

**Pembina Valley
Water Cooperative Inc.**

**Policy
Manual**

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INTRODUCTION

Letter of Introduction

We are fortunate to share a unique environment at the PVWC with a dedicated, highly skilled workforce that has a proven foundation built on mutual respect. Each of us brings unique skills and has a measurable and essential contribution to make to help achieve our common goals. Above all, while working safely, we must focus on continuously achieving quality standards in everything we do in order to meet and even exceed our customers' expectations.

The keys to our ongoing growth, collective advantage and success in the future in our member markets are:

- Supporting a work environment that thrives on innovation to identify new solutions to new and old challenges;
- Ensuring the work we do, and that of our fellow employee, is performed safely;
- Continuously striving for new and more efficient methods and processes within our facility to decrease costs;
- Developing and implementing initiatives to reduce scrap and waste, and maximizing the recycling of materials;

PVWC has consistently endeavoured to follow our terms and conditions of employment in the past and is willing to address employee concerns for the future.

Our strength is based on open communication and cooperation and employees are encouraged to bring matters of concern forward to be addressed by the respective supervisory member of management.

Sincerely,

Gordon Martel, CEO

Mission

Within a safety focused work environment based on mutual respect, PVWC will exceed its members' expectations through progressive technologies and innovative methods.

Our purpose:

- To maintain and enhance the quality of life for PVWC member residents by providing reliable and affordable water that meets or exceeds the Canadian drinking water standards.

Our Image:

- At all times to provide a professional regard to our customers that instills trust in the water and service that PVWC provides.

We value commitment to excellence, fair and equitable practice, people, passion, honesty, respect for others, and fiscal responsibility and accountability.

Vision

The PVWC strives to be successful; committed to teamwork, as well as being accountable, professional, progressive, responsible, well organized and courteous. We continuously work towards being a safe, trustworthy, friendly, cost effective organization and work towards producing the best potable water possible.

Principles

- a) Every employee is expected to show care and economy in the use of PVWC supplies and equipment.
 - b) The Board and Management constantly strive to improve services and efficiency. Suggestions for improvements will always be welcomed.
-
1. COMMUNICATION - The most effective communication begins with listening. Leadership needs to set the example with active listening, especially when the information may be negative. An open environment encouraging discussion enhances involvement; feedback encourages improvement.

2. **TEAMWORK** - Teamwork is a necessity. PVWC supports teamwork and initiatives surpassing the individual's job description. Draw on the skills and expertise of the team to achieve results.
3. **RESPONSIBILITY** - Each employee must understand his/her responsibilities clearly and execute them accordingly. Each supervisor is responsible to assign and communicate those responsibilities.
4. **HANDS ON APPROACH** - Be available to contribute where required, visualize the situation and take the necessary action.

Open Door Policy

PVWC's open door policy encourages employees to discuss issues of concern openly and candidly with the PVWC Managers & Supervisors. If there are issues that an employee cannot discuss with the PVWC Managers & Supervisors, the Executive Board Members are available for consultation.

Employees will be assured full confidentiality regarding all issues or concerns discussed. Employees bringing out issues under this policy will not be discriminated against nor will they suffer any reprisal.

Preferred Order in resolving issues:

1. Employees should try to resolve the issues themselves directly with the person they have an issue with.
2. Discuss the issues with the PVWC Manager or Supervisor.
3. If concerns are still not addressed, contact any Executive Member of the Board.

We will be honest and open with employees and trust them to do likewise.

Mutual Trust

These two words best sum up our approach at PVWC. We believe each employee is a mature and responsible adult who deserves the full trust and respect of the PVWC and co-workers. Every employee will be treated with individual respect, dignity and fairness.

Definitions

The following definitions will apply to policies following herein.

Assets include, but are not limited to, buildings and land, equipment, supplies, vehicles, materials, electronic networks and financial assets.

Code means the Employee Code of Conduct established and approved by The Board.

Confidential information means information that is not part of the public domain and information designated by the Board as confidential, such as personal information, internal policies, items under any legal proceeding, etc.

Dependant means the spouse or common-law partner of an employee and any child, natural or adopted, residing with the employee, and has the same meaning as in The Municipal Council Conflict of Interest Act.

Manager refers to the Chief Executive Officer.

Supervisor refers to plant senior operator or designated replacement.

Employee means any person employed by PVWC, and includes the Manager, designated officers, full time, part time, contract or casual employees.

PVWC means Pembina Valley Water Cooperative Inc.

CONDUCT

Workplace Anti-Harassment Policy

It is public policy in Canada to recognize the dignity and worth of every person and to provide for equal rights and opportunities without discrimination.

PVWC is committed to building and preserving a safe, productive and healthy working environment for its employees based on mutual respect. In pursuit of this goal, PVWC does not condone and will not tolerate acts of harassment against or by any PVWC employee.

In accordance with workplace rights set out by the Manitoba Human Rights Commission under the Human Rights Act, every employee has a right to freedom from:

1. A course of abusive and unwelcome conduct or comment undertaken or made on the basis of any characteristic - ancestry, including colour and perceived race; nationality or national origin; ethnic background or origin; religion or creed, or religious belief, religious association or religious activity; age; sex, including pregnancy, the possibility of pregnancy, or circumstances related to pregnancy; gender-determined characteristics; sexual orientation; marital or family status; source of income; political belief, political association or political activity; physical or mental disability or related characteristics or circumstances, including reliance on a dog guide or other animal assistant, a wheelchair, or any other remedial appliance or device;
2. A series of objectionable and unwelcome sexual solicitations or advances;
3. A sexual solicitation or advance made by a person who is in a position to confer any benefit on or deny any benefit to the recipient of the solicitation or advance, if the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome; or
4. A reprisal or threat of reprisal for rejecting a sexual solicitation or advance.

Making a false complaint or providing false information about a complaint is prohibited and a violation of this Anti-Harassment Policy. Individuals who violate this Policy are subject to disciplinary and/or corrective action, up to and including termination of employment.

Policy

Our workplace Anti-Harassment Policy is not meant to stop free speech or to interfere with everyday interactions.

However, what one person finds offensive, others may not. Generally, harassment is considered to have taken place if the person knows, or should know, that the behaviour is unwelcome. Harassment is often defined as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome”.

Sexual or racial harassment can be defined as any behaviour, in the form of words, gestures, or actions, generally repeated, that has undesired sexual or racial connotations, that has a negative impact on a person’s dignity or physical or psychological integrity, or that results in the person being subjected to unfavourable working conditions.

Usually, harassment can be distinguished from normal, mutually acceptable socializing. It is important to remember it is the perception of the receiver of the potentially offensive message be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome that determines whether something is acceptable or not.

Harassment is offensive, insulting, intimidating and hurtful and does include unacceptable behaviour related to violence or bullying. It creates an uncomfortable work environment and has no place in employee relationships.

Definitions

The following definitions are sourced from the Manitoba Workplace Safety & Health Act

Harassment – means any objectionable conduct, comment or display by a person that;

- is directed at a worker in a workplace;
- is made on the basis of race, creed, religion, colour, sex, sexual orientation, gender-determined characteristics, political belief, political association or political activity, marital status, family status, source of income, disability, physical size or weight, age, nationality, ancestry or place of origin; and
- creates a risk to the health of the worker.

Workplace Violence or Bullying - is the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, such as:

- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- any threatening statement or behaviour that gives a person reasonable cause to believe that physical force will be used against a person.

Managing and/or Coaching that includes counselling, performance appraisal, work assignment, and the implementation of disciplinary actions is not a form of personal harassment, and the policy does not restrict a manager/supervisor's responsibilities in these areas.

Application of Anti-Harassment Policy

This policy applies to all individuals working for the organization, including front line employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, officers and directors. The organization will not tolerate personal harassment whether engaged in by fellow employees, managers, officers, directors or contract service providers of the organization

PVWC will not tolerate any form of harassment or discrimination against job candidates and employees on any grounds mentioned above, whether during the hiring process or during employment. This commitment applies to such areas as training, performance, assessment, promotions, transfers, layoffs, remuneration and all other employment practices and working conditions.

All PVWC employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behaviour and to intervene immediately if they observe a problem or if a problem is reported to them.

Procedure for Reporting Harassment

Informal Internal Procedure

If you believe you have been personally harassed you may:

- Confront the harasser personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with the harasser's supervisor, your Manager or any board member that you feel comfortable to speak to.

Any employee who feels harassed can and should, in all confidence and without fear of reprisal, personally report the facts directly to your supervisor or manager.

Formal Procedure

If you believe you have been personally harassed you may make a written complaint. The written complaint must be delivered to your Manager or any Executive Board Member you feel comfortable with. Your complaint should include:

- the approximate date and time of each incident you wish to report
- the name of the person or persons involved in each incident
- the name of any person or persons who witnessed each incident
- a full description of what occurred in each incident

Once a written complaint has been received, PVWC will complete a thorough investigation. Harassment will not be ignored. Silence can be, and often is, interpreted as acceptance.

The investigation process will:

- inform the harasser of the complaint;
- interview the complainant, any person involved in the incident and any identified witnesses;
- interview any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.

A copy of the complaint, detailing the complainant's allegations, is then provided to both parties to the complaint.

- The respondent is invited to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the case proceeds further.
- PVWC will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged respondent.
- During the investigation, the complainant and the respondent will be interviewed along with any possible witnesses. Statements from all parties involved will be taken and a decision will be made.
- If necessary, PVWC may employ outside assistance or request the use of legal counsel.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.
- Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances of another employee or because they lodged a harassment complaint when they honestly believed they were being harassed.

If the complainant decides not to lay a formal complaint, Board Members may decide that a formal complaint is required (based on the investigation of the incident) and will file such document(s) with the person(s) against whom the complaint is laid (the respondent(s)).

If it is determined that personal harassment has occurred, appropriate disciplinary measures will be taken as soon as possible.

Disciplinary Measures

- If it is determined by PVWC that any employee has been involved in personal harassing of another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning and could result in immediate dismissal without further notice.

- This Anti-Harassment Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded/frivolous allegations of personal harassment may cause both the accused person and PVWC significant damage. If it is determined by PVWC that any employee has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Special Circumstances

All records of harassment and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, PVWC will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

Employee/Supervisory Roles in Maintaining a Positive Work Environment

All employees of PVWC have the following responsibilities to the workplace. We trust that all employees will help to eliminate harassment from the PVWC workplace.

Co-worker's Role

If you are a co-worker who has witnessed harassment in the workplace:

- Inform the harassed person that you have witnessed what you believe to be harassment and that you find it unacceptable. Support is often welcome. If that person does not feel that they have been harassed, then normally the incident should be considered closed.
- Inform the harasser(s) that you have witnessed the act(s) and find it unacceptable. (See Frequently Asked Questions below).
- Encourage the harassed person to report the incident to the Manager if that individual confirms that they feel they have been harassed.

Management's Role

- Legally, management is responsible for creating and maintaining a harassment-free workplace.
- Managers must be sensitive to the climate in the workplace and address potential problems before those problems become serious.
- If a manager becomes aware of harassment in the workplace and chooses to ignore it, that Manager and the PVWC risk being named co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/or local human rights' authorities.

When an employee has asked their manager to deal with a harassment incident, the manager should:

- Support the employee without prejudging the situation.
- Work with the employee and document the offensive action(s) and have the employee sign a complaint.
- Contact their superior and/or the board members to provide details of the incident on behalf of the employee.

Frequently Asked Questions

- ***What happens to the people who complain of harassment in the workplace just to retaliate against someone they don't like or get along with?***

This is a very unusual situation and more likely to occur when employees are not informed about the definition(s) of workplace harassment. An explanation of the complaint procedure would discourage this type of complaint. Frivolous complaints could result in disciplinary procedures.

- ***What protection is there for me if I am falsely accused of sexual harassment? My career and reputation could be ruined.***

The procedure for investigation is clearly laid out and investigations are to be done confidentially and impartially. If there is no merit to a complaint, this will be documented by report. It is important to understand the philosophy of the anti-harassment policy. The PVWC is required by statute to keep the work environment free of sexual harassment. All reasonable complaints must be investigated. Retaliation against any employee as a result of a complaint will not be tolerated. If you feel you are being treated unfairly after the initial complaint, you may complain of retaliation through the same procedure. Confidentiality is emphasized in every case to ensure protection of your reputation.

- ***How can the investigation be kept confidential if everyone knows what is going on?***

Confidentiality is identified as a major concern in all interviews carried out as part of an investigation of any harassment complaint. The employee grapevine is a part of every company and certainly beyond our ability to control. It is the responsibility of the investigator to discuss the complaint only with those who might have knowledge of the situation. Please recognize if a complaint has no merit, there can be damage done to an individual who has been accused. We encourage those with information to support the complaint process and then to leave the conclusions to the investigators.

- ***If someone tells a dirty or ethnic joke, is that harassment?***

Yes, inappropriate humour is a form of unacceptable behaviour that would be considered harassment. Humour is cherished in our society and no one likes to be accused of not having a sense of humour. If someone objects to the sexual nature of jokes, they have a right to complain. Employees should use discretion and keep humour appropriate to a work environment. A person has to be offended for a joke to be harassment. Use common sense.

- ***Is a picture of a nude woman/man in my locker or desk considered sexual harassment?***

Yes, such pictures have no place in a work situation. Employees, clients or visitors may see it and be offended or humiliated by it, as they not only may be offensive but also reflect poorly on the PVWC image.

- ***Will the person who harassed me go to jail?***

If you have been sexually assaulted, a criminal action has occurred and the individual could face criminal charges. Sexual harassment is not considered under criminal law, but rather as a discriminatory employment practice. As an employer, PVWC is required to obey applicable provincial and/or federal statutes protecting against discrimination in employment.

- ***How serious an offence is sexual harassment in our company? Why is this kind of emphasis being put on the subject?***

Harassment, of any kind, may occur in any company and PVWC will not tolerate this behaviour. This comprehensive policy is meant to ensure every employee knows what to do if incidents occur. We believe the problem is best dealt with by education for both management and employees.

- ***If I'm accused of sexual harassment, may I hire a lawyer?***

You may wish to consult with a lawyer. If you cooperate during the investigation, you should be able to expect fair treatment by the Company. Employees who ignore or abuse the investigative process will be subject to disciplinary procedures.

- ***Could I be sexually harassed by someone of the same sex?***
Yes. Sexual harassment can include a homosexual or lesbian approach.
- ***What about an employee who wears revealing or provocative clothing? Aren't they asking for it?***
Certainly not, this concern is misplaced. No employee should be subjected to harassment under any circumstances. Sexual harassment often is an expression of power - not sexuality, and a person who is dressing in any particular fashion should not be made a target. Individuals who do not report sexual harassment have sometimes expressed the feeling that their clothing, on some occasion, may have given a harasser the wrong impression.
- ***So far my supervisor has only harassed me once. I told him/her to stop and he/she hasn't done it again yet. Is this harassment?***
If the supervisor has stopped the practice you are objecting to, you should consider the incident over. If it starts up again in the future, you may wish to pursue a complaint.
- ***If someone else is being harassed, do I have to get involved as a witness? It's their problem, not mine.***
You cannot be compelled to become involved. However, we trust all employees will help us eliminate harassment of any kind from our workplace. A positive respectful work place benefits everyone and we must all be proactive.
- ***How do you decide if it's sexual harassment if there were no witnesses and it's just one person's word against another?***
Many sexual harassers repeat their actions with other employees. Investigations can include former employees who have experienced this behaviour. Witnesses are not always required to establish what has occurred.

Workplace Anti-Violence Policy

Purpose

PVWC is committed to building and preserving a safe working environment for its employees. In pursuit of this goal, PVWC does not condone and will not tolerate acts of violence against or by any PVWC employee. PVWC will take every reasonable precaution and implement measures to prevent violence and protect all employees from potentially violent situations. As such, this policy prohibits physical or verbal threats – with or without the use of weapons – intimidation, or violence in the workplace to minimize risk of injury or harm resulting from violence to PVWC employees.

Specifically, if PVWC is aware that workplace violence is likely to expose an employee to a physical injury every reasonable precaution will be implemented to protect the individual.

It is a violation of PVWC's Anti-Violence Policy for anyone to knowingly make a false complaint of violence, or to provide false information about a complaint. Individuals who violate this Policy are subject to disciplinary and/or corrective action, up to and including termination of employment.

PVWC strictly prohibits violence in the workplace.

We are committed to providing a safe and healthy work environment free from violence, threats of violence, harassment, intimidation and disruptive behaviour for all our employees. Weapons are strictly prohibited from all company property; violators are subject to discipline and may be reported directly to the police. PVWC firmly believes that by working together with our employees, the risk of workplace violence can be minimized.

Risk Assessment

The Manager will conduct a risk assessment of the work environment to identify any issues related to potential violence that may impact the operation and will institute measures to control any identified risks to employee safety. This information will be provided to the Board of Directors.

The risk assessment may include review of records and reports i.e. security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records or other related records. Specific areas that may contribute to risk of violence may include: contact with public, exchange of money, receiving doors, working alone or at night, etc. Research may also include a review of similar workplaces with respect to their history of violence.

Definition

Workplace Violence means but is not limited to:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker.
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker.
- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault).
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property.
- Disruptive behaviour that is not appropriate to the work environment (e.g. yelling, swearing).

Policy

In the event that an employee is either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all PVWC employees that the incident be reported without delay.

- Report any violence or potentially violent situations to management immediately.
- All reports shall be kept confidential.
- All reports shall be investigated and dealt with appropriately.
- A PVWC employee who threatens, harasses or abuses another employee or any other individual at or from the workplace, shall be subject to disciplinary action, up to and including termination of employment and the pursuit of legal action.
- Violent action, threats and assault are serious criminal offences and shall be dealt with appropriately.

PVWC shall:

- Investigate all reported acts / incidents of violence, and:
 - consult with other parties (i.e. legal counsel, health & safety consultants, human rights office, local police services) ;
 - take all reasonable measures to eliminate or mitigate risks identified by the incident;
 - document the incident, findings of any investigation and corrective action taken.
- Submit a report of the incident to Workplace Safety and Health where an employee incurs a lost time injury as a result of violence in the workplace.
- Review this policy and hazard assessments annually or as changes to job responsibilities or environments occur, and revise the assessment as needed.
- Review annually, in conjunction with review of hazard assessments, the effectiveness of actions taken to minimize or eliminate workplace violence and make improvements to procedures, as required.

The Right to Refuse Unsafe Work

- This is a legal right of every worker in Manitoba. PVWC is committed to ensuring a safe workplace.
- If employees have any health and safety concerns or concerns related to violence, bring them to the attention of the Manager or Executive Board Members.
- If employees believe their health and safety may be endangered by the physical condition of the workplace or by any equipment or machine they are to use or operate or by exposure to any situation related to violence, they have the right to refuse unsafe work. Any refusal must immediately be reported, along with reasons for the refusal, to the Manager.
- The Manager and/or a Board Member will be informed of the situation and a representative will investigate any concerns.
- If, after the investigation, employees still have reason to believe that they could be in danger, they may be assigned to other reasonable work and Workplace Safety and Health will be contacted to assist with further investigation.
- No reprisals will be taken against any employee who acts in compliance with or seeks protection under the provisions of the Workplace Safety and Health Act.

Workplace Coordinator

For purposes of this policy, the Manager shall act as the Workplace Coordinator with respect to workplace violence and harassment issues.

Application of this Policy

This policy applies to all those working for the organization including front line employees, contract service providers, managers, officers or board members. The organization will not tolerate violence whether engaged in by fellow employees, managers, officers, directors or contract service providers of the organization.

All PVWC employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent and eliminate violence in the work environment and to intervene immediately by advising a member of management if they observe a problem or if a problem is reported to them.

This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Disciplinary Measures

- If it is determined by the company that any employee has been involved in a violent behaviour or unacceptable conduct related to another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning and could result in immediate dismissal without further notice.

This Anti-Violence Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded/frivolous allegations may cause both the accused person and the company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding an allegation related to violence, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Special Circumstances

Should an employee have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the employee is encouraged to notify his or her Manager, and to supply a copy of that order to the Manager and/or the Board. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at the PVWC workplace, in direct violation of the court order. Such information shall be kept confidential.

If any visitor to the PVWC workplace is seen with a weapon (or is known to possess one), or makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, emergency response services, their Manager and the Board.

All records of harassment and violence reports and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, PVWC will assist police agencies, attorneys, insurance companies and courts to the fullest extent.

Confidentiality

PVWC will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. PVWC will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by PVWC and will be proportional to the seriousness of the behaviour concerned. PVWC will also provide appropriate assistance to any employee who is victim of discrimination or harassment.

Employee/Supervisory Roles in Maintaining a Positive & Safe Work Environment

As an employee of PVWC, you have the following responsibilities to our workplace:

- We trust that all employees will help eliminate any threat of violence from the workplace.
- All employees are responsible for preventing and reporting acts of violence that threaten or perceive to threaten a safe work environment.

Co-worker's Role

If you are a co-worker who has witnessed an action related to violence in the workplace:

- Immediately report the incident to a member of Management.

Management's Role

- Legally, management is responsible for creating and maintaining a safe and health workplace free from violence.
- Managers must be sensitive to the climate in the workplace and address potential problems before those problems become serious.
- If a manager becomes aware of violence in the workplace and chooses to ignore it, that Manager and PVWC risk being named co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/or government representatives.

When an employee has asked their manager to deal with a violent situation, the manager should:

- Support the employee without prejudging the situation.
- Work with the employee and document the offensive action(s) and have the employee sign a complaint.
- Contact the Manager and/or Executive Board Members to provide details of the incident on behalf of the employee.

Frequently Asked Questions

- ***What happens to the people who complain of violence in the workplace just to retaliate against someone they don't like or get along with?***

This is a very unusual situation and more likely to occur when employees are not informed about the definition(s) of workplace violence. Frivolous complaints could result in disciplinary procedures.

- ***How can the investigation be kept confidential if everyone knows what is going on?***

Confidentiality is identified as a major concern in all interviews carried out as part of an investigation of any complaint. The employee grapevine is a part of every company and certainly beyond our ability to control. It is the responsibility of the investigator to discuss the complaint only with those who might have knowledge of the situation. Please recognize if a complaint has no merit, there can be damage done to an individual who has been accused. We encourage those with information to support the complaint process and then to leave the conclusions to the investigators.

- ***Will the person who acted in a violent manner with me go to jail?***

If a criminal action has occurred, the individual could face criminal charges. As an employer, PVWC is required to obey applicable provincial and/or federal statutes protecting against violence in employment.

- ***If I'm accused of a violent activity, may I hire a lawyer?***

You may wish to consult with a lawyer. If you cooperate during the investigation, you should be able to expect fair treatment by the Company. Employees who ignore or abuse the investigative process will be subject to disciplinary procedures.

- ***If someone else is the subject of violent behaviour, do I have to get involved as a witness? It's their problem, not mine.***

You cannot be compelled to become involved. However, we trust all employees will help us eliminate violence of any kind from our workplace. A positive, safe, respectful work place benefits everyone and we must all be proactive.

- ***How do you decide if there were no witnesses and it's just one person's word against another?***

Many individuals with violent tendencies repeat their actions with other employees. Investigations can include former employees who have experienced this behaviour. Witnesses are not always required to establish what has occurred.

EMPLOYMENT

Wage Compliance/Payroll Procedures Policy

PVWC will consistently meet wage compliance regulations as mandated by Federal and Provincial Governments. At PVWC, we value employees as our greatest asset and will strive to offer competitive salary packages for them at all times.

The Company will continue to offer an excellent work environment with employee workplace satisfaction in mind. Salaries will continually be reviewed and revised as necessary due to mandated salary increases, inflationary forces and market competition.

Salary Reviews

It is PVWC policy to compare salary structures with those of other industry leaders, and provide employee salaries that are competitive, taking into account geographical, cost of living and technical differences. In the event of a mandated minimum wage increase, employee salaries will be reviewed and adjusted whenever possible. PVWC will make every attempt to keep employee salaries in line with the market.

PVWC will undertake a comprehensive review of the salary schedule periodically to ensure that PVWC compensation is competitive with regional and provincial markets.

In the event that there are discrepancies between salaries, the Board will review and adjust or make a recommendation to adjust. Performance reviews, time spent with PVWC and job duties will be taken into account when reviewing and adjusting salaries. Incremental salary adjustment will be considered and will go into effect on Jan 1st.

Pay Periods

All employees will be remunerated on a bi-weekly basis with payment made by direct deposit to the individuals' bank account at the financial institution of their choice. Pay statements will be available to employees from the Manager prior to the date of deposit.

Employee timesheets must be submitted to their supervisor for approval before they are processed.

Personal Information Changes

PVWC maintains personnel records which are vital to all employees. During the course of employment, it is the employee's responsibility to advise the Manager, in written form, of any changes in marital status, address, change of dependants, etc. as the changes occur. PVWC cannot accept responsibility for any inaccuracies and problems which may arise due to lack of up to date information regarding changes in personal information.

Employment Records

PVWC shall maintain personnel files for each employee and permit only authorized personnel to have access to these files.

A personal resume and employment information begin an employee's permanent and confidential employee file. All personal information pertaining to an employee is maintained here for ready reference and review. Personal information about any employee will not be released to anyone without the consent of the employee, including requests for employment references and verifications, unless required by law.

Request to View Personnel File

An employee may review the contents of their own file, by appointment, together with the Manager during normal business hours. The removal of any documentation or information from personnel files by employees or third parties is strictly prohibited.

Employee Procedures

In the event of a real or perceived salary based issue, employees are encouraged to bring their concern to the attention of the Manager or an Executive Board member. In the event that a salary based issue is raised, a review will be conducted. Performance reviews, tenure with PVWC and job duties will be taken into account when reviewing and adjusting salaries.

In the event of a payroll error, please consult with the Manager.

Hours of Work and Overtime Policy

Business hours of the PVWC water plants are defined by the Board of Directors. Current hours are from 8:00 a.m. to 5:00 p.m. The standard 40 hour week is in place but this is shift work with the present schedule running at 10 days on, 4 days off.

Statutory holidays, may be taken as holidays, banked if worked (at time and a half), or be paid out. If the statutory holiday falls on a day off, the employee will be granted an extra day off with pay which must be taken before his or her next annual vacation.

Banked time in excess of 40 hours will be paid out.

Banked time may be carried over to the next year but is converted to holidays and falls under the holiday conditions.

Administrative Employees in the PVWC Office

The Manager will schedule the hours of work for administrative employees. Such employees shall normally work a minimum of thirty-five (35) hours per week, and shall receive a one (1) hour unpaid lunch break.

DAILY REST PERIODS

Daily rest breaks are scheduled in advance by the Manager after giving consideration to the work load and business conditions. These rest periods shall consist of:

- two (2) fifteen (15) minutes rest breaks

Overtime

Overtime shall be defined as all authorized time worked by non-managerial employees in excess of eight (8) hours in a day or forty (40) hours in a week. Such authorization shall be in writing and shall be submitted on a form and in accordance with procedures that are adopted by the PVWC with respect to the approval and reporting of overtime. Employees shall, where possible, obtain such authorization in advance of any overtime being worked. Where advance authorization is not possible, authorization must be obtained within twenty-four (24) hours of the additional time having been worked.

Where a non-management employee is required to work overtime, that employee shall, at his/her option be entitled to either of the following:

- (i) Pay at the rate of 150% of his/her regular hourly rate of pay; or
- (ii) Equivalent time off, equal to the overtime rate, with pay to be taken within sixty (60) days after the day on which that employee worked the overtime hours, or at such later date as mutually agreed on between the management and the employee.

Standby and Call Out Policy

In the case where an employee is called out after normal working hours he/she will be given a minimum of 4 overtime hours. Multiple call-outs must be justified and subject to manager discretion.

Termination of Employment Policy

A permanent employee who has worked for PVWC more than one month, but less than one year, must give at least one week written notice before the last day they plan to work. A permanent employee who has worked with PVWC for more than one year may terminate employment with PVWC by providing written notice two weeks in advance of the desired termination date.

Should PVWC wish to terminate the employment of an employee, without cause, PVWC does have a duty in common law to provide reasonable notice or pay-in-lieu of notice on termination. The statutory minimum notice is outlined in Section 61(2) of the Employment Standards Code (as presented below).

Period of Employment	Notice period required
One Month or less	No notice required
Less than 1 year	One week
At least 1 year & less than 3 years	Two weeks
At least 3 years & less than 5 years	Four weeks
At least 5 years & less than 10 years	Six weeks
At least 10 years	Eight weeks

Notice must be given in writing. No notice is required for casual employment or if the employee acts in a manner that constitutes wilful misconduct, disobedience, wilful neglect of duty and the behaviour is not condoned by the employer, or if the employee acts in a manner that is violent in the workplace or is dishonest in the course of employment.

If an employee's performance is unsatisfactory due to lack of ability, failure to abide by PVWC rules or failure to fulfill the requirements of the job, the individual will be notified of the problem. If satisfactory change does not occur, the employee may be dismissed. Some incidents may result in immediate dismissal. Immediate dismissal, for cause, is not subject to advance notice.

General Rules

The PVWC General Rules listed below are designed for the purpose of providing a safe, orderly and efficient work environment for your welfare and protection. Violation of these rules could result in various degrees of discipline, up to and including discharge, depending upon the circumstances of the action.

The following activities are prohibited on PVWC property or while staff is carrying out PVWC duties where ever:

1. Unauthorized solicitations or distribution of literature or material on company property. However, because we deem it our company responsibility to be a good corporate citizen in our community, PVWC may, from time to time, permit solicitations for recognized charities and/or organizations which have particular significance and benefit to our community and its citizens. Distributions or solicitations for such charities will be done ONLY during lunch and coffee breaks of the employees involved.
2. Unsatisfactory absenteeism or lateness. This includes failure to report an absence or lateness within fifteen (15) minutes of your scheduled shift start.
3. Refusal to comply with instructions from supervisors, unsatisfactory job performance or unsatisfactory response to company training provided the instructions comply with the Safety and Health Act.
4. Fighting or any provocation leading to fighting.
5. Unauthorized use and or possession or removal of the property of another employee or of the company.
6. Use, possession or distribution of alcohol or illegal drugs.
7. Any unsafe act or practice which endangers life or property, including horseplay.

8. Behaviour disruptive or offensive to other employees, including harassment.
9. Dishonesty, including falsifying company records, inspection or reports to the Board and any other governing body.
10. Careless or malicious damage to or destruction of another employee's property or company property.
11. Smoking on company property other than in designated areas.
12. Possession of firearms, weapons or explosives.
13. Sleeping on the job.

Dress Code

Employees are expected to present a clean, neat general appearance at all times and are required to dress appropriately for the duties assigned to their respective positions. Work attire is provided to water plant employees at company expense.

Absenteeism Policy

The purpose of this policy is to establish the requirement that each employee work all scheduled hours as deemed necessary by his or her position. PVWC places a high value on attendance and punctuality, and expects all employees to arrive at work at the scheduled time of day on each work day. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness and standards of PVWC and its business operations with rate payers and contractors.

Employees who are chronically absent or tardy adversely affect PVWC productivity and staff morale, thus diminishing the quality and level of normal business operations. This policy's goal is to address and/or correct absenteeism and attendance issues before they become counterproductive and/or disruptive to the company.

Guidelines

PVWC considers an employee absent if he/she does not attend work as scheduled, regardless of cause. The primary objectives of this policy are to:

- i. Reduce instances of unscheduled and/or disruptive absenteeism/attendance, as well as foster responsible leave usage by employees.
- ii. Improve employee morale by reducing the negative effects of absenteeism on employees who perform the duties of their absent colleagues.
- iii. Enhance service to clients, customers and business partners by promoting excellence in employee attendance.

Policy

This policy will be adhered to by all staff including Supervisors and Managers.

1. Each employee is responsible for notifying his or her supervisor/manager of absence for each day that the absence occurs, regardless of cause. Each employee is also responsible for reporting when he/she is likely to return to work. Absences without excuse will not be tolerated and are subject to progressive corrective action. PVWC reserves the right to terminate any employee who is absent for two (2) or more consecutive working days without notification.
 - An employee who does not intend to report for work because of illness (or any other reason) must notify his or her immediate supervisor/manager – either by telephone or e-mail message – within 30 minutes of the employee's regularly scheduled starting time. Failure to provide required notification of any absence whatsoever may result in disciplinary action.
2. Employees who are absent for more than two (2) consecutive working days are required to submit a note from a licensed physician or medical practitioner stating the nature of the illness and/or medical condition that led to the absence. Employees who are absent due to a work-related illness or injury could be required to submit to a physical examination before returning to work in order to minimize liability to the company.
 - Employees are entitled to 1.25 sick day per calendar month worked. Sick days will not accumulate to more than 90 days in total.

- Any employee who remains absent for more than three (3) consecutive business days without excuse or authorization and without contacting the company, shall be considered as having abandoned and resigned his or her position.
 - Any employee who has been absent due to illness or injury for more than 20 days per calendar year shall have their attendance record reviewed; he/she may be required to submit a physician's note or other medical evidence in order to obtain additional sick days for that year.
3. Unacceptable attendance includes (but is not limited to) unexcused or persistent early departure during scheduled working hours, abuse of established sick leave benefits or tardiness.
- Early departures during scheduled working hours are considered excessive if they exceed five (5) times per calendar year, regardless of cause.
 - Employees are considered tardy if they arrive to work fifteen (15) minutes or more after their scheduled start time.
4. Abuse of sick days will not be tolerated. Supervisors and managers have been instructed to remain vigilant of the following sick leave patterns, particularly if the patterns are chronic and persistent:
- Absences during the day before and/or the day after scheduled vacation day(s) or statutory holiday(s).
 - Absences during the day immediately following a pay day.
 - Absences where an employee calls in sick immediately after another sick day has accrued.
 - Situations where the absence(s) coincides with desirable days off.
5. Unexcused and/or unauthorized absences will result in the employee forfeiting his or her pay for the duration of the absence, and employees will not be allowed to apply for paid illness benefits following the unexcused absences.
6. Exceptions to this policy include absence due to jury duty, military leave and pre-approved attendance for professional development activities. For absence due to family or spousal death, please refer to the Bereavement Leave and Compassionate Leave Policies.
7. Absences approved under the provision of federal and provincial law and absences approved for the purpose of complying with military requirements will not be considered as an unscheduled, unapproved or unexcused absence.

Disciplinary Action

Supervisors and Managers are required to keep accurate attendance/absenteeism records. These will be periodically examined to ensure that attendance issues do not continue unabated.

Disciplinary action for excessive absenteeism, poor attendance or other violations of this policy shall be administered, in progression, according to the following procedures:

- a. Documented verbal warning
- b. Warning letter
- c. Suspension (up to five (5) days) or Final Written Warning
- d. Termination

Vacation Policy

PVWC understands the importance of personal time off for its employees. Employees are encouraged to use their accrued paid vacation time for rest, relaxation and personal pursuits. The purpose of this policy is to explain the standards, guidelines and procedures for paid vacation time for all staff members.

Scope

This policy applies to all regular permanent full-time and part-time employees. Contract workers, freelance agents, casual labour, summer students, interns, and other temporary employees are not entitled to paid vacation time.

Policy

All employees are encouraged to use their allotted vacation time in full every year. The following policy statements are intended to guide paid vacation procedures.

1. Employees with one (1) or more years of service will be granted paid vacation every reference year according to the following schedule:

Service with Company	Time Allowed
One (1) year, but less than three (3) years	Two (2) weeks paid vacation
Three (3) years, but less than ten (10) years	Three (3) weeks paid vacation

Ten (10) years, but less than fifteen (15) years	Four (4) weeks paid vacation
Fifteen (15) years, but less than Twenty-two (22) years	Five (5) weeks paid vacation
Twenty-two (22) years, and over	Six (6) weeks paid vacation

2. Casual or temporary employees shall receive vacation pay at the rate of four (4) percent of their earnings for the vacation year after one (1) year of service. Six (6) percent of their earnings after five (5) years of service. Eight (8) percent of their earnings after ten (10) years of service. Ten (10) percent after fifteen (15) years of service and twelve (12) percent after 20 years of service.
 - Vacation pay will be paid automatically at the end of the pay period
3. While on a legislated or approved leave of absence, employees are still employed. The time they are away on leave does count toward years of service in determining the level of annual vacation they qualify for.
4. For vacation purposes, the reference year spans PVWC's fiscal year, running from [1/Jan] to [31/December]. Vacation days earned by an employee during a reference year will be granted to the employee during that year.
5. In the spirit of fair and equitable treatment, new employees who begin service prior to the 16th day of a month will be granted credit for a full month of service.
6. Paid vacation time granted to an employee must be used in the year earned and under special circumstances may be extended to March 31st of the following year. Vacation days may only be authorized to be rolled over into the following year under special circumstances. Instances such as these will be addressed on a case-by-case basis and approved by management.
7. Vacation scheduling is the responsibility of the Manager/supervisor who will ensure that all employees are given their full vacation entitlement while taking into account the efficiency of the plant or office operation. Schedules will be completed by March 31 and unscheduled vacations will be managed on a best effort basis.
8. Vacation time may be divided into more than two periods, if desired by the employee, provided the Manager can effectively allocate tasks to remaining employees. Three (3) weeks is generally considered the maximum number of consecutive weeks of vacation

which may be taken, unless specifically approved otherwise by the Manager.

9. Employees are required to submit in writing their intent to take vacation time at least two (2) weeks in advance for any remaining unscheduled vacation days. Time off requests during peak vacation seasons (e.g. summer, spring break, Christmas, etc.) must be submitted at least four (4) weeks in advance. Notification must include departure date, return-to-work date, and the number of vacation days or weeks required. All unscheduled days will be subject to there not being any conflicts with other staff for overlap of vacations.
10. Any conflict in vacation requests between employees will be decided based on the timing of the approved vacation request, employee position seniority, company needs and the judgment of the Manager.
11. If an employee's services are terminated, compensation may be paid in lieu of vacation time earned but not taken, according to applicable labour laws.
12. Employees are not entitled to accrue vacation during periods of personal/sick leave, sabbatical or suspension from the company.
13. If a statutory holiday occurs during an employee's vacation period, the employee will be granted one (1) additional day of vacation.

General Holiday Policy

In addition to annual vacation leave, PVWC provides a variety of paid general holidays to employees each year; a blend of Statutory, Civic and Company-recognized holidays.

Employees must work their last complete scheduled working day before and their first complete scheduled working day following the holiday in order to be eligible for general holiday pay. Any absence during these qualifying days will require documentation (e.g. medical note, police report) stating why the employee was unable to work (e.g. absence due to illness or injury, jury duty, bereavement or approved leave of absence).

Any overtime shifts accepted by an employee, either before or after the holiday, become the scheduled working day for eligibility purposes. Working on a general holiday does not substitute for the before/after eligibility requirement.

Should the day(s) immediately before the holiday be scheduled vacation time, then the day before the vacation becomes the qualifying day for holiday pay. The same applies following a holiday.

Provided they meet the attendance at work requirements as specified below, the following general holidays shall be granted with pay to all permanent full-time employees.

NOTE: Easter Sunday, August Civic Holiday and Boxing Day are not general holidays according to the Employment Standards Code but shall be treated as holidays for purposes of pay by PVWC.

New Year's Day	Louis Riel Day	Good Friday
Easter Sunday	Victoria Day	Canada Day
August Civic Holiday	Labour Day	Thanksgiving Day
Christmas Day	Boxing Day	Remembrance Day

and such other holidays as may be proclaimed by Federal or Provincial Governments.

Any full-time or part-time permanent employees who are required to work on a general holiday and are eligible under the Employment Standards Code to be paid wages for a general holiday shall be paid not less than their regular wages for the day and, in addition, the overtime wage rate for the hours worked on the holiday.

A permanent full-time or permanent part-time employee is eligible for holiday pay in relation to a general holiday unless:

- a) the employee is absent on his or her first scheduled workday before or after the holiday without the employer's consent;
or
- b) the holiday falls on a day that would normally be a workday for the employee, and the employee
 - i) is required or scheduled to work on the holiday, and
 - ii) is absent on that day without the employer's consent.

For an employee with varying wages and/or hours of work, the eligible employee's holiday pay in relation to a general holiday is 5% of the employee's total wages, excluding overtime wages, for the four-week period immediately preceding the holiday. This holds true if the employee's wage for regular hours of work on a normal workday cannot be determined because

- a) the number of hours worked in a normal workday varies from day to day; or
- b) the employee's wage for regular hours varies from pay period to pay period.

When a general holiday occurs during an employee's annual vacation, an extra day of (or pro-rated portion thereof) vacation shall be added to the employee's vacation time.

When a general holiday falls on an employee's regular day off, the employee shall be granted another day off, such time to be taken within thirty (30) days after the general holiday, with at least two days notice of the day to be taken off or if the employee

agrees, within any longer period but before the employee's next annual vacation, unless otherwise mutually agreed upon between the Manager and the employee.

Employees other than permanent full-time employees and permanent part-time employees will be entitled to general holidays in accordance with the provisions of the Manitoba Employment Standards Code.

Sick Leave Policy

Sick leave shall be used for no other purpose than sickness, accident, dental or medical examination of the employee. All full time employees shall accumulate sick leave credits at the rate of one and a quarter day per month for all months worked. In no event shall an employee accumulate more than 90 sick leave credits in total.

Sick leave credits shall not accumulate during periods when an employee is not actively at work.

An employee shall be entitled to utilize sick leave credits when absent from work by virtue of being sick or disabled, or because of an accident. However, sick leave credits cannot be utilized in the following circumstances:

- a) If the employee is eligible to receive disability pension under the Municipal Employees Benefits Program; or
- b) If the employee is not scheduled to be at work at the time of his illness, disability or accident. i.e. If he/she is on vacation, layoff or leave of absence.

In order to utilize sick leave credits in excess of two (2) days, an employee may be required to submit, either during his illness or upon returning to work, a medical report from a duly qualified medical practitioner certifying that the employee was or is unable to carry out his duties due to illness and/or is now able to return to his regular duties. If PVWC is not satisfied with the medical report which is provided, it may require that the employee undergo a medical examination by a doctor appointed by PVWC. If an employee fails to provide a medical certificate upon request, he/she shall not be entitled to utilize sick leave credits with respect to the period of absence.

An employee, who is unable to attend work because of being sick or disabled or because of an accident, shall notify his/her supervisor as soon as possible on the day that he/she is unable to attend work. The employee must also advise his/her supervisor, as far in advance as possible, of the date on which he/she will be able to return to work. Where the absence will be of some duration, the employee must apprise his/her supervisor on a regular basis of his/her ongoing condition.

Bereavement Leave Policy

PVWC understands that employees should have time off work to attend funeral services, grieve in private, and deal with family issues in the event of a death of an immediate family member. It is the company's intention to ensure that employees get the time they need to properly take care of their familial obligations, while maintaining their employment at PVWC.

Definitions

For the purposes of this Policy, immediate family members consist of Spouse, Common Law Partner, Child, Parent, Brother, Sister, Father-In-Law, Mother-In-Law, Brother-In-Law, Sister-In-Law, Son-In-Law, Daughter-In-Law, Grandparent and Grandchild. This definition also includes common-law relationships as defined under our benefit coverage.

Policy and Procedures

1. Employees are expected to notify their immediate supervisor and request Bereavement Leave time off as soon as possible when a death occurs in their family.
2. Bereavement Leave time is granted such that an employee may have time to attend a funeral, grieve and deal with family issues in the event of a death in the immediate family as defined above.
3. Use of Bereavement Leave time for any purpose other than the reasons listed above is inappropriate and non-compensable.

Bereavement Leave Benefits

- Only permanent, full-time employees are eligible for Bereavement Leave benefits.
- A maximum of three (3) working days per fiscal year will be paid to an employee in the event of a death in the immediate family and charged against the employee's sick leave credit.
- Bereavement Leave pay shall be equal to the regular hourly rate of the employee.
- In the event that Bereavement Leave pay is granted, the employee is expected to attend the funeral of the relative for which the leave was requested.
- PVWC reserves the right to inquire as to the name and nature of the relationship with the deceased, and the name of the funeral home responsible for handling the arrangements. Proof of relationship may be required.
- Bereavement Leave pay will not be granted in the event that the Company does not receive reasonable advance notice of the required absence and the intended return to work date of the employee.

Funeral Leave without Pay:

- If an employee does not qualify for paid Bereavement Leave benefits, unpaid Funeral Leave time may still be authorized or unused vacation time may be utilized.
- Time off without pay may be granted to attend a funeral in the event of the death of a close friend.
- Days off required for Funeral Leave without pay shall be recorded as an absence without pay.

Legal Compliance

PVWC will comply with all governing laws regarding employee rights in relation to Bereavement Leave time off and benefits.

Compassionate Care Leave Policy

PVWC is committed to providing a work-life balance for its employees and understands that situations can and will arise that call for immediate, emergency leave. This policy covers instances where employees may need to take an unplanned leave of absence in order to attend to urgent situations that directly affect their families or dependents.

This policy applies to all staff members of the PVWC, effective from their first day of employment.

Definitions

Every employee of the PVWC has the right to time off to attend to the emergency or compassionate needs of family and dependants. Definitions referenced within this policy are broad interpretations and are deliberately non-stereotypical.

- PVWC defines “dependant” as any parent, spouse, partner, child or other individual living as part of an employee’s family for which that employee is the primary caregiver. This can include any person who relies on an employee for personal assistance or care.
- PVWC defines “family” as any living arrangement or cohabitation within the employee’s home with other persons, including children and unmarried and/or same-sex partners. Family also includes grandparents, aunts, uncles, first cousins, nieces, nephews, foster children, foster parents, foster brothers, foster sisters, stepparents, stepchildren,

stepbrothers, and stepsisters. This definition does not include tenants, lodgers or boarders who live in the employee's home.

- "Emergency leave" is defined as any serious situation requiring the immediate attention of an employee (e.g. personal illness, illness of a dependant, automobile accident, disaster involving the employee's property, etc.).
- "Compassionate leave" is defined as a leave to attend to the serious medical condition of a family member with a significant risk of death within 26 weeks from the day the physician's certificate is issued or if the leave was begun before the certificate was issued, the day the leave began. The family member must require the care and support of one or more family members. Qualification may also include a sudden breakdown of normal caregiver arrangements where no immediate solution is available.

Policy

The following statements set forth policy and procedures for granting compassionate and emergency leave to employees of PVWC:

1. Emergency or compassionate leave will normally be authorized to cover the duration of the initial situation. However, PVWC understands that some situations may require greater time to remedy. In certain circumstances, the employee may use a combination of paid leave, unpaid leave, annual vacation time or parental leave (if applicable).
2. Paid/unpaid emergency or compassionate leave shall have no impact on an employee's current salary and/or benefits.
3. Employees of PVWC are legally protected from dismissal, termination, selection for redundancy or any other detriment to employment for making appropriate and authorized use of this policy.
4. Employees may be authorized emergency leave for up to ten (10) unpaid days for emergency situations within their immediate family or regarding a dependant for whom the employee is a primary caregiver.
 - Leave will be authorized for serious illness or injury of a family member, (e.g. any bodily threat deemed grave, critical or life-threatening illness), including sudden injuries (e.g. automobile accident) or even less serious illnesses or injuries of family members wherein the absence of the employee would result in great personal hardship for the immediate family.

5. Compassionate leave is not intended for personal employee illnesses or for scheduled doctor/dentist/other health practitioner visits – all routine wellness visits must defer to the PVWC’s sick leave policy.
6. Emergency leave for dependants is not intended to be used for taking or accompanying dependents to planned routine wellness visits (i.e. flu shot visits to the hospital, dental appointments, etc.). If the employee knows in advance that a dependant will be admitted to hospital, the employee must make alternate working arrangements. In these circumstances, an employee may request holiday leave or unpaid leave.
7. In addition to any paid leave available, it is possible to secure additional unpaid leave for up to eight (8) weeks in a twenty-six (26) week period, when extensive time is needed to care for a gravely ill dependant or family member, and the employee’s domestic responsibilities increase greatly. In situations such as these, it may also be possible to grant the employee part-time hours for a period of time.
8. Situations may arise that are not addressed by the policy statements above. These situations will be addressed sympathetically by PVWC on a case-by-case basis.

Application for Leave

Employees must inform their supervisors immediately once they know that emergency or compassionate leave is required.

The employee shall inform his or her supervisor and the Manager of the situation at hand, and how much leave will likely be required to address the situation. The employee will further update management of any potential longer-term implications as soon as they make themselves evident.

Supervisors will listen to requests sensitively and diplomatically, and then make a sound decision as to whether paid or unpaid leave is warranted. The supervisor will make his or her decision without delay. In deciding on what type of leave to approve (e.g. paid or unpaid, a combination of the two with vacation leave, etc.), supervisors should consider if the situation is exceptional, if operational needs can still be met, the amount of emergency or compassionate leave used by employee in the last twelve (12) months, and whether or not alternative working arrangements can be made with the employee.

- Supervisors should exercise discretion when inquiring about type of leave, especially where bereavement is concerned.

The employee and the Manager will agree to the type and extent of leave and confirm this with a signed agreement.

Jury Duty Policy

PVWC recognizes and respects the necessary civic responsibility of Jury Duty, and shall make accommodations for employees that have been selected.

Employees selected for jury duty must provide the Manager with as much advance notice as is possible. Advance notice shall be accompanied by a copy of the summons to jury duty for documentation purposes.

Permanent, full-time employees shall receive a paid leave of absence to perform jury duty for a period of up to five (5) days. The amount of compensation the employee receives for jury duty shall be deducted from their rate of pay for the duration of their jury duty leave of absence. Casual or part-time employees shall be granted leave without pay to perform their duty as a juror.

In the event that the jury duty requirement lasts for only part of a day, the employee shall return to work for the remainder of the day whenever possible. Any employee that is required to appear in a court of law as a plaintiff, defendant or witness shall not be eligible for a paid leave of absence. In these instances, the employee may use vacation time or request an unpaid leave of absence.

Professional Association Fees

Upon approval by the Board, subject to annual budget allotments, PVWC may pay for professional association fees.

Safety Shoe Allowance

PVWC plant employee's are allowed to purchase at PVWC expense one pair of safety shoes per year. Request for reimbursement must be accompanied by a receipt for purchase of approved safety footwear.

Workers Compensation Benefits

PVWC participates in the Workers Compensation Plan and pays Workers Compensation assessments with respect to all of its employees.

Any injury must be reported to the PVWC Office as soon as possible. An accident report must be completed and filed with the Worker's Compensation Board to ensure coverage.

Municipal Pension Plan

Employees of PVWC are required to participate in the Municipal Pension Plan according to the terms and provisions of that Plan.

The Plan provides for pension benefits upon retirement, as well as for a disability benefit after 26 weeks of illness. The actual terms and conditions of the Plan and the applicable legislative provisions will govern an employee's entitlement to participate in the Plan or its benefits. More detailed information about this plan may be obtained from the Manager or by contacting the Municipal Employees Benefits Program office directly.

Contact information can be found at <http://www.mebp.mb.ca/mebp/index.jsp>

Group Insurance Plan – Life and Accidental Death

Employees of PVWC who are actively at work in accordance with the provisions of the Plan are required to participate on the date on which they enter into the Pension Plan. Participating employees are entitled to elect life and accidental death and dismemberment insurance that is equal to either one or two times their earnings.

The actual terms and conditions of the Plan and applicable legislative provisions will govern an employee's eligibility and benefit entitlement under the Plan. More detailed information about this plan may be obtained from the Manager or by contacting the Municipal Employees Benefits Program office directly.

Western Financial Group Insurance

Personal health benefits are available for full-time employees. After completing three (3) months of employment as a full-time employee, the employee must decide whether to participate in the Personal Health Insurance. The cost of this benefit will be deducted from your paycheque twice a month. PVWC will pay for 50% of the premium for the employee and her/his family.

Maternity/Parental Leave Policy

According to the Employment Standards Code, employees are provided with paid time off through the Employment Insurance program to coincide with the birth or adoption of a child. The Maternity and Parental Leave Policy has been designed to allow employees to recover from childbirth, bond with and care for their newborn or adopted child, without fear of a negative impact on their employment status.

Maternity/Parental Leave Eligibility Requirements

Permanent, full-time employees that have become a new parent shall be eligible for either Maternity or Parental Leave. A pregnant employee who has been employed with PVWC for at least seven (7) consecutive months is eligible for maternity leave.

Maternity Leave (up to 17 weeks)

- Biological birth mother

Parental Leave (up to 37 weeks)

- Father/Mother
- Adoptive Parent
- Domestic Partner

Request for Maternity/Parental Leave Procedure

To ensure that PVWC can make the necessary arrangements to accommodate an employee taking Maternity or Parental Leave, employees are asked to provide four weeks' written notice before commencement of Leave. This is to help PVWC procure staffing solutions and to alleviate any additional work stress on other employees that may occur as a result of the employee's absence. Submission of a request for Maternity/Parental Leave shall be accompanied by any appropriate documentation.

Employees are expected to give two weeks' written notice or one pay period, whichever is longer, regarding their expected date of return to work. The Manager should be contacted as soon as possible in the event of any changes.

Benefits

Should the employee choose to continue with her/his health and disability insurance, or any other benefits made available by PVWC during Maternity/Parental Leave, the PVWC will maintain its share of the benefit premiums and the employee shall be expected to continue her/his appropriate financial contributions towards them.

Duration of Leave Parameters

Maternity leave can begin up to 17 weeks before the expected date of birth. The latest that a maternity leave can last is 17 weeks after the date of birth. Parental leave can begin up to one year after the birth or adoption of a child. Employees are expected to advise the Manager of the exact start date. Employees that take both Maternity and Parental Leave shall be allowed up to 54 weeks unpaid leave.

After the paid Maternity/Parental Leave has concluded, employees shall be allowed to use up any unpaid vacation time.

Maternity/Parental Leave must be taken in one continuous leave. Any employee that elects not to use the maximum amount of leave available shall not have the option of taking any unused leave time at a later date. In the event that an employee requires more than the maximum 54 weeks of available Maternity/Parental Leave, an extension for an unpaid leave may be made by the Manager at his/her discretion.

In the event of a still-born child, the employee is eligible for up to seventeen (17) weeks of Employment Insurance sponsored Maternity Leave.

Legal Compliance

PVWC shall honour this policy in accordance with any applicable, governing laws. Employees that require Maternity/Parental Leave shall not be discriminated against, nor shall their salary or employment status at PVWC be negatively affected.

Travel and Expense Reimbursement Policy

Reasonable “out of pocket” expenses will be reimbursed for travel on behalf of PVWC. Any *claim for reimbursement shall be made on the form prescribed and approved by PVWC.* Employees using their personal vehicle for travel on behalf of PVWC shall be reimbursed the rate per kilometre as prescribed by resolution.

Education Support Policy

PVWC offers support for employees who wish to pursue educational opportunities that will enhance their job performance capabilities and improve their opportunities for advancement within the company. PVWC has adopted this policy to help provide employees with the assistance they need in a non-discriminatory and uniform manner. The specifics of each employee agreement will be documented in writing.

Education

PVWC may provide education assistance for the following:

PVWC Initiated

- PVWC may suggest or require that an employee upgrade his or her knowledge base through education for perceived benefits to job performance.
- PVWC initiated education, and any tuition fees and required book purchases associated with courses, certifications or licenses shall be fully reimbursed at Company expense. Parking and transportation costs may also be reimbursed with prior proper approval.
- PVWC shall make the necessary tuition payments directly to the institution. This is to avoid the necessity of employees having to advance the fees and seek reimbursement.
- PVWC initiated education shall not require any remuneration from the employee, under the condition that the employee fulfills his/her contractual obligations for time spent.

Employee Requested Education

- Employees may request education assistance for courses, certifications or licenses that have neither been suggested nor required.
- PVWC may provide assistance with the costs associated with employee requested education at their discretion, should the education requested present a perceived benefit to the company.
- Employees that receive employee requested educational assistance shall remain in the employ of PVWC for a minimum of (one year) following completion.
- If an employee leaves the service of PVWC voluntarily prior to one year following the completion of the reimbursed program of study, the employee agrees and understands that PVWC is hereby authorized to deduct all related educational expenses from their final compensation payment.

Assistance

The PVWC may provide education assistance in the following manners:

Work Schedule Options

PVWC employees that have been required to enroll, or approved for education assistance may have their work hours adjusted to assist them in the fulfillment of their normal work schedule requirements. Employees are required to attend training and courses outside their normal work hours unless specifically approved by the Manager.

As a result of educational requirements, employees may need an approved reduction in their normal work schedule. Any employee whose work schedule is reduced below 50% of their normal 40 hour work week should be advised that the reduction in hours may adversely affect their health insurance coverage and benefits.

Educational Leave

PVWC employees that require a leave of absence to effectively pursue their educational requirements may be authorized to take educational leave with either full or partial pay as dictated by educational requirements, or in the event of employee requested education, an unpaid educational leave. Educational leave shall be limited to 12 months and requires pre-approval from the Manager.

Eligibility Requirements

Employee

Educational assistance is designed for PVWC employees who are expected to return to work for a sufficient period of time that shall justify the expense. All requests for educational assistance require pre-approval from the Manager prior to registration. Documentation indicating a perceived benefit to PVWC shall be required for any employee requested education.

Submission of grades; to be eligible for education assistance under this policy, a pass mark or better is required. If a pass mark is not achieved, the employee will be required to reimburse the company for all associated expenses related to the course or program. Successful completion of the course, certification or license shall be required to maintain eligibility for educational assistance. The PVWC reserves the right to require the submission of supporting documents relating to grades and the successful completion of said course, certification or license.

Education

Courses, certifications or licenses must relate to current job duties. Courses, certifications or licenses must provide new knowledge or skills that shall increase job performance or improve advancement opportunities.

Progressive Discipline Policy

PVWC has adopted a policy of Progressive Discipline to ensure that employees have the opportunity to correct any performance or behavioural problems that may arise. PVWC has established a set of reasonable rules and guidelines for employees to follow. These have not been put in place to restrict the freedoms of employees, but rather in consideration of their safety and the overall protection of PVWC employees, property and business practices.

Under this policy, managers will take appropriate corrective action based on the seriousness of the situation and the circumstances surrounding it. Employees who are unwilling to respect these fundamental commitments will be offered reasonable assistance to correct their performance or behaviour. If there is not a satisfactory improvement in the desired behaviour, conduct, performance or attendance by the employee, further disciplinary measures will be taken which could ultimately lead to the employee's dismissal or the termination of the employee for just and sufficient cause. At all times, PVWC will be guided by a desire to rehabilitate the employee, but the ultimate responsibility is with the employee to correct his/her performance or work habits.

This Policy Shall:

1. Outline the steps taken for progressive discipline;
2. Summarize prohibited actions and behaviours;
3. Detail the procedures for documentation and investigation of prohibited actions and behaviours;
4. Discuss the possible resolutions provided by progressive disciplinary actions;
5. Describe the appeals process.

Progressive Discipline

In the event that an employee of PVWC violates PVWC policy or exhibits problematic behaviour, a system of progressive discipline shall be utilized where possible.

Employees will be given opportunities to correct the unacceptable behaviour or conduct.

With each infraction or apparent problem, the employee will be provided with either a written or verbal warning to alert them to the problem, provide a reiteration of the correct policy regarding the violation, advise them of the consequences associated with further infractions, and provide a suggestion towards a method of improvement.

If no further infractions of the policy in question occur after the initial verbal or written warning, no further disciplinary action shall follow.

Degrees of discipline shall be used in relation to the problem at hand. As the situation warrants, based on the past performances of the employee and the seriousness of the violation, PVWC reserves the right to skip the four-step disciplinary process and move straight to termination where necessary.

Steps to Effective Progressive Discipline

First Non-Disciplinary Step - Informal Counselling

The type of corrective action used will be based on:

1. The nature and seriousness of the offense;
2. Frequency of the event, whether it is a first time offense or a repeat violation;
3. Previous actions taken for similar offenses; and
4. Existence of mitigating circumstances.

For minor infractions, informal coaching that provides guidelines and expectations should be employed as an initial response. During this process, the following should be discussed:

- A communication of PVWC expectations and standards of conduct;
- An overview of the employee's actions and how they are in conflict with the stated expectations and/or standards of conduct, and how that affects the organization and their co-workers;
- Direction and actions required for correcting the situation.

Follow-Up Steps - Progressive Discipline

In the event that the informal coaching fails to correct the situation or where informal coaching is not applicable (in the event of a serious offense), formal disciplinary action should be taken.

Verbal Warning

- The first stage of formal Progressive Discipline is the verbal warning. Have a meeting with the employee and describe the offense, how it contravenes PVWC policy, provide direction for correction of the situation and inform them that where another offense occurs, the disciplinary action will escalate to a written warning and a review of their employment with PVWC.
- Provide the employee with a written notice of the meeting, describing the discussion that took place, objectives for the employee and requirements set forth.
- Ensure that the employee signs the document and maintain the signed copy in their personnel file.

Provide the employee with a copy of the document for their records.

1st Written Warning

- In the event that employee behaviour fails to improve following the verbal warning, another disciplinary meeting should be held and a written warning given.
- Describe the offense, how it contravenes PVWC policy, provide direction for correction of the situation and inform them that the seriousness of the situation has increased, and any further incidents will result in a review of their employment with PVWC.
- Provide the employee with a written notice of the meeting, describing the discussion that took place, objectives for the employee and requirements set forth.
- Ensure that the employee signs the document and maintain the signed copy in their personnel file.
- Provide the employee with a copy of the document for their records.

- Depending on the severity of the incident, the employee may be required to participate in a Performance Improvement Plan (PIP) and required to meet stated performance goals, expectations and deadlines for compliance with company standards and objectives.
- The PIP will focus on the creation of goals and objectives with the intention of improving performance.
- The PIP should specify the consequences for failure to meet the objectives stated therein.

2nd Written Warning/Probation

- In the event that a second written warning is required, the same steps shall be taken as in the first written warning, however, in this meeting, it must be impressed on the employee that they must improve and show a commitment to their continued employment with the company.
- At this stage in the progressive disciplinary process, management may elect to place the employee on probation and employ a PIP.

Final Written Warning or Suspension

- Where a third and final warning is required, provide the employee with a description of the offense and how it contravenes PVWC policy.
- Provide the employee with a written notice of the meeting, describing the discussion that took place, objectives for the employee and requirements set forth.
- Ensure that the employee signs the document, and maintain the signed copy in their personnel file.
- Provide the employee with a copy of the document for their records.
- At this stage, the employee will be suspended without pay for a case by case determined period of time.
- At the conclusion of the suspension, a meeting shall be scheduled to discuss their continued employment with the company. The employee must provide a reasonable explanation for how they plan to rectify the situation and communicate their commitment to improvement.
- The employee should be notified that failure to improve or any further violation of PVWC policy will result in their immediate termination of employment for cause.

Termination

- In the event that the employee fails to improve or where they commit another violation of company policy, this shall result in termination of their employment for cause.
- In the event of a serious violation of PVWC policy, the company reserves the right to bypass the steps of constructive discipline and terminate employment at any time during the process, even as a first action of discipline.
- All termination decisions must be reviewed by the Board of Directors to ensure legal compliance.

Investigation and Documentation

- All violations or alleged violations of company policy or other offenses shall be investigated and documented by the Manager.
- All measures taken in the progressive disciplinary process shall be documented, including verbal warnings. Documentation shall be signed and acknowledged by the employee.
- PVWC shall retain the documentation in the employee's personnel file for reference.
- PVWC shall provide the employee with a copy of the documentation for their records.

Employee Suspension/Probation/Termination of Employment Policy

Suspension

- An employee may be placed on suspension as a result of serious or repeated violations of PVWC policy and be relieved of their job assignment without pay.
- An employee may be placed on suspension as a result of allegations implicating the employee of having committed a serious violation. This type of suspension may be necessary to complete an investigation into the violation. In the event that the employee is cleared of any wrong-doing, they will be reinstated and remunerated for lost pay resulting from the investigative suspension.

Probation

- Employees may be placed on performance based employment-status review following a written or verbal warning.
- Wage increases and transfers shall not be granted during the performance based employment-status review period, but all other PVWC benefits shall continue.

Termination of Employment

- Termination of employment with PVWC may occur following an employee committing multiple violations of company policy, after the logical steps for progressive disciplinary action have been taken.
- Termination of employment may be necessary and immediate following a severe or flagrant violation of company policy.

Appeals

- In the event that an employee feels that they have been wrongfully accused or disciplined, they may file a written appeal with the Manager.
- Written appeals shall contain any necessary documentation.
- The Manager shall review and respond to all written appeals within two weeks from date of receiving written appeal.
- Should the appeal be denied by the Manager, the employee may request the Manager to forward their appeal to the Executive Directors for a final review.

GENERAL POLICIES

Internet Use Policy

Policy

It is the policy of PVWC that employee productivity can be greatly enhanced through the use of the Internet, and that Internet resources shall be provided to full-time, part-time and contract staff. As such, the purpose of this policy is to outline and ensure that PVWC internet resources are used appropriately at all times when conducting PVWC business. Within this policy, "Internet resources" include, but are not limited to: access to the World Wide Web, FTP (file transfer protocol) servers, the internet, and PVWC domain names and IP addresses. Use of these services is subject to the conditions delineated in this policy.

This policy applies to Internet access when using PVWC hardware, software and facilities, and when using IP addresses and domain names registered to PVWC.

Scope

This policy applies to internet access and acceptable use only. This policy does not encompass electronic mail or the requirements and standards for building and deploying PVWC's Web sites. The following users are covered by this policy:

1. Full-time and part-time employees
2. Contractors and temporary workers authorized to access the Internet.

Internet Accounts

- Internet access at PVWC is managed via individual user accounts and confidential passwords. With respect to account setup and network administration, unit managers are responsible for identifying and recommending Internet access levels for staff members in their department and for handing over that information to the IT department.
- Users of PVWC's network resources are required to read this Internet Policy and sign the agreement prior to receiving an Internet access account and password. Passwords must be at least 8 characters long, contain both letters and numbers, and be changed every 180 days.
- All user names and passwords for PVWC owned and operated devices must be supplied to the Manager, or designate, for safe keeping.
- In the event that a PVWC employee loses, forgets or believes that their password has become compromised, the employee must inform the Manager immediately. The Manager shall confirm user name, have the password reset, inform the employee of changes made and the procedures for changing their password.
- In the event that an employee terminates their employment with PVWC for any reason, the Manager shall immediately cancel the former employee's access to PVWC email and internet resources. This is an important measure in protecting the safety and integrity of PVWC resources.

Acceptable Use

Employees of PVWC may use the internet only to complete their job duties, under the purview of Company business objectives. Permissible, acceptable and appropriate internet-related work activities include:

1. Researching, accumulating and disseminating any information related to the accomplishment of the user's assigned responsibilities, during working hours or overtime.
2. Collaborating and communicating with other employees, business partners and customers of PVWC, according to the individual's assigned job duties and responsibilities.
3. Conducting professional development activities (e.g. news groups, chat sessions, discussion groups, posting to bulletin boards, Web seminars, etc.) as they relate to meeting the user's job requirements. In instances where personal opinions of the user are expressed, a disclaimer must be included asserting that such opinions are not necessarily those of PVWC.
4. (During personal time or working-from-home situations) Retrieving non-job-related information to develop or enhance internet-related skills, under the assumption that

these skills will be used to improve the accomplishment of job-related work duties and responsibilities.

Unacceptable Use

Internet use at PVWC shall comply with all Canadian and Provincial laws and will not violate PVWC's other policies. Inappropriate and unacceptable Internet use includes, but is not limited to:

1. Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling, spreading viruses, spamming, impersonation, intimidation and plagiarism/copyright infringement.
2. Any usage that conflicts with existing PVWC policies (e.g. bandwidth limitations, network storage, etc.) and/or any usage that conflicts with the PVWC mission, goals, and reputation.
3. Copying, destroying, and altering any data, documentation, or other information that belongs to the PVWC or any other business entity without authorization.
4. Downloading unreasonably large files that may hinder network performance. All users shall use the internet in such a way that they do not interfere with others' usage.
5. Accessing, downloading or printing any content that exceeds the bounds of good taste and moral values (i.e. pornography).
6. Engaging in any other activity which would in any way bring discredit, disrepute or litigation upon the PVWC.
7. Engaging in personal online commercial activities, including offering services or products for sale or soliciting services or products from online providers.
8. Engaging in any activity that could compromise the security of PVWC host servers or computers. Any and all passwords shall not be disclosed to, or shared with, other users.
9. Engaging in any fundraising activity, endorsing any products or services or participating in any political activity, unless authorized to do so as part of completing one's assigned job duties and responsibilities.
10. Any individual internet usage that violates any of the policies of the accessed information's source network.
11. Allowing unauthorized or third parties to access PVWC's network and resources.

Personal Use

This policy does allow room for limited and reasonable personal use of the internet by authorized users. This privilege may be revoked at any time by the user's manager or the IT department.

This policy does not distinguish between internet access performed during normal working hours and that performed on personal time (e.g. weekends, before/after working hours and scheduled breaks). Any personal internet usage conducted through PVWC's IT resources is covered by this policy, regardless of location or time of day.

Limited and reasonable personal use of internet access is defined as any personally-conducted online activity or Web usage for purposes other than those listed in the Appropriate Use section of this policy. Personal use is limited to the following parameters, and shall not:

1. Have a negative impact on user productivity or efficiency;
2. Interfere with normal business operations;
3. Exceed reasonable time limits or duration (e.g. more than 15 minutes per day);
4. Cause expense or network overhead to the PVWC;
5. Compromise the integrity and security of the PVWC's resources or assets;
6. Conflict with any existing policies whatsoever.

Security

Any and all passwords shall not be disclosed to, or shared with, other users or third parties. Any and all internet accounts are to be accessed only by their assigned users for legitimate business purposes. Users shall not attempt to obtain anyone else's account password. If a user has reason to believe his/her password has been compromised, the user must inform the Manager immediately. Users are required to take all necessary precautions to prevent unauthorized access to internet services.

Furthermore, all internet users at PVWC must comply with the following security guidelines, rules, and regulations:

1. Personal files or data downloaded from the internet may not be stored on PVWC's computer hard drives or network file servers.
2. Video and sound files must not be downloaded from the internet unless their use has been authorized for the purposes of conducting PVWC business.
3. Users must refrain from any online practices or procedures that would expose the network or resources to virus attacks, spyware, adware, malware or hackers.
4. Users are responsible for familiarizing themselves with procedures for downloading and protecting information in a secure manner, as well as for identifying and avoiding any online material deemed sensitive, private and copyrighted.
5. Employees utilizing the internet must conduct themselves in a professional manner at all times, especially while participating in collaborative activities, and must not disclose PVWC information or intellectual capital to unauthorized third parties.

Monitoring & Filtering

PVWC reserves the right to monitor any internet activity occurring on its hardware, software, equipment and accounts. Specifically:

1. PVWC may utilize monitoring software for the purpose of enforcing acceptable use policies. This includes blocking access to certain Web sites for which access is deemed to be a contravention of these policies.
2. PVWC may utilize filtering software to restrict access to Web sites deemed unsuited for business use. Where PVWC discovers activities that conflict with the law or this policy, Internet usage records may be retrieved and used to document any wrongdoing.
3. Individuals using the PVWC's hardware, software, equipment, and accounts to access the internet are subject to having online activities reviewed by IT contractors or Manager. Use of the PVWC's internet resources implies users' consent to Web monitoring for security purposes. All users covered by this policy should bear in mind that internet sessions are likely not private.

Policy Non-Compliance

Any violation of this policy will be treated like other violations of PVWC's policies. Any and all misconduct will be addressed according to established procedures. Violations of this Internet Acceptable Use Policy may result in one or more of the following:

1. Temporary or permanent revoking of access to PVWC internet resources and/or other IT resources;
2. Disciplinary action according to applicable PVWC policies, up to and including suspension or termination of employment;
3. Legal action according to Federal or Provincial laws.

Disclaimer

PVWC does not accept responsibility for any loss or damage suffered by employees as a result of employees using PVWC internet connection for personal use. The PVWC is not responsible for the accuracy of information found on the internet. Users are responsible for any material that they access, download or share through the Internet. Any questions regarding the Internet Acceptable Use Policy should be directed to the Manager.

Social Media Policy

PVWC strives to maintain a positive image in the community, and has adopted this policy to ensure that our employees are aware of their responsibility to maintain a positive image as a representative of our organization and use social media responsibly and appropriately. PVWC employees that maintain personal social media pages (e.g. Face Book, LinkedIn, Blogs, Twitter, Four-Square, etc.) are expected to comply with the guidelines set out in this policy.

Staff shall be aware that they continue to act as representatives of this organization outside of regular business hours and should conduct themselves in a manner that is appropriate. As our employees regularly interact with the public, suppliers and visitors, they are expected to hold themselves to a high-level of conduct, as they are viewed as role-models.

PVWC employees that maintain personal social media pages or accounts are required to comply with the following guidelines as they relate to their association with PVWC.

1. Employees using social media are advised to maintain strict privacy settings on their personal accounts to ensure that any materials contained therein are not accessible to the public at large. This measure is recommended to avoid potential misconceptions regarding employee behaviour, actions, comments or posts that occur outside of their employment at PVWC.
2. Use of social media during regular working hours shall not have a negative impact on user productivity or efficiency. Please be advised that excessive use of social media for personal reasons is a misappropriation of company time and resources and may be subject to disciplinary action.
3. Use of personal social media may not conflict with any of PVWC's existing policies whatsoever. This includes (but is not limited to) Code of Conduct Confidential Information and Nondisclosure Policies.
4. Employees that use these sites are prohibited from disseminating any private organizational information therein or any negative comments regarding the organization.
5. Posts involving the following will not be tolerated and will subject the individual to discipline:
 - Proprietary and confidential company information;
 - Discriminatory statements or sexual innuendos regarding co-workers, management, clients; and
 - Defamatory statements regarding the company, its employees and clients.
6. Employees are expected to conduct themselves professionally both on and off duty. Where an employee publically associates him/herself with the organization, all materials associated with his/her page may reflect on PVWC. Please be advised that inappropriate comments, photographs, links, etc. should be avoided.
7. PVWC policies governing the use of corporate logos and other branding and identity apply to electronic communications and only individuals officially designated may "speak" (whether orally or in writing) on PVWC's behalf.
8. PVWC's systems may not be used for any illegal activity including downloading or distributing pirated software or data.
9. PVWC reserves the right to take disciplinary action against an employee if the employee's electronic communications violate company policy.

This policy is not intended to interfere with the private lives of our employees or impinge their right to freedom of speech. This policy is designed to ensure that PVWC's hard won and positive image and branding are maintained.

Personal Cell Phone Usage Policy

The purpose of this policy is to govern the usage of personal cell-phones and Personal Digital Assistant 'PDA's' devices (also called smart phones) in the workplace. PVWC is committed to providing a safe, healthy work environment and has instituted this policy to protect employee safety, minimize liability and protect company resources and in this regard:

- **The PVWC discourages the use of personal cell phones during regular work hours.** Cell phones should be turned off or set to silent or vibrate mode during regular work hours as both incoming and outgoing calls may be disruptive.
- In the event that an employee is in violation of this policy, they may be subject to disciplinary action up to and including termination, depending on the severity and number of offences.

Safety

- Employees may become distracted from their work as a result of cell phone or PDA usage.
- **Cell phone and PDA usage is strictly prohibited while operating motor vehicles; hands-free devices are permitted.** Driving while using cell phones and PDA's has been proven to greatly increase the risk of accidents and the Province of Manitoba has responded by making their use while driving illegal. Employees are strictly forbidden to make or receive business calls or text messages on a cell phone while operating a motor vehicle, whether that vehicle is personally-owned, PVWC owned or leased or rented by the company. This includes both PVWC and personally-owned cell phones.
- The use of cell phones and PDA's on company property must be used appropriately as they can be capable of taking pictures and possibly storing confidential, company owned intellectual property. Pictures may not be taken on company property without prior explicit permission from senior management personnel to do so.

Procedures for Proper Use

- Employees are encouraged to make any personal calls outside of regular work hours or on established break periods, e.g. lunch, scheduled breaks.
- Employees should make friends and family members aware of this policy to deter them from making personal calls during regular work hours.
- Cell phones may create unnecessary distractions in the workplace and should be used for business purposes only.

- Personal calls (whether made on a cell phone or not) during regular business hours are prohibited and may only be made in the event of a bona fide emergency involving a family member.
- Personal text messaging during regular business hours is strictly prohibited.
- Personal cell phones must be turned off or silenced during working hours, unless their use has been approved for business purposes.
- Employees are strictly prohibited from using cellular phone MP3 player capabilities, mobile internet access and video games during regular business hours.
- PVWC issued cell phones and personally owned cell phones that are approved for business use must have professional ring-tones commensurate with their work duties.
- Employees are strictly prohibited from using personal cellular phones for the storage or removal of PVWC confidential business information through the use of cameras or memory storage devices.
- Neither company nor personally owned cell phones intended for business use may be used to conduct illegal transactions, harassment or any other unacceptable behaviour, as defined in this Personnel Policy.

Personal Digital Assistant "PDA" (Smart phones) Policy

The purpose of this policy is to govern the acquisition, usage and management of wireless PDA personal e-mail devices for PVWC business use by the organization's employees. These devices and associated software and services are provided by the vendor. In addition, this policy outlines appropriate standards and procedures for accessing the PVWC networks, systems, databases, servers and other IT infrastructure via PDA devices.

It is also the purpose of this policy to protect corporate resources and information from the misuse or abuse of PDA technologies that could result in malicious attack from hackers, loss or theft of company data, damage to critical applications, etc.

Scope

This policy governs all employees (full-time, part-time and temporary employees, contractors) who use company or personally-owned PDA technology to access corporate resources for the purpose of conducting PVWC business and operations. The PVWC reserves the right to revoke PDA privileges at any time should it be deemed necessary to do so.

This policy covers all technological aspects of PDA e-mail connectivity, including the handhelds themselves, PDA-licensed server management software, PDA-licensed desktop software, and any other software or hardware deployed to interoperate with PDA technology. The Manager has sole discretion over the installation, configuration and security measures of PDA devices and related technology. If any non-approved devices, installation or usage of such technology

is discovered, the IT department reserves the right to remove and/or deactivate them immediately.

Eligibility

Possession and use of a company-owned and supported PDA is a privilege, not a right. Employment at PVWC does not ensure eligibility. Any employee requiring the use of a PDA must receive prior approval from the Manager via an approved business case, application or other channel stating why the employee needs such technology to fulfill his or her job duties. Eligible employees may use personally-owned PDA handhelds provided that each device is submitted to the IT department for inspection of security features and compatibility with company systems.

Policy and Appropriate Use

Employees who connect to the corporate e-mail system, whether internally or externally, must ensure that their connection and correspondence is secure. PDA devices and services used to conduct company business must be used responsibly and ethically.

1. This policy applies to the use of all PVWC PDA's for all corporate uses and locations, including office, home, satellite offices, field locations, telecommuting sites, pre-approved mobile workers on the road, etc.
2. PDA's will be used only for official PVWC e-mail. Web-browsing and document-attachment capabilities may be disabled at the PDA Enterprise Server at the discretion of the Manager.
3. All PDA handhelds, software, access points and other related technology will utilize public/private key encryption and strong authentication measures.
4. No employee shall use personally-owned PDA devices or services for PVWC business without the approval of the Manager.
5. No PDA shall be configured to interoperate with any device or computer other than a Company-owned device or computer.
6. Acquisition of any and all PDA-associated technology must be done so in full accordance with the company's purchasing and procurement policies.
7. In order to prevent hacker attacks, all PDA's must be deactivated when not in use. All PDA wireless sessions must "time out" after 15 minutes of inactivity and twelve hours of continuous connection. Once a time out occurs, the user must reconnect and re-authenticate in order to re-access corporate resources.

8. As the integrity of data on PDA's is the sole responsibility of the user, common-sense physical security measures should be employed at all times to prevent theft or loss. Users must report loss or theft of a device immediately to their manager.
9. All PDA users agree to immediately report any incident or suspicion of unauthorized access and/or disclosure of corporate data or resources.
10. If a PDA's native purging features are damaged beyond its ability to ensure that no data remains or if the device is damaged beyond repair, the device will be destroyed and disposed of in accordance with PVWC disposal policies.
11. PVWC's Manager will manage all usage via the centralized PDA Server. E-mail messages may be periodically monitored to ensure the service is being used appropriately. All PDA users agree and understand that usage may also be monitored to record dates, times, duration of access, etc. in order to identify suspicious activity or potential breach of security.
12. Employees using personally-owned PDA devices will ensure that the manager receives all pertinent information about the handheld, including the manufacturer, model number, serial number and assigned user.
13. Access to all corporate systems and data via a PDA must be protected by a strong password system that complies with the Company's password policy. Passwords should be changed at least every one hundred and eighty (180) days.
14. PDA users shall refrain from sending or storing sensitive data on their devices (e.g. financial data, proprietary data, records about individuals requiring full protection), as per privacy legislation governing PVWC.
15. All PDA's governed by this policy must have pre-approved anti-virus software installed. Signature files must be updated in accordance with PVWC's anti-virus policy.
16. Any PDA used to access the company's network via a remote connection (e.g. wireless "hot spot," frame relay, etc.) must have a pre-approved personal firewall or VPN software installed. The IT department will support this function.
17. PVWC reserves the right to deactivate any and all PDA devices, services, e-mail servers, etc. without prior notice to PDA users if any activity or incident occurs that puts corporate resources, data, users, etc. at risk.
18. Questions or concerns about this policy – as well as support inquiries – should be directed to the Manager.

HIV/AIDS Policy

Purpose

PVWC is committed to providing a safe, healthy workplace both mentally and physically and will not tolerate discrimination towards any of its employees. It is our goal to provide a supportive and caring work environment to maintain the quality of life of our employees and to be sensitive to the needs of those that have HIV/AIDS. On the basis of current medical and scientific evidence, PVWC recognizes that AIDS is a life-threatening illness that is not transmitted through casual personal contact under normal working conditions, and thus does not pose a serious risk to the health or safety of co-workers or customers.

This Policy Shall:

1. Discuss general information regarding the HIV/AIDS virus;
2. Outline employee rights;
3. Provide policy guidelines for employees affected by HIV/AIDS.

Definitions

Human Immunodeficiency Virus (HIV) - a retrovirus that can lead to acquired immunodeficiency syndrome (AIDS).

Acquired Immunodeficiency Syndrome (AIDS) - a condition in humans in which the immune system begins to fail, leading to life-threatening, opportunistic infections.

HIV/AIDS

We recognize that HIV and the AIDS virus are extremely serious medical concerns and that there is currently no medical cure or vaccine to prevent the spread of HIV. Public health experts indicate that persons with AIDS and persons who test HIV-positive do not pose any significant health risk to others while carrying out their regular activities as employees. Scientific evidence strongly indicates that HIV is transmitted only through intimate sexual contact or by the injection of contaminated blood. The overwhelming consensus of authoritative medical opinion is that HIV is not readily communicable and that it does not spread through casual contact. As such, co-workers will be expected to continue working relationships with any employee who has AIDS or HIV.

Employee Rights

- PVWC recognizes an employee's right to privacy and confidentiality regarding a health condition. In the event that a PVWC employee is diagnosed with AIDS or HIV, they are under no obligation to disclose this information to the Company. Where an employee comes forward and discloses this information, PVWC shall hold all medical information as strictly confidential.
- PVWC will not discriminate against any person known to be infected with HIV/AIDS.
- Any PVWC employee that experiences harassment or discrimination should report the incident to the Manager for investigation.

Policy and Procedure

PVWC will provide reasonable accommodation upon request and where appropriate.

Employees that discriminate against or harass any employee of PVWC will be subject to disciplinary action up to and including termination of employment.

To avoid the spread of any blood-borne pathogen, PVWC shall ensure that First Aid kits contain disposable gloves.

Legal Compliance

The provisions of this policy are subject to any federal, provincial or local laws that may prohibit or restrict their applicability, in accordance with and limited by such laws notwithstanding any terms of this policy to the contrary.

The PVWC is following the progress of medical research on AIDS and HIV infection. If any significant developments occur, these guidelines will be modified accordingly.

Drug and Alcohol Policy

PVWC is committed to providing a safe, drug and alcohol-free workplace. As such, the PVWC will not tolerate the abuse of controlled substances by any employee.

Policy Statement

The employees are our most valuable resource, and for that reason, their health and safety is of paramount concern. The PVWC will not tolerate any drug or alcohol use which imperils the health and well-being of its employees or threatens its business. The use of illegal drugs and abuse of other controlled substances, on or off duty, is inconsistent with the expectations of character that the PVWC holds for all of its employees. Employees who use illegal drugs or abuse other controlled substances (such as alcohol) on or off duty tend to be less productive, less reliable and prone to greater absenteeism, which results in the potential for increased cost, delay and risk to the business.

PVWC is a drug and alcohol-free workplace. As such, the use of non-prescribed drugs or alcohol during work hours is strictly prohibited. PVWC prides itself on providing a safe working environment for all of its employees. Employees under the influence of drugs or alcohol on the job can pose serious safety and health risks both to themselves, their coworkers and visitors to our premises. To help ensure a safe, healthy workplace, PVWC reserves the right to prohibit certain items and substances from being brought on to, or being present on PVWC premises. PVWC also prohibits any employee from reporting to work or working with any measurable level of illegal or non-prescription drugs, alcohol or other controlled substance which might affect the employee's ability to work safely.

Prohibited Behaviour

The following are strictly prohibited, and may incur disciplinary action up to and including termination of employment, and any legal ramifications consistent with the necessary involvement of law enforcement agencies:

- Employees shall not be under the influence of any non-prescribed drugs or alcohol while they are on PVWC premises, operating a PVWC vehicle or conducting PVWC business, regardless of location.
- The use, possession, sale, manufacture or dispensation of any illegal drug, alcohol or paraphernalia associated with either.
- The use of alcohol or illicit narcotics off PVWC premises that adversely affects the employees work performance, the safety of his or her own and others safety at work, or PVWC regard or reputation in the community.
- Failure to adhere to the requirements of any drug or alcohol treatment or counselling program in which the employee is enrolled.
- Failure to report to management the use of any prescribed drug which may alter the employees' ability to safely perform their duties.

Any illegal drugs or drug paraphernalia will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.

Suspicion of Impairment Policy

General Procedures

Any employee reporting to work visibly impaired will be deemed unfit to perform required duties and will not be allowed to work. The following procedure will apply in these situations:

1. If possible, the employee's Manager/Supervisor will first seek the Manager's opinion to confirm the employee's status.
2. Next, the Manager/Supervisor or Manager will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. Suspicions of an employee's ability to function safely may be based on specific personal observations. If the employee exhibits unusual behaviour that may include, but not limited to, slurred speech, difficulty with balance, watery and/or red eyes, dilated pupils, and/or there is an odour of alcohol, the employee should not be permitted to return to their assigned duties to ensure their safety and the safety of their co-workers or visitors to the workplace.
3. If an employee is deemed "unfit for work" this decision is made based on the best judgment of two members of management and DOES NOT require a breathalyser or blood test. The employee should be advised that PVWC has arranged a taxi or shuttle service to safely transport them to their home address; an unfit employee will be sent home without pay.
4. If, in the opinion of the Manager, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safer transportation alternative - depending on the determination of the observed impairment - and accompanied by the Manager/Supervisor or another employee if necessary.
5. A substance abuse evaluation test may be conducted by the Manager.
6. An impaired employee will not be allowed to drive. The employee should be advised if they choose to refuse this PVWC organized transportation and make the decision to drive their personal vehicle, the PVWC is obligated to and will contact the Police to make them aware of the situation.

7. A meeting will be scheduled for the following work day to review the incident and determine a course of action which may include a monitored referral program as part of a treatment plan.

Inspections

PVWC reserves the right to inspect any and all property on its premises for the presence of drugs, alcohol or other contraband. PVWC also reserves the right to require its employees to cooperate with any searches of their work area or property that might be used to conceal drugs, alcohol or other contraband. Employees found to be in possession of such contraband or who refuse to cooperate in these inspections may be subject to disciplinary action up to and including termination of employment.

Substance Dependency

- PVWC understands that certain individuals may develop a chemical dependency to certain substances, which may be defined as a disease or disability. PVWC promotes the early diagnosis of this disease, and encourages employees with a disability based on dependency on alcohol or drugs to pursue medical, and/or psychological treatment to become successfully cured of this disease.
- Employees are not excused from their duties as a result of their dependencies. Any employee who suspects that he/she might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly.
- PVWC defines a rehabilitated drug user or alcoholic, or any individual engaged in a supervised drug or alcoholism rehabilitation program that is no longer using drugs or alcohol, as an employee with a disability. As such, PVWC would consider the application of an individual who had formerly been in violation of the drug and alcohol policy, if the candidate could show evidence of rehabilitation. The employee would be responsible for adhering to PVWC's Agreement for the Continuation of Employment within this Policy.
- All medical information shall be kept confidential by PVWC.

Employee Expectations

All employees are expected to abide by the provisions of this policy. In the event that an off-duty employee is asked to come in to work, it is his/her responsibility to refuse the request and ask that the request be directed to another person if the employee is unfit due to the influence of alcohol or other drugs.

Any employee convicted of, or who pleads no contest to any substance related offense must inform the PVWC within five (5) days of the conviction or plea. Failure to do so will result in disciplinary action up to and including termination of employment. In the event of an employee's

conviction or plea to charges relating to the manufacture, possession, sale, use, distribution, receipt, or transportation of any substance, PVWC will determine whether disciplinary action will be taken, including the appropriateness of continued employment.

Legal Compliance

The Provisions of this policy are subject to any federal, provincial or local laws that may prohibit or restrict their applicability.

Smoking Policy

PVWC maintains a commitment to the health and safety of all its employees. Smoking has been scientifically proven to be harmful to the health of both smokers, and non-smokers that come into contact with second-hand smoke. In the interest of promoting a safe and healthy work environment, the PVWC has adopted a smoke-free workplace and limits smoking to outdoor designated areas only.

Policy and Procedure

- Smoking shall be restricted to specific outdoor areas only, and is applicable to all employees, guests, contractors and customers. This policy also extends to include PVWC vehicles and any hotel rooms or rental cars booked for PVWC business purposes.
- PVWC has no intention of influencing the actions of employees' smoking habits outside of the workplace, and will not pursue disciplinary action for those who choose to smoke off PVWC premises.

Violations

In the event of a violation of this policy, PVWC may pursue disciplinary action up to and including termination of employment.

Civil Liability Policy

If action or proceeding is brought against any employee for an alleged tort committed by him/her in the performance of their duties, then the employee, upon being served with any legal process, or upon receipt of any action or proceeding as hereinbefore referred to, being commenced against him/her shall advise PVWC of any such notification or legal process.

Upon the employee notifying PVWC in accordance with the preceding paragraph, PVWC and the employee shall forthwith meet and appoint Counsel that is mutually agreeable to both parties. Should the parties be unable to agree to Counsel that is satisfactory to both, then, PVWC shall if it so wishes, have full responsibility for the conduct of the action. The employee

shall co-operate fully with appointed Counsel and shall comply with all of the provisions and set responsibilities in any liability policy that may extend to cover such action or proceeding.

Conflict of Interest Policy

What the employee does in his/her own free time is not the business of PVWC. However, if PVWC employs an employee in a full or part-time capacity, PVWC will expect that every employee's position at PVWC is their primary source of employment. Outside activity must be disclosed to PVWC and disclosure will be maintained in your personnel file.

As an individual serving the public, employees must never engage in any business or transaction or have any financial or personal interest that is, or may appear to be, incompatible with the performance of your duties. Confidential information must never be used for the personal profit of oneself or others, or for the purpose of gaining promotion, or misusing work time in the pursuit of such objectives. Political activities which could negatively affect performance of duties should not be engaged in. Any outside activity must not interfere with the ability to properly perform job duties at PVWC.

SAFETY

Health & Safety Policy

PVWC is committed to promoting a safe and healthy workplace for all employees, members and their guests, contractors and visitors. PVWC is committed to preventing accidents, injuries and any losses related to its resources and physical assets.

In pursuit of our commitment, PVWC will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. In fulfilling this commitment to protect both people and property, management will provide and maintain a safe and healthy work environment in accordance with industry standards and in compliance with legislative requirements. We will strive to eliminate any foreseeable hazards which may result in accidents, personal injury/illness and property damage.

We are committed to prevent injuries and accidents within our facilities and on our work sites. We recognize that the responsibilities for health and safety must be shared to effectively maximize our efforts. Active employee involvement is encouraged and in conjunction with good management will help to control the potential for accidents. Safety must not be delegated. It is the direct responsibility of all managers, supervisors, employees and contractors.

All management activities will comply with PVWC safety requirements as they relate to planning, operation and maintenance of facilities and equipment. All employees will perform their jobs properly in accordance with established procedures and safe work practices.

No job is so urgent that time cannot be taken to do it in a safe manner. Please join PVWC in making a personal commitment to make safety a way of life.

General Safety Guidelines

A safe and secure work environment is the result of safe working conditions combined with alertness to common sense work practices. Compliance with the following general safety guidelines are important components of accident prevention:

- Equipment is to be operated by those authorized as a result of their knowledge, training and experience.
- Keep work areas clean and orderly. Immediately clean up all spilled materials or liquids.
- Keep work surfaces dry and slip-resistant.
- Keep aisles, doors and passageways clear.
- Horseplay or unapproved physical activities are not permitted during a work schedule.
- Report any unsafe activities or conditions to your immediate supervisor so appropriate action can be taken.

Fire & Emergency Response Plan

PVWC is committed to supporting the welfare of its employees and visitors to the premises. The purpose of the PVWC Emergency Response Plan is to ensure human safety, minimize damage to property and assure rapid and responsive communication to all parties involved. This Plan has been created to address, in a coordinated and systematic manner, all types of emergencies affecting PVWC.

This Plan will establish processes and procedures for appropriate responses to major emergencies, and assign roles and responsibilities for the implementation and execution of the Plan in the event of an emergency or catastrophe. The guidelines shown in this Plan are intended to keep employees of PVWC prepared should PVWC premises and/or facilities become unsafe due to calamity.

Scope

Not all emergencies will require the same level of response. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors and property. Only the PVWC Emergency Response Coordinator – Manager or an appointed

designee has the authority to declare a state of emergency for PVWC and can activate this Plan.

Emergency Types

For the purposes of this Plan, PVWC defines “emergency” as an instance, or combination of instances, of unsafe conditions that pose a threat to people or property. They are as follows:

1. **Fire and/or smoke.** Any fire of combustible materials at PVWC may cause danger of burns from fire or suffocation/choking from smoke inhalation. (This can also include situations where there is a clear danger of the fire spreading to PVWC and/or causing the air to become unbreathable due to smoke.)
2. **Natural disaster or severe weather.** This is a broad term meaning any emergency caused by inclement weather conditions or tectonic activity. Natural disasters include tornados, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches, blizzards, ice storms, severe thunderstorms, etc.
3. **Chemical, biological or radiological incidents.** This may include a release of toxic chemicals or other dangerous agents within the vicinity of PVWC, including natural gas leaks; the release of harmful bacteria, viruses or other biological dangers; release of or exposure to radioactive materials.
4. **Structural failures.** This term encompasses any damage to PVWC property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include (but are not limited to) bomb threats, collapsed walls, ceilings, foundations, burst water mains, electrical power outages, etc.

Roles & Responsibilities

In general, PVWC employees must report an emergency event immediately to their manager or other appropriate authority.

Once the emergency has been ascertained, a member of management will respond to the incident. They will assess the severity of the emergency and communicate immediately as appropriate. Response/assessment teams are composed of at least one person per department to coordinate and instruct co-workers.

Procedures

I. Fire

The primary purpose of the Fire Procedure is to provide a course of action for all personnel to follow in the event of a fire or smoke emergency.

- Rescue anyone in immediate danger.
- Alert employees of the fire and its location. Activate the nearest fire alarm. Contact the local fire department by calling 911. Assign someone to guide the response personnel directly to the fire.
- Contain the fire if it is relatively safe to do so. Close all doors, fire doors and windows near the fire. Shut off all fans, ventilators and air conditioners.
- Extinguish the fire if it is small. Obtain the nearest fire extinguisher and pull out the safety pin. Aim the fire extinguisher nozzle low to the base of the fire, depress the trigger, and move nozzle slowly upward with a sweeping motion.
 - Do not aim nozzle at the middle or the top of the flames.
 - If fire cannot be extinguished, evacuate the building immediately.
 - Keep low to the floor to avoid inhaling smoke.

II. Natural Disaster/Severe Weather

The primary purpose of the Natural Disaster/Severe Weather Procedure is to inform employees and visitors of any serious weather conditions that warrant their attention. A “weather watch” means that conditions are favourable for severe weather to develop. A “weather warning” means that severe weather has been sighted in the vicinity.

- Account for all employees and visitors, ensuring that everyone is inside the facility. Close all windows and close all curtains and/or blinds.
- Instruct all employees and visitors to move away from windows.
- If necessary, gather employees and visitors into the basement or if no basement is available, into bathrooms or other enclosed area.
- Listen to all weather reports for updates. Do not leave the basement or enclosed area until the weather warning has been lifted.
- Stay calm. Encourage others to stay calm also.
- Have portable radios available along with extra batteries.
- Be prepared for isolation at the premises. Ensure that emergency equipment and supplies are available or can be readily obtained.

III. Chemical, Biological or Radiological Procedure

The purpose of the Chemical, Biological or Radiological Procedure is to inform employees and visitors of the steps that should be taken in the event that a contaminant, virus or other harmful agent poses an immediate threat.

- Call 911 and report the situation.
- Notify managers and employees immediately.
- Commence evacuation procedures.

IV. Structural Failure Procedure

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure.

- In the event of a power outage, gather flashlights and other needed supplies. Check on all employees and visitors to ensure their safety. Ensure all backup or emergency lighting is fully operational. If the power outage is prolonged, consult with managers to consider dismissing employees for the day.
- In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. All threats will be treated as real in order to protect lives and property, and the premises shall be evacuated immediately.
- In the case of water, heat or other utility disruptions, all attempts will be made to determine the cause of the disruption and probable length of shutdown. If the shutdown is prolonged, consult with managers to consider dismissing employees for the day.

V. Missing Employee/Visitor Procedure

The purpose of the Missing Employee/Visitor Procedure is to ensure that all necessary steps are taken in the event that the whereabouts of an employee or visitor identified in the Visitors Log cannot be accounted for during an emergency.

- Employees will be directed by the response/assessment team member to systematically search the premises, both inside and outside (if safe to do so), including rooms, bathrooms, offices and other areas.
- Should a search of the premises prove unsuccessful, the response/assessment team member shall notify local law enforcement by calling 911. Give a description of the missing person, or a photograph (if available). The authorities will assume control of the search from this point.
- The family and/or responsible party of the missing person shall also be notified. Explain what is being done to find the missing person and that the local law enforcement has

been notified as well.

- All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search or of their own accord.

Guidelines

Response/assessment teams are responsible for communicating the following guidelines and procedures to their assigned areas and/or workgroups. Each response/assessment team must complete any associated documentation to ensure that responses to emergencies are conducted safely, quickly and in an orderly fashion.

First Aid Procedures

The supervisor shall ensure compliance with all applicable Health and Safety Legislation and Workers Safety & Health requirements regarding first aid in all work places under their supervision. Should an injury occur, it is essential that first aid be administered immediately followed by proper medical treatment if necessary:

- The first person on the scene of an injury should immediately contact the appropriate authorities and/or the closest qualified First Aid responder.
- If the first person on the scene is trained in First Aid/CPR, they will take the appropriate actions based on their level of training.
- The first responder will ensure that an injury treatment record has been completed.
- Transportation of an injured worker to a hospital, doctor's office or worker's home will be provided by a supervisor when necessary.
- A senior manager will notify the injured person's next of kin/emergency contact (where applicable) after the status of the injured person's condition is known.

All employees of PVWC must be dedicated to the continuing objectives of reducing risks to the safety and health of one's self and co-workers. Every employee must protect his or her own safety by ensuring that all work completed is done in compliance with the law, safe work practices and procedures established by PVWC.

PVWC agrees to consult with the employees with a view to adopting and expeditiously carrying out reasonable procedures and techniques designed or intended to prevent or reduce risk of employment injury while performing the employee's tasks.

Housekeeping

Slips, trips and falls may result in multiple injuries including contusions, sprains, fractures, broken bones, dislocations and concussions.

To prevent these injuries from happening follow these steps:

- (i) Surfaces must be free of clutter, grease and/or water;
- (ii) If you drop or spill something, clean or mop it up immediately;
- (iii) When mopping, place the “Caution Wet Floor” warning signs to help prevent members, visitors and/or co-workers from slipping and falling. Remove the signs as soon as the area is dry;
- (iv) Walk, don’t run. Wear shoes with non-slip safety soles;
- (v) Do not leave carts, boxes, trash, cardboard, trays or other objects on floors and aisles. Remove objects on floors and in aisles immediately.

Lifting and Material Handling Procedures

Before a worker manually lifts, lowers, pushes, pulls, carries, handles or transports a load that could injure the worker, an employer must perform a hazard assessment that considers

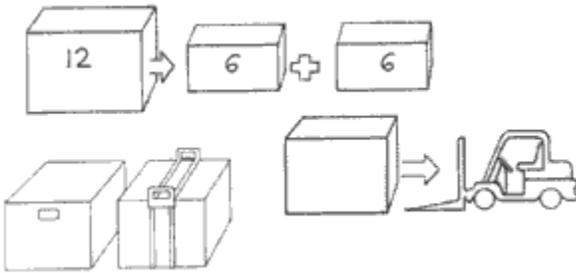
- the weight of the load;
- the size of the load;
- the shape of the load;
- the number of times the load will be moved; and
- the manner in which the load will be moved.

In some situations, and with a particularly heavy or awkward load, it may not be reasonably practical for the employer to provide unique equipment for this purpose. In such circumstances the PVWC is required to:

1. Adapt the load to make it easier for workers to lift, lower, push, pull, carry, handle or transport the load without injury. Examples of how to do this include:
 - a. reduce the weight of the load by dividing it into two or more manageable loads (see Figure 1);
 - b. increase the weight of the load so that no worker can handle it and therefore mechanical assistance is required (see Figure 1);

- c. reduce the capacity of the container;
 - d. reduce the distance the load must be held away from the body by reducing the size of the packaging; and
 - e. provide handholds or
2. Otherwise minimize the manual handling required to move the load. Examples of how to do this include:
- a. team lift the object with two or more workers;
 - b. improve the layout of the work process to minimize the need to move materials;
 - c. reorganize the work method(s) to eliminate or reduce repeated handling of the same object;
 - d. rotate workers to jobs with light or no manual handling; and
 - e. Use mobile storage racks to avoid unnecessary loading and unloading.

Figure 1 Examples of dividing a load, increasing the weight of a load, and providing a load with lifting handles



3. Some comments about lifting technique

For many years workers were taught to keep their backs straight and “lift with your legs”. Despite years of train-the-trainer programs preaching this approach, back injuries have not decreased so researchers have questioned this method of lifting. In practice, most people use a semi-squat posture, with both the back and knees slightly bent.

People make up their own minds as to the most efficient way of lifting loads in terms of energy and time. This so-called freestyle technique is fine as long as the following basic principles are followed:

1. *Keep the natural curve in the lower back* – when standing straight, the lower back naturally curves to create a slight hollow. Always try to maintain this curve when lifting, lowering or moving objects. The spine and back are their most stable in this position;
2. *Contract the abdominal muscles* – contract the abdominal muscles during lifting, lowering or moving activities. This improves spine stability. Sometimes described as “bracing”, contracting the abdominal muscles even slightly (as little as four to five percent) improves spine stability and reduces the likelihood of injury;

3. *Avoid twisting* – twisting the back can make it less stable, increasing the likelihood of injury. Bracing helps reduce any tendency to twist; and
4. *Hold it close* – keep the load as close to the belly button and body as possible. Doing so reduces the strain on muscles of the back and trunk. If necessary, protective clothing such as leather aprons should be used so that sharp, dirty, hot or cold objects can be held as close to the body as possible.

4. Some comments about pushing and pulling

Whenever possible, loads should be pushed rather than pulled (see Figure 2). The reasons for this include:

- a. the feet can be run over and the ankles struck painfully when pulling carts or trolleys;
- b. pulling a load while facing the direction of travel means that the arm is stretched behind the body, placing the shoulder and back in an awkward posture. This increases the likelihood of injury to the shoulder and arm;
- c. pulling while walking backwards means that the person is unable to see where he/she is going; and
- d. most people can develop higher push forces than pull forces as they lean their body weight into the load.

Trolleys and carts should be sized and designed to allow almost any worker to move a load without excessive effort (see Figure 3).

Figure 2 Pushing is preferred to pulling with an arm extended backwards

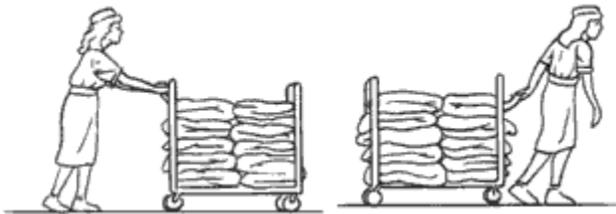


Figure 3 Cart push bar must be at a height suitable for all workers



Workplace Injuries

PVWC values the safety, health and well being of all our employees. After all, our future success and productivity depend upon them. PVWC policy has always been - and will continue to be - to provide safe and healthy working conditions and to comply with all laws and regulations regarding employee health and safety.

If you are injured at work follow these 4 simple guidelines:

- Immediately inform your supervisor or manager. Your manager must complete and forward a form to the Workers Compensation Board (WCB) within 72 hours.
- Prior to being eligible for compensation, you must seek medical attention from your doctor about your injury. Your doctor must complete and send a form to the WCB within 48 hours of your visit.
- If you visit a doctor after your shift concerning a workplace injury/illness and have not reported this visit to your manager, please do so immediately following this appointment; PVWC is required to report all such workplace injuries/illnesses to the WCB.
- Complete a Worker's Report of Injury Form, which you can obtain from your manager, and send it to the WCB as soon as possible.

The workers compensation system is an injury and disability insurance system for workers and employers, paid for by employers.

KEY PRINCIPLES OF WCB:

- Collective liability of employers for workplace injuries and diseases.
- Compensation for injured workers and their dependants, regardless of fault.
- Income replacement benefits based upon loss of earning capacity.
- Immunity of employers and workers from civil suits.
- Prevention of workplace injuries and diseases.
- Timely and safe return to health and work.
- Independent administration by an arm's length agency of government.

Failing to Report an Injury

PVWC cannot make agreements with employees to avoid reporting injuries to the WCB. PVWC is required by law to report any work related injury to the WCB.

Employee's Responsibility

If an employee suffers a work-related injury and is taken to a medical facility for treatment, that employee is expected to return to work that day if the attending physician releases the individual to return to work, either for full or modified duties. If the medical provider feels that the employee is unable to return to work, or is unable to perform any of his/her normal job duties, the medical provider must put this opinion in written form for presentation to the Manager. On the day of the injury, after a visit to the medical facility, the employee is responsible for informing his/her immediate supervisor/manager whether able or unable to return to work. Return to work on the following day is expected unless the medical provider's written opinion states otherwise. An employee who has been medically released to return to work, whether to full or modified duties, but fails to do so, may be subject to corrective action, up to and including termination.

Mobile Equipment Safety

While in the course of employment, vehicle operators must display safe driving habits and avoid any recklessness. Compliance with all local, federal and provincial traffic laws is also required. Any violations of these laws and any fines that may result are the personal responsibility of the driver. This includes the use of a PVWC vehicle or a rental vehicle.

Drive defensively at all times by continually watching for hazardous conditions and take action in time to avoid problems. Keep your eyes and attention on the road to ensure awareness of other drivers, and adjust your speed and driving to changing weather conditions. All employees who, as a part of their duties, operate vehicles on public roads must:

- Possess a valid driver's license;
- Possess an acceptable driving record;
- Maintain minimum insurance requirements;
- Wear seatbelts;
- Not use a cell phone or other audio equipment while operating a vehicle.

Refrain from operating an PVWC vehicle having used drugs or alcohol. Failure to comply may result in the loss of driving privileges, change of assignment or corrective action.

To ensure the safety of all employees, members and visitors, you must comply with all security policies. The following is a brief summary of security guidelines:

- Be alert to persons whose suspicious behaviour is not typical of an ordinary customer. If you have doubts concerning the intentions of any person on the premises, immediately notify your manager. Do not allow non-PVWC personnel behind the sales counter.

Authorized town, city or provincial officials must provide valid identification before being allowed in any restricted area.

- Keep keys to the premises, buildings, offices, safes or storage units where they are securely in your possession at all times. Do not loan them to others and do not duplicate the keys.
- Keep all doors locked before opening hours and after closing hours. If you have been entrusted with keys to PVWC premises and without fault, these keys have been lost or stolen, report immediately to your supervisor/manager. Keys to any PVWC premises may not be reproduced or duplicated without permission from head office. If you are found to have unapproved duplicates of keys to PVWC premises, immediate dismissal may occur.

Return to Work Program

It is our goal to return valued employees to their regular job through the use of a fair and consistent return to work program, following an occupational or non-occupational injury or illness. The capabilities of the returning employee will be the primary consideration in determining the placement of the employee and suitability of the work provided. The goal of the program is to return the employee to his/her original job. This will be accomplished by using reduced periods of time to ease back into a full work schedule, a modified job, an alternate job or via a combination of the three.

Accommodation can include revised work schedules, increased flexibility, modified duties or gradual return to work. It is important for the manager and employee to set realistic objectives about the length of time that accommodation will be required, often planning out a schedule for 4, 8 or 12 weeks. In some cases, however, employees will not be able to return to their pre-disability position.

A permanent restriction is a medical condition where the employee has reached maximum recovery. Documentation must be provided by the attending physician and returned to the Supervisor or Manager. Employees who have been placed on permanent restriction will be accommodated in accordance with applicable provincial legislation and appropriate arrangements will be made where possible. In cases where an employee on permanent restriction wishes to transfer to another job, that person will be eligible to move, provided they have enough seniority and the essential job duties are within their capabilities.

PVWC's "Return to Work" program requires a spirit of team work and a respect for the capabilities of the returning employee. We ask that all work groups help make this program one that will be of benefit to everyone.

Return to Work Policy

The Return to Work (RTW) Policy is designed for workers who have been injured on the job and aims to safely return workers to employment at the earliest possible date following an injury or illness. This policy applies to regular full-time and part-time employees and will be followed whenever appropriate.

Policy

PVWC recognizes that our employees are our most important assets. As such, we are committed to providing a safe and healthy workplace. In the event of an accident in the workplace, all employees are expected to report the incident immediately. Should the injury cause the employee to require substantial time away from work or create a disability that restricts their ability to work, the employee will be expected to return to work as soon as it is safe to do so, under the guidelines of this Return to Work Policy.

Policy and Procedures

In accordance with legislative and PVWC requirements, it is mandatory that all employees participate in the RTW program. It is also mandatory that all employees who sustain a work related injury report the incident in accordance with PVWC protocol.

In any employee absence that shall exceed 90 working days and is related to an injury sustained under the employ of PVWC, the employee shall be required to advise PVWC as soon as possible to begin the process of implementing the RTW Policy.

For PVWC to properly implement the RTW Policy, it is important that employees provide PVWC with detailed information pertaining to their inability to perform their employment duties with medical documentation, so that work alternatives may be sought out.

Responsibilities

Employee

- Employees shall establish and maintain contact with their supervisor regarding their injury rehabilitation progress. Contact should be made at least once a week.
- Employees shall obtain and follow all medical advice and work towards full recovery.
- Employees shall produce documentation from their health care provider to corroborate that they cannot return to work for an extended period of time, and whether or not a RTW plan or accommodation plan could expedite the employee's safe return to work.
- Employees shall put forth a reasonable effort to return to work safely, as early as possible.
- Employees shall provide the Manager with all pertinent information that could aid in the establishment of RTW options.

Manager

- Shall maintain and document all contact conducted through the duration of the employees absence.
- Shall request that the employee produce documentation from his or her physician to establish physical and mental abilities and any information on limitations resulting from the injury.
- Shall establish a timeline for the return of the absent employee and any changes in their ability to work.
- Shall take an active part in the planning and implementation of return to work arrangements for the employee.
- Will provide the absent employee with information regarding the RTW process, and ensure that they understand the procedures and their responsibilities.
- Shall communicate with the employee, union or association, supervisor and attending physician to ensure a complete understanding of the absent employee's abilities, possible job restrictions, the physical job demands and a timetable for a return to work.
- Shall identify employment opportunities based on the returning employee's abilities and limitations in the event that the individual cannot return to their pre-injury position.

RTW Job Offer

When appropriate work for the injured employee is found, and conditional upon the physician giving clearance for work, a written job offer letter will be prepared and mailed to the employee. The letter will note the medical clearance, start date, hours, wage, duration and location of the work assignment. The employee will be asked to sign this document indicating acceptance or refusal of the job offer and to return same to the Manager.

Termination of Employer's Obligation

In the event that an injured employee has been offered re-employment, and the worker has refused the PVWC offer, the employer's obligation to re-employ is ended.

Legal Compliance

PVWC shall honour this policy in accordance with provincial and federal laws. Injured employees will be treated fairly and consistentl

Appendix to the Personnel Policy

BUSINESS EXPENDITURES POLICY

The following is the PVWC policy on expenditures incurred by employees of the PVWC while attending business on behalf of the PVWC. As with all expenses, care is to be taken that fiscal prudence guides our actions.

For the purpose of this policy “employees” also means Chair and Board Members as well as employees of the PVWC.

Attendance at Conferences, Seminars, etc.

Management of the PVWC shall approve which Conferences, Seminars, etc. will be attended and which employees will attend them on behalf of the PVWC.

Mileage/Travel

Mileage will be paid to Board Members and employees of PVWC at a rate set by resolution of Board Members of PVWC. Mileage to and from meetings or use of a personal vehicle to approved conferences, seminars and training are examples of approved activities. (currently \$.42/km)

If travel distance warrants, assess the option of a commercial flight while taking into consideration travel time. The employee may be reimbursed at the current mileage rate or the cost of the airfare, whichever is the lesser. Airfare should be arranged by the administration office when approved by the PVWC Management. Car rentals should also be arranged by the administration office, whenever possible.

Parking

Parking will be reimbursed at cost (receipts required).

Meals

Meal expenses incurred while on business for PVWC are eligible as follows; provided they are not included as part of the event being attended or included with hotel accommodation:

Breakfast	Lunch	Dinner	Daily Maximum
\$12.00	\$15.00	\$30.00	\$57.00

At the discretion of Board Members or Manager:

Breakfast

the Employee is in travel status and meal is not included at the event or part of the hotel accommodation.

the Employee has been traveling for more than one and one half (1½) hours on PVWC business before the recognized time for the start of the Employee's day's work.

Lunch

the Employee is in travel status and meal is not included as part of the event.

the Employee is away from the employee's normal place of work and outside the PVWC area which would cause the Employee to disrupt the employee's normal mid-day meal arrangements.

Supper

the Employee is in travel status and the meal is not included as part of the event.

the Employee has been traveling on PVWC business and is expected to arrive back to the Employee's residence before 7:30 p.m., where a meal break not taken.

Meals – Overtime

If Employees of PVWC are required to work overtime and that time interrupts their normal hours for lunch or supper, they shall be entitled to lunch or supper at the applicable rates specified above.

Meals – Entertaining/Guests

If Employees of PVWC are hosting a working guest, they may at their discretion, include the meal expense for the guest at the rate above.

Alcohol

Any alcohol purchased by Employees of PVWC while conducting business on behalf of the district is their own expense and **will not** be reimbursed by PVWC. An exception to the alcohol beverages policy would be for business/client meetings where it may be expected.

Accommodations

The PVWC Planning District will pay the cost of accommodations for employees while they are on PVWC business. The accommodations shall be arranged for by the administration office so as to get the municipal rate for lodging.

Incidentals Allowance

An Employee of PVWC who is in travel status may claim a \$5.00 incidentals allowance for each night away. (Receipts not required).

Cell Phones

Any excess use on cell phone packages entered into by PVWC, as a result of personal phone calls, shall be the responsibility of the employee.

ACKNOWLEDGMENT

I acknowledge that I have received a copy of the PVWC Policy Manual and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding PVWC policies I should direct them to the Manager or designate.

I know that PVWC policies and other related documents do not form a contract of employment and are not a guarantee by PVWC of the conditions and benefits that are described within them.

I also am aware that PVWC, at any time, may, on reasonable notice, revise, enhance or delete any policies contained herein.

Employee's Name (printed)

Position

Employee's Signature

Date