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WORKshift Policy

A. WORKshift Policy:

WORKshift is a flexible work arrangement that allows a staff member to regularly perform his or her job responsibilities from his or her residence or another agreed upon location or locations. The objective of Company's WORKshift program is to support staff members in optimizing their contribution and productivity. The arrangement is not indefinite and can be terminated if it is determined that business needs or performance expectations are not being met. The WORKshift arrangement is a work location alternative focused on optimizing productivity and is not a reward or staff member benefit. Furthermore, it is not a mechanism to facilitate dependent care.

B. Program Description:

WORKshift is a mutually agreed upon work option between the employee and supervisor subject to the approval of the relevant department Vice-President, IS department and company's Human Resources department. WORKshift agreements are subject to review every six months. The employee, supervisor, or Human Resources department may end the WORKshift arrangement at any time. Whenever possible and appropriate, notice of two weeks will be provided. Participants have a regular arrangement to work at home or other approved remote location(s) from one to five days a week on a regular basis.

C. Eligibility:

All full-time staff members of the company are eligible to apply to become WORKshift participants. Their work must be of a nature wherein face-to-face interaction is minimal or may be scheduled to permit mobile work. The need for specialized material or equipment must either be minimal or flexible. Feasibility of a mobile working agreement is the primary factor in determining eligibility. Participation in WORKshift is not appropriate for all staff members. No staff member is entitled to, or guaranteed the opportunity to, participate, and a staff member's responsibilities must be suitable. All staff members are required to use the Company WORKshift assessment to determine their suitability to work remotely.

D. WORKshift Qualifications:

In addition to job feasibility, staff members must meet all of the following requirements to be considered for mobile working:

1. Full-time staff members who have a minimum of six (6) months of completed service with the



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company.

2. Staff member registers and completes WORKshift assessment and approval process.
3. Supervisor, Department Vice-President, IS department and Human Resources approval.
4. Completion of a trial period.

E. WORKshift Work Habits:

1. A high level of job knowledge and proven ability to perform.
2. Satisfactory or better performance reviews.
3. Self-motivated and self-disciplined.
4. Ability to work well alone for long stretches of time.
5. Limited need for feedback, but able to ask for it if necessary.
6. An active, effective communicator.
7. Sensitive to work impact on others, especially co-workers.
8. Adaptable and flexible.

F. Dependent Care:

WORKshift is not a substitute for dependent care. WORKshift participants must make or maintain necessary care arrangements to permit concentration on work assignments at home. This does not mean dependents will not be in the home during WORKshift hours, just that they will not require the WORKshift participant's attention during that time.

G. Hours of Work:

The WORKshift participant will have regularly-scheduled work hours agreed upon with his/her supervisor, including specific core hours of phone accessibility. As per Company's overtime policy, staff members in certain roles are eligible for overtime and in order to be paid, overtime must be approved by the manager *before* it is incurred.

H. Staff member/Supervisor Communication:

WORKshift participants must keep their supervisor informed of progress on assignments worked on at home or at a remote office, including any problems which they may experience while they work remotely. The staff member agrees to promptly notify his/her supervisor when he/she is unable to perform work assignments due to equipment failure, illness, or other circumstances. Staff member agrees to be assigned to another project or location, in the event of equipment failure.





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I. Equipment:

Computing and Communications Hardware

Whether work is conducted at the official workplace or at a remote workplace, equipment and supplies are furnished by the company. The company is also responsible for determining, based on the type of arrangement, what is required by the staff member in a WORKshift situation. The IS department will determine, in cooperation with the supervisor and the individual, what the IS support requirements are and come up with a plan. The staff member agrees not to use any company equipment for private purposes, nor allow family members or friends access to that equipment. The staff member shall promptly return all company-owned equipment and data documents when requested by the staff member's supervisor or the company.

Connectivity

It is anticipated that WORKshift participants will have high speed access. WORKshift participants are responsible for the costs of cable/ADSL. WORKshift participants are not permitted to operate a home wireless network unless the security has been validated by the IS department.

Software

While working at home/remote office performing company functions, staff members must conform to software standards as established by the company. WORKshift participants will be expected to work on company-provided hardware, using company-provided software.

Telephone

Based on the outcome of the IS department and manager review during the suitability assessment and in creating the WORKshift agreement, the IS department will determine the requirements for voice and data connectivity and approve a plan, including relevant cost reimbursements, if any.

Furniture

Upon management pre-approval, Company may reimburse the WORKshift participant for some of the cost of a suitable desk and chair. See company's provisioning allowances <here>

J. Equipment Liability:

The company will be responsible for the repair and maintenance of equipment provided by the company. Surge protectors will be provided by the company and must be used with any company-owned computer made available by the company to the WORKshift participant. The staff member will be responsible for.



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1. Any intentional damage to the equipment,
2. Damage resulting from gross negligence by the staff member or any member of the staff member's family,
3. Damage resulting from a power surge if no surge protector is used. Damage or theft of the company's equipment that occurs outside the WORKshift participant's control will be the responsibility of the WORKshift participant. It is to be reported immediately to the WORKshift participant's home or auto insurance company. The company is not responsible for private property used, lost or destroyed. WORKshift participants should check their homeowner's/renter's insurance policy for incidental office coverage. While the organization will provide the WORKshift participant's supplies and equipment, staff members are responsible for the cost of maintaining the mobile workplace (such as insurance, heat, hydro, etc.).

K. Security and Confidentiality:

For mobile work jobs that have security and/or confidentiality requirements, additional procedures will be established to guarantee protection of the company or customer data and information. Such procedures may include a locked or secure work place, computer access passwords or user authentication, restriction of files that may be taken from the office or accessible from the remote work site. Any breach of security or confidentiality, or suspicion of such, is to be reported immediately by the WORKshift participant to the staff member's supervisor, or the company's risk manager.

L. Workspace:

The WORKshift participant must establish and maintain a clean, safe and dedicated work space.

M. Injuries, Accidents, Illness:

The staff member will be covered by the applicable provincial workers' compensation board for all job-related injuries that occur in the designated workspace, at the WORKshift participant's work site during the WORKshift participant's defined work period. Since the workplace and alternative work site will be one and the same, workers' compensation will not apply to non job-related injuries that might occur in the home or other designated work site. The WORKshift participant is obligated to report to their supervisor any accident, injury or illness that affects their safety or well-being, or performance of job responsibilities at the mobile work site. Any such incident is to be reported immediately if possible, or if not, then the following work-day. The company reserves the right to investigate any accident or injury incurred at the worksite, including a worksite inspection.

N. Office Supplies:

WORKshift participants may take to their off-site office, those supplies necessary to accomplish their job





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duties. WORKshift participants will not normally be reimbursed for out-of-pocket expenses for supplies usually obtained at the office. Any exceptions to this will require management pre-approval.

O. Travel Expenses:

Travel between the mobile work site and the Company office will not be reimbursed. Any other travel expenses need to be approved by the direct supervisor.

P. Tax Implications:

WORKshift participants are responsible for checking with their own tax advisor and/or Revenue Canada regarding any personal tax implications of mobile working.

Q. Zoning — Mobile working

Staff members are responsible for finding information concerning any municipal or provincial restrictions which could have an impact on their mobile work situation.

R. Terms of Employment:

WORKshift participants remain subject to the existing terms and conditions of employment and all published company policies. Conditions and terms of employment will not change as a result of mobile work; salary, benefits, vacation, leave and basic job duties will remain as before. The staff member's rights and responsibilities will continue whether the staff member mobile works from a remote site or another job station. Policies governing the use of the company's equipment, facilities, software, support services, such as the internet, telephones, vehicles, etc., shall apply at the mobile work site, unless written permission authorizes a change in policy.

S. Business Meetings:

A remote office at home should not be used for customer or Company meetings. An alternate location should be used.

T. Working from the Office:

Staff member agrees to come to the office on regularly-scheduled mobile working day when requested by the supervisor for meetings or other purposes. Home-based and flexible/mobile WORKshift participants will not have a dedicated workspace at the office, but will be able to book a suitable workspace for their use.



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