn Care Plus Inc. in connection with any other employment or for personal use. A failure to abide by this requirement may result in termination from employment with Lawn Care Plus Inc..

EMPLOYMENT STATUS & RECORDS

Probationary Period

At Lawn Care Plus Inc. we have a get-acquainted time for all new employees, a time when we get to know you and you get to know us. All new employees will serve a (90)-day probationary period. During this time, your ability and your work performance will be evaluated by your supervisor(s). If your work and attitude are satisfactory, you will become a seasonal employee. However, your employment will be terminated if for any reason during the probationary period you are found unsuitable for continued employment.

- At any time during your probationary period, you are free to resign without giving notice and, conversely, you may be released by us on the same basis if we feel you are not meeting our required standards to perform the job.

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Personnel File

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 following items, please be sure to notify your Supervisor as soon as possible. Your personnel file is confidential. Here is a summary of the contents of your file:

- a) Legal name, home address, home telephone number
- b) Emergency contact
- c) Copy of Driver's License, if you operate any Lawn Care Plus Inc. vehicles
- d) Evaluation reports made on working performance and attitude
- e) Letters of commendations from supervisors
- f) Letters of censure and/or discipline from supervisors
- g) Matters relating to pay, Income Tax exemptions (TD1 and TD1BC)
- h) All other personnel matters connected with an employee and his/her work as required by law

Your personnel file is a record of facts about you and your job at Lawn Care Plus. Some of these facts must be collected by law for tax, and Employment Insurance benefits. Records of events including promotions, transfers, special assignments, and other changes are documented. Tardiness, absenteeism, and work problems may also be noted. You may submit information on community and other honours you received. We are interested in your outside achievements and want to know about them.

If you terminate employment the following will be added to your file:

- Your written resignation

If you resign, retire or are terminated, we are required by law to retain your personnel file for seven years.

Should you have any concerns about the use of your personal information or requests for access to information, please contact Management.

It is your responsibility to advise Management of any changes to your personal information.

Performance Evaluations

Performance evaluations at Lawn Care Plus Inc. are intended to be a constructive and positive experience. It should be viewed as an opportunity for employees to learn where they stand relative to their expected job performance, goals and objectives. At the same time it offers employees a chance to become involved in determining their future career development, and to map out ways in which they can be true participants in Lawn Care Plus Inc.'s achievement of success.

Those topics that may be discussed in an interview at the time of your evaluation may include, but are not limited to:

- Your performance on the job
- Your strengths and how to develop them
- A determination of your skills and how they can best be used
- Why you are needed and what your job means to the company
- Your opinion of the company
- The development plan for your future with Lawn Care Plus

Full-Time Seasonal Employment

Full-time staff employees are those who are hired for a continuing, regular staff work assignment at an hourly rate, weekly, or monthly salaried compensation. Full-time employees are expected to work 30+ hours per week. Full-time employees may be requested to work evenings, weekends and holidays depending on the season and workload of the company.

Part-time Employment

Part-time employees are those who are hired for other than specific short-term work or whose work hours total less than 30 hours per week. Part-time employees can work no less than 3 hours per day and no more than 30 hours per week. Part-time employees should be available for "on-call duty" when business conditions or other unforeseen circumstances arise.

DISCIPLINARY ACTION

Discipline and Discharge

Discipline may take the form of verbal warnings, written warnings, suspensions and/or termination, depending upon the circumstances.

Lawn Care Plus Inc. strives to create a long-term relationship with its staff. Our primary goal is to provide a positive environment through training, development and strong management that will allow both you and Lawn Care Plus Inc. to achieve excellence. Because there are those who do not wish to conform to this purpose, we have developed fair and constructive disciplinary procedures that we feel encourage improved performance in the workplace. The authority to discipline is entrusted to immediate Supervisors and Management. Discipline is intended to be constructive in correcting a Staff Member's unacceptable conduct or habits. The Supervisor will identify promptly and positively that a deficiency exists in performance or conduct. He or she will then investigate and obtain all pertinent facts concerning the deficiency before disciplinary action is taken. The Staff member will be informed of the problem and given a chance to discuss it with his or her Supervisor. Depending on the severity of the problem and its history, one of several actions might be taken:

- Verbal Reprimand
- Written Reprimand
- Suspension (with or without pay)

Rules are needed for a business to run smoothly and they must be obeyed. A breach of the rules will result in disciplinary action, consisting of verbal warnings, written warnings, suspensions and/or discharge. Grounds for discipline or discharge include but are not limited to:

- Insubordination
- Incompetence
- Fraud
- Failure to perform work as required
- Dishonesty
- Falsification of records
- Excessive absences
- Under the influence of alcohol/illegal substances
- Absence without cause
- Fighting on company time
- Fighting on company properties
- Excessive tardiness
- Failure to observe the safety rules and regulations
- Waste or neglect of company property

Honest mistakes, which occur once and are not repeated, are not cause for discharge, but violation of rules due to ignorance is not a valid excuse.

Termination Notice or Pay in Lieu

If an employee resigns for any reason, no termination pay will be provided.

If an employee is dismissed during their probationary period, no termination pay will be provided.

If an employee is dismissed for willful misconduct or disobedience, or willful neglect of duty that has not been condoned by the employer, no termination notice or pay in lieu needs to be provided.

If an employee is dismissed for reasons other than noted above, the employee will be provided with notice of termination in writing and/or termination pay as prescribed by law. Please consult Management for the most current information.

In the event that you wish to terminate your employment, you must give Lawn Care Plus Inc. written notice two weeks in advance of your last day of work. You will receive all accumulated vacation pay with your last pay cheque.

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EMPLOYEE CONDUCT

Dependability

Punctuality is highly regarded at Lawn Care Plus Inc. Being punctual means you are a person of your word. You have promised to be at a specific place at a specific time and you keep your promise. Punctuality means arriving for work on time and never overstaying lunch periods or rest breaks. Punctuality indicates that you are a considerate person. However, emergencies do arise. You may be ill or for some reason unable to avoid missing work or being late. If this happens, call your Supervisor as soon as possible to let him/her know about it. He/she may need time to arrange for someone to replace you on the job. Remember, a record of unexcused absences and tardiness becomes a permanent part of your personnel file and will affect your status with this organization. Lawn Care Plus Inc. expects employees to arrive for work 15 minutes in advance of schedule and be ready and able to start the work day at the appointed time. Employees should stow their lunch, put on safety boots, and be fully prepared for the work day before recording their presence on the company time clock.

Attitude

Your attitude at Lawn Care Plus Inc. plays an important role in determining the success or failure of both our business and your employment and career with this company. Your cooperative attitude shows that you care about your future as well as the welfare of this company.

Lawn Care Plus Inc. expects all employees to maintain a level of personal conduct that will not reflect negatively on themselves or on the credentials of Lawn Care Plus Inc.. Employees whose conduct compromises the integrity of the company may face disciplinary action. Lawn Care Plus Inc. expects all employees to be courteous at all times and to convey a friendly, approachable image to its suppliers, customers and fellow employees.

Dress Code

Our appearance and dress policy applies to both male and female employees. All employees shall have a ready and personable smile at all times. Upon hire, each employee will be provided with a company uniform consisting of 3 t-shirts and 1 hoodie. While working on-site for Lawn Care Plus, you must be wearing either or both of these items so that property owners can clearly identify you (unless it is raining or cold and you are wearing a jacket over top). Should you wish to obtain more uniform items, this will come at a cost to the employee. T-Shirts will cost \$20.00 each, and Hoodies will cost \$30.00 each. Employees will be responsible for obtaining their own appropriate pants (Walmart sells work pants for affordable prices), steel-toed boots and rain gear. Probationary employees will be advised as to what constitutes appropriate clothing. Employees who, for valid religious reasons, are required to wear certain types of clothing shall advise the employer upon hiring.

Clean-Up

All employees are requested to do their part in keeping the equipment and trucks in the best possible working condition. Employees may be required to participate in a scheduled clean-up of these areas. At the end of each day, please remove all personal garbage from the trucks and trailers. Please hang up your uniform and rain gear that you don't want to take home in designated area.

Answering Questions and Complaints

Sometimes you will have a property owner or Strata Member approach you with a question or request. All questions and requests should be directed towards your Supervisor, through their Property Manager and/or Property Management Company.

If a property owner tries to argue after you have directed them to your Supervisor or their Property Manager, be courteous. Do not engage in an argument. Apologize that you are not allowed to process requests or complaints, and that they must direct their concerns through your Supervisor, their Property Manager and/or Property Management Company.

In talking with a property owner, never criticize another crew within our company and never criticize a competing company. We do not knock our competitors. Also, we do not discuss the internal affairs of our company under any condition.

Within 48 hours of the interaction with the property owner, please fill out an Incident Report (a copy of this can be downloaded from your online Employee Portal) and email a copy of it to: info@lawncareplusinc.ca.

Attendance

Daily schedules can vary depending on workload and season. However, in general, a work day will start at 7:30am and finish at 4:00pm. It is necessary to tell your Supervisor one week in advance if you cannot come in for a shift. Any changes to your schedule must be approved by the Supervisor.

You must notify your supervisor, in writing, two weeks in advance, if you require time off.

If you are ill and unable to attend work, you must call your supervisor as soon as possible. Do not leave messages with co-workers. Unless you are extremely debilitated, place this call yourself. Do not have a friend or family member call in your absence.

General or Sexual Harassment and Bullying

This policy is intended to set forth Lawn Care Plus Inc.'s position as it relates to general harassment, sexual harassment and bullying. Harassment and bullying will not be tolerated. Its presence is damaging to all employees and to the organizational climate. Complainants will be protected from reprisal. Employees are encouraged to come forward confidentially to discuss situations that make them uncomfortable and to learn about their options. Those found guilty of harassment will be disciplined consistently with others who have violated workplace policies and without regard to their position or job performance.

Lawn Care Plus Inc. is committed to providing a work environment that is free of unlawful harassment and bullying. All Staff Members and visitors are entitled to be treated with dignity, free from harassment based on the protected grounds of race, colour, religion or creed, sex, age, disability, national origin, language, political belief, criminal record, pregnancy, marital status, sexual orientation or any other ground prescribed by any law that applies to Lawn Care Plus Inc. We do not tolerate harassment of any kind in the workplace.

Preventing harassment and bullying is everyone's responsibility. Supervisors are expected to act against harassment even without a complaint, and Staff is expected to express their disapproval if they encounter harassment or offensive behaviour.

Definitions:

General Harassment and Bullying - is any unwelcome behaviour, conduct or communication directed at an individual that is offensive to that individual. It may be persistent or sporadic. It creates an intimidating, offensive or embarrassing work environment.

Sexual harassment - is defined as deliberate or repeated behaviour of a sexual nature that is unwelcome. It can include verbal behaviour such as unwanted sexual comments, suggestions, jokes or pressure for sexual favours; nonverbal behaviours such as suggestive looks or leering; and physical behaviours such as pats or squeezes, or repeated brushing against someone's body.

Some specific examples of inappropriate or illegal behaviour include:

- Negative or offensive comments, jokes or suggestions about another employee's gender or sexuality.
- Obscene or lewd sexual comments, jokes suggestions or innuendoes.
- Slang, names or labels, such as "honey", "sweetie", "boy", "girl", that others find offensive.
- Talking about or calling attention to an employee's body or sexual characteristics in a negative or embarrassing way.
- Laughing at, ignoring, or not taking seriously an employee who experiences sexual harassment.
- Blaming the victim of sexual harassment for causing them problems.
- Continuing certain behaviors after a co-worker has objected to that behaviour.

- Displaying nude or sexual pictures, cartoon or calendars on company property.
- Verbal aggression or insults
- Harmful hazing or initiation practices
- Vandalizing personal belongings
- Sabotaging someone's work
- Spreading malicious rumors or gossip
- Physical or verbal threats
- Cyber-bullying

Intent does not determine whether the behavior is bullying or harassment. A person cannot excuse their behavior by saying he or she did not intend it to be humiliating or intimidating.

It excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment (e.g. manager a worker's performance, taking reasonable disciplinary actions, assigning work, etc.).

Bullying and harassing behavior does not include:

- Expressing differences of opinion
- Offering constructive feedback, guidance, or advise about work-related behavior
- Making a legitimate complaint about someone's conduct through established procedures

Bullying and harassment should not be confused with exercising managerial authority. Examples of reasonable managerial action might include decisions relating to the following:

- Job duties or the work to be performed
- Workloads and deadlines
- Layoffs, transfers, promotions and reorganizations
- Work instructions, supervision or feedback
- Work evaluation
- Performance management
- Discipline, suspensions or terminations

Lawn Care Plus Inc. has zero tolerance for general or sexual harassment or bullying.

If you feel that you are being subjected to harassment, the following complaint procedure will assist you in dealing with this harassment.

Reporting:

Workers at Lawn Care Plus can report incidents or complaints of workplace bullying and harassment verbally or in writing. When submitting a written complaint, please use the workplace bullying and harassment complaint form (that can be found in your truck log binder, in your employee portal, or from your supervisor). When reporting verbally, the reporting contact, along with the complainant, will fill out the complaint form.

Incidents or complaints should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated and addressed promptly.

Report any incidents or complaints to your foreman, supervisor, or emailed directly to info@lawncareplus.ca. If all reporting contacts are involved in the incident, contact the WorkSafeBC prevention information line to report an incident by the employer at 1-888-621-7233.

Investigations:

Most investigations at Lawn Care Plus will be conducted internally. In complex or sensitive situations, an external investigator might be hired.

Investigations will:

- Be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances
- Be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations
- Be sensitive to the interests of all parties involved, and maintain confidentiality
- Be focused on finding the facts and evidence, including interviews of the complainant, respondent, and any witnesses
- Incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process

Investigations will include interviews with the alleged target, the alleged bully, and any witnesses. If the alleged target and the alleged bully agree on what happened, Lawn Care Plus will not investigate any further, and will determine what corrective action to take, if necessary.

The investigator will also review any evidence, such as emails, handwritten notes, photographs, or physical evidence like vandalized objects.

Follow-Up:

The alleged bully and alleged target will be advised of the investigation findings and corrective actions, if any are required. Following an investigation, Lawn Care Plus will review and revise workplace procedures to prevent any future bullying and harassment incidents in the workplace. Appropriate corrective actions will be taken within a reasonable time frame.

Annual Review:

These procedures will be reviewed annually with all employees. All workers will be provided with a copy as soon as they are hired, and copies will be available in the truck logbook and in the employee portal.

Smoking

Smoking is offensive to many people. Smoking shall be allowed only in approved areas in accordance with municipal by-laws and provincial legislation. Lawn Care Plus Inc. is dedicated to providing a healthy, comfortable and productive work environment for our employees.

Secondhand smoke is a known health hazard and will be treated in the same manner as any other health hazard, i.e. removal from the workplace so as not to place employees at risk. This goal can be achieved only through efforts to protect non-smokers and to help smokers adjust to restriction on smoking.

Smoking will not be permitted in the work trucks or on company properties. Smoking will only be permitted during designated breaks and off company properties. Please ensure you clean up any of your butts off the ground.

The success of this policy will depend upon the thoughtfulness, consideration and cooperation of smokers and non-smokers. All employees share in the responsibility for adhering to and enforcing the policy. Any conflicts should be brought to your Supervisor's attention. In all cases, the right of the non-smoker to protect his or her health and comfort will take precedence over an employee's desire to smoke. People who violate the smoking policy will be subject to disciplinary action.

Solicitation

Soliciting suppliers, contractors or others with whom you do business, for personal reasons is not allowed. If there is a valid reason to do so, such as requesting items for a company sponsored event or charity fundraiser, approval must be granted by your Supervisor.

Vehicle and Equipment Use

You may be authorized to operate a company vehicle from time to time. If you are operating a company vehicle or your own vehicle in performing your job, you will be considered completely responsible for any accidents, fines or traffic violations incurred as a result of personal negligence. However, sometimes accidents do happen. Should you be in a motor vehicle accident while on duty at Lawn Care Plus Inc., please do not drive the vehicle until you have contacted Management. Proper avenues must be adhered to with respect to ICBC and WorkSafeBC.

Employees who operate any equipment while on duty at Lawn Care Plus Inc. are expected to wear all personal protective gear necessary for the job. You are also expected to operate any equipment in the manner it was intended – safely and properly.

Personal Injury

After an accident/injury while on the job at Lawn Care Plus Inc. you must:

1. Report your injury to your Supervisor as soon as possible.
2. Seek medical attention for your injury. If you need an ambulance or transportation from your workplace to your doctor's office or the hospital, Lawn Care Plus Inc. will cover those costs. Be sure to tell your doctor your injury is work related.
3. Report your injury to WorkSafeBC as soon as possible. If a WorkSafeBC staff member asks you to complete a Worker's incident and injury report or an Application for Compensation and Report of Injury or Occupational Disease (Form 6) at any time it is important that you do so and submit it as soon as possible.
4. Fill out an Incident report and hand it in to Lawn Care Plus Inc. Management, or email it to: info@lawncareplus.ca , as soon as possible (within 48 hours, if injuries permit).

TIME KEEPING & PAYROLL

Pay Period

Payroll covers a 2 week period from Monday to Sunday. Payroll will be directly deposited into your bank account on the following Friday after the pay period has ended.

Salary Administration

All employees will be paid an hourly rate of pay, depending on their job description. The hourly wage rate has been set based on a comparison of similar job descriptions in the industry.

Each employee's record is carefully reviewed annually and increases are granted according to that performance review. New employees may receive more frequent performance reviews.

Stat Holidays

The ten statutory holidays in British Columbia are:

- New Years Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

Easter Sunday, Easter Monday and Boxing Day are not statutory holidays.

To qualify for statutory holiday pay employees must:

- Have been employed for at least 30 calendar days, AND
- Have worked on at least 15 of the 30 days before the statutory holiday.

Qualified employees who are given a day off on a statutory holiday must be paid an average day's pay.

Qualified employees who work on a statutory holiday will be paid Time-and-a-half for the first 12 hours worked and double-time after 12 hours

Vacations

Vacations are an earned benefit. Employees are entitled to a 2 weeks vacation after 1 full year of continuous employment. After five years, an Employee is entitled to 3 weeks vacation.

- ❑ All vacation time must first be approved by management.
- ❑ All vacation time must be taken each year and cannot be accrued.
- ❑ No vacation time will be taken between April 1st and July 1st, and October 15th and December 1st.
- ❑ When employment is terminated with our company, all vacation time accrued during that year will be paid.
- ❑ Vacation pay is not payable if a person is employed for five calendar days or less.
- ❑ A person who is employed for less than one year is not entitled to take a vacation, but will be paid 4% vacation pay on termination of employment.
- ❑ Please submit all vacation requests to Cari at: cari@lawncareplus.ca or by text at 604-803-9962.

Sick Leave

Employees should be aware that they may be required to provide medical documentation to verify their absence and, further, that failure to provide medical documentation or otherwise, will be seen as an abuse of sick day benefit and may result in termination from employment.

Time off for dental checks, doctor visits, etc., may be taken without pay. It is expected that doctor/dentist appointments shall be made outside of normal working hours whenever possible.

Any other reasons that necessitate time off from work must have prior approval from the manager.

Leave of Absence

All requests for leaves of absence must be in writing and must be presented to the Management at least 1 month in advance of the anticipated departure date. All leaves must have prior approval by the Management. A leave of absence is a privilege, not a right and will be granted only at the discretion of your Manager. Reinstatement from a leave will depend on openings available. Specific job assignments cannot be held for the person taking a leave. However, every effort will be made to fill specific requests upon return of the employee.

Maternity/Parental Leave

A pregnant employee, or employee who will be becoming a parent through adoption, will be granted a leave of absence without pay for a duration as prescribed by law. Please consult Management for the most current information.



Group Insurance

For further details on our group insurance program, please contact your manager. You are eligible for benefits after 6 months of continuous full-time employment.

WORK CONDITIONS & HOURS

Time Clocks/Sheets

All employees hours worked will be tracked by their Supervisor or Management. This record of work represents the contract between the company and the employee. An accurate record of the hours you work is required by law. .

- If there is a discrepancy between what the Employee believes they worked, and what the Supervisor will sign off on – please submit an Incident Report for review by Management.

Overtime

Overtime will be paid at time and a half only if the employee works greater than 80 hours in a given pay period. Generally, if an employee is asked to work more than 8 hours in a day, there will be a shortened work day within that work week to even out the hours. Any overtime must be approved by the Supervisor first.

Meal Breaks

Employees are entitled to a meal break after 5 hours of work. Meal breaks must be taken during the period designated, not “on the job.” You will be allowed 0.5 hours for meals unless otherwise designated or approved by the manager. You may be required to take your meal break during the travel time between 2 properties. All meal breaks will be unpaid. Employees are required to bring their meal to work every day – you will not be given the opportunity to stop and buy any food.

Breaks

Breaks shall not exceed 5 minutes; and you are allowed 2 breaks per 8 hour work day. All breaks will be paid. Break starts when you leave your work area and ends when you return to your work area.

Suggestions

If you feel you have an idea that might improve the business you should discuss it with Management. Together you can define your idea and determine whether it should be incorporated in our company policy.

Confidential Information

Your employment with Lawn Care Plus Inc. assumes an obligation to maintain confidentiality, even if you leave our company. Any violation of confidentiality seriously injures Lawn Care Plus Inc.'s reputation and effectiveness. Therefore, please do not discuss Lawn Care Plus Inc.'s business with anyone who does not have a direct association with the transaction. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. No one is permitted to remove or make copies of any Lawn Care Plus Inc. records, reports or documents without prior management approval. Because of its seriousness, disclosure of confidential information could lead to dismissal.

Use of Telephone or Music Player

Most people carry with them a personal cell phone. It is the policy of Lawn Care Plus Inc. that during working hours these cell phones must be stored in the work truck. We do not tolerate personal conversations or text messaging on your cell phone during work hours. Please reserve your cell phone use to breaks and lunch breaks.

During your probationary period, you are prohibited from listening to any music device while working. By having ear buds in your ears, you are unable to hear directions from your Supervisor, safety directions and moving vehicles in your area. After your probationary period, you may be allowed to listen to music **ONLY** if your Supervisor approves it.

HEALTH AND SAFETY

Safety Responsibilities

Lawn Care Plus Inc. recognizes the importance of respecting all of its resources and assets, both human and material. Our foremost concern is for the safety and well-being of our staff. In fulfilling this commitment, Lawn Care Plus Inc. will provide and maintain a safe and healthy work environment for all staff in compliance with legislative requirements and industry standards.

The right to refuse unsafe work is law for workers in every province. If you have reason to believe that any equipment, machine or device is likely to endanger you or a co-worker, speak to your supervisor immediately.

General Responsibilities for Health & Safety

Owners/ Management:

- Overall responsibility for policy direction and planning
- To comply with the Occupational Health and Safety Act and its regulations
- To comply with specific Lawn Care Plus Inc. policies, rules and regulations
- To ensure that all workers comply
- Budget allocation for health and safety
- Active support of health and safety programs

Supervisor:

- To comply with the Occupational Health and Safety Act and its regulations
- To comply with Lawn Care Plus Inc. specific policies, rules and regulations
- To ensure that all workers use the safety equipment, devices and clothing provided or required
- Take reasonable precautions to ensure safety of employees
- Hold accountable those employees reporting to them

All Employees:

- To comply with the Occupational Health and Safety Act and its regulations
- To comply with specific Lawn Care Plus Inc. policies, rules and regulations
- Report known work place hazards to supervisor or employer
- Report know defective or protective devices that may be hazardous
- Report all accidents to employer or supervisor immediately
- Use machinery, equipment, tools, etc. only as qualified or authorized in a safe manner
- Cooperate with health and safety committee members
- Use of personal protective equipment as required

Personal Protective Equipment

It is the policy of this company that its employees be protected from certain hazards of the workplace through the enforced use, where necessary or required, of personal protective equipment and clothing specifically designed and approved for the exposure involved.

It is the responsibility of management to ensure that the equipment, material, and protective devices as prescribed are provided to employees with the exception of protective footwear, which the employees shall provide.

It is the responsibility of management to ensure that all personal protective equipment is maintained in a condition that affords the full protection to which it was designed to save with the exception of footwear, which is the responsibility of the employee.

It is the responsibility of supervisors to ensure the employee wears the appropriate personal protective equipment as prescribed, in all operations where there is exposure to hazardous conditions or where there is a need for using such equipment to reduce the hazards to their employee.

Footwear

All employees shall wear Greenpath CSA protective footwear while on the premises. Footwear must be in good repair with no holes or tears. Soles must be in good condition with a good tread on the bottom. Laces must be tied at all times. Badly worn or damaged boots must be replaced.

Eye Protection

Eye protection shall be worn by any employee who is exposed to the risk of eye injury in the performance of their work. For proper eye protection, wear properly fitted industrial quality glasses with side shields. These can be obtained from your supervisor.

Hearing Protection

Because continuous exposure to excessive noise can lead to hearing loss, it is mandatory that each worker have hearing protection available to them at the workplace. Hearing protection is available from your supervisor.

Hand Protection

Appropriate protective gloves must be worn in all situations where the hands are potentially exposed to workplace hazards such as chemicals, cuts, lacerations, abrasions, punctures and burns. Appropriate glove protection must protect against the specific hazards presented and provide a comfortable and secure fit. The performance characteristics of a particular glove and its ability to protect against the specific hazards encountered are based on a number of factors, including the type of glove material, the

manufacturing process and its thickness, design and size. Glove manufacturers performance data should always be consulted for physical and chemical resistance properties of their particular glove products.

Ladders

Use common sense while working with ladders. Taking some extra time to ensure stability and minimize risk is the proper way to work. Don't attempt to do anything beyond your confidence. Certain climbing techniques are not for everyone.

- ❑ Check weight rating of ladder. Maximum capacity of most extension ladders is anywhere from 200lbs to 300lbs.
- ❑ Keep ladder clean from oil, grease and dust. Be extremely cautious when using the ladders if the weather is wet.
- ❑ A ladder that leans too close to "straight up" is unstable and difficult to work on. A ladder that leans too much could kick back. A 75-degree pitch is recommended.
- ❑ Do not use ladders that have loose rungs, cracked or split side rails or other visible damage.
- ❑ When climbing a ladder, face the ladder when traveling up or down using both hands on the ladder at all times.
- ❑ Allow only one person on the ladder at a time.
- ❑ Do not stand on the top two rungs
- ❑ When performing work from a ladder, face the ladder and do not lean backward or sideways from the ladder.
- ❑ Secure the ladder in place by having another employee hold it if necessary.
- ❑ Do not place a ladder at a blind corner or doorway without diverting foot traffic by blocking or roping off the area
- ❑ Pick up any objects that could cause more injury if a fall occurs.
- ❑ **Do not leave ladders unattended.** Remove the ladder when finished or leaving the area. Ladders can easily fall over and cause damage or injure someone. Property owner's children will often try to climb ladders when you're not around.

Lifting Procedures

General rules for lifting:

- Test the weight of the load before lifting by pushing the load along ground.
- Divide heavy loads into several lighter ones. Be especially careful with loads weighing over 25 kg.
- Get help with bulky, awkwardly shaped or large loads.
- Take particular care with smooth or slippery loads.
- Wear protective gloves when lifting objects with sharp or projecting objects.

When lifting:

- Face the load
- Position your feet 6-12 inches apart with one foot slightly in front of the other
- Bend at the knees not at the back
- Keep your back straight
- Get a firm grip on the object using handles if present
- Hold the object as close to your body as possible
- Perform lifting movements smoothly and gradually: do not jerk the load. Plan the lift so that you will not have to twist, turn or reach while holding the load.
- If you must change direction while lifting or carrying the load pivot your feet and turn your entire body. Do not twist at the waist.
- Do not carry loads that obstruct your vision.

APPENDIX

The following pages include forms that have been mentioned in this handbook.

INCIDENT REPORT

This form is to be filled out if anyone is injured (worker or non-worker), vehicle accident, equipment breaking, property damage, conflict with employees or property owners. The form should be handed into a supervisor, emailed to: cari@lawncareplus.ca, or texted to 604-803-9962 within 48 hours of incident.

Date & Time of Incident:			
Worker's Involved:			
Location of Incident:			
Description of Incident (please write on the back of this form if you need more space):			
Witness Name:		Phone Number:	
Witness Name:		Phone Number:	

Complete this section if you went for medical aid. You will also be required to report to WorkSafeBC.

Clinic/Hospital Name:			
Clinic/Hospital Address:		Clinic/Hospital Phone Number:	
Doctor's Name:			

Complete only if this incident was reported to police

Name of Officer in Charge:			
Phone Number:			
Case Number:			

I, _____, certify that the above information is true and correct to the best of my knowledge.

Signature

Date

WORKPLACE BULLYING AND HARASSMENT COMPLAINT FORM

Name and contact information of complainant:

Name(s) of alleged bully or bullies:

Personal Statement

Please describe in as much detail as possible the bullying and harassment incident(s), including:

- The names of the parties involved
- Any witnesses to the incident(s)
- The location, date and time of the incident(s)
- Details about the incident(s) (e.g. behaviour and/or words used)
- Any additional details that would help with an investigation

Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

Signature

Date