

2023-2024



**Employee
Benefit
Trust**

Employee Handbook

Welcome to EBT

We're in the business of ensuring people are looked after.
People like you!

We're glad you're part of our team

A respectful, and collaborative team is key to our success. For that reason, we strive to provide a positive working environment where team members can take ownership to achieve their best work. This employee handbook is one of the ways we support that - by helping guide the HR components of your experience here at the Employee Benefit Trust.

Ensuring people are looked after is why we do what we do, and to achieve this, we need our employees (our team members: you) to be engaged in and dedicated to what we do and for your role to be much more than simply a job. Rather, we want you to be excited about contributing, about continuously learning/evolving and working together in support of our clients, and one another.

We know that our success depends on our team members, which in turn depends on us providing ongoing support, trust, and encouragement. A major component of that is laying the foundation for a productive, respectful, and positive work environment – part of which starts with this employee handbook.

As you get to know more about the BCCA Employee Benefit Trust (EBT), your role and the team, we'll do everything we can to help you be successful. This handbook will give you the essential day-to-day information as well as our key policies, procedures and guidelines regarding your work activities and relationships. It's not only meant to clarify our expectations of you, but also let you know what you can expect from us, in line with our values and culture.

Please be assured that all of our practices, whether outlined in this handbook or not, meet or exceed the requirements set out by the *Employment Standards Act of BC*. For further information, visit the [ESA BC website](#).

Finally, as is the case everywhere/in all things, circumstances at EBT are always evolving. For that reason, we may have to revise, rescind, or supplement this handbook and policies from time to time. Accordingly, we're always looking for ways to improve. If you have suggestions and ideas, we encourage you to bring them up. And no matter how any change within this handbook comes about, we promise to keep you informed of any and all that we make, and how it impacts you.

If you have questions about anything that isn't covered in this handbook, or would like more information on anything, you can always reach out to your manager or the CEO.

Once again, welcome to the team!

Vision, Mission & Guiding Principles

Before we get into the details, we want to clarify the differences between our “vision, mission, and guiding principles” and our “what, why and how”.

The overarching EBT vision and mission, which provide our strategic direction, were created and adopted by the EBT Board. The guiding principles were collaboratively created by EBT employees and represent the “values” we embrace to support us reaching the EBT vision and mission. The guiding principles were presented to the board and were approved and adopted.

The “What we do; why & how we do it” section (page 6) was also created by EBT employees and is meant to drive our internal decision making and actions while at work in support of our vision, mission and guiding principles.

Our vision, mission & guiding principles

Our vision. The long-term well-being of our plan members is protected and enhanced through their relationships with the Trust.

Our mission. We anticipate our members’ health and wellness needs and provide a robust employee benefits plan that exceeds their expectations and protects them from life’s uncertainties.

Guiding principles. In working towards our mission and vision, we are guided by the following principles:

- Consistency - We regularly deliver what we promise. We are results driven and provide outstanding service excellence.
- Innovation - We seek creative, practical solutions. We are flexible and adaptable to change. We maintain a can-do philosophy and focus on smart delivery.
- Needs Focus - We provide client-centric solutions with empathy and insight for our members and their employees. We are accessible, ensuring clear accountability and effective, open communication.
- Team Orientation - We are a passionate and caring team, committed to long term relationships. We are transparent and care for each other. We strive for leadership, integrity, trusted relationships, respect and openness.

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What we do; why & how we do it

Being clear on why we're all here and intentional about our culture is important to us here at EBT. While we all need to have the skills to do our job, it's equally important that we also believe in our "why" and be committed to ensuring people are looked after. This section introduces what, how and why we do what we do, and throughout this handbook, we hope you will get a good sense of our culture.

Our what, why & how

Internal decision-making and action driving

What we do. Our **WHAT** is just that... it's what we're all here to do:

To service and build the Trust with a focus on the construction industry

Why we do what we do. Our **WHY** outlines why we do what we do, what drives us, and the ultimate outcome for our clients. While as a business we have targets, the most important measure at the end of the day is how satisfied our clients are. For that reason, our why is

Our **WHY** is to ensure people are looked after

fundamentally, and even beyond our purpose:

Our values – how we do what we do. We do what we do by keeping our **WHY** in mind at all times, and by hiring to, holding one another accountable to – and living and breathing – the following values:

Teamwork (WE not I)

- Our team is at the heart of all that we do
- We collaborate and share, empowering one another towards our collective success
- We rely upon and trust each other for support
- Laughter and fun is part of the day-to-day

Respect

- We acknowledge and accept our individual and collective strengths, styles, experience, backgrounds – as well as our challenges/areas for opportunity
- We are kind, caring, empathic and inclusive

Integrity

- We are honest, accountable, and ethically responsible

- Our personal values are aligned with our professional actions
- We own what we do and say

Transparency

- Our actions are deliberate, open, and clear
- With mutual trust, we promote a safe space for all of us to say and do (*speak and act?)

Communication

- We take responsibility to hear/be heard and understand/be understood
- We speak up and ask questions
- Acknowledging our diverse styles, we deliberately engage and share

The culture we intentionally promote and foster

We collectively work to intentionally promote and model our culture which is premised upon:

- Dedication to our purpose – along with our what, why and how
- Strong commitment to a professionally respectful, inclusive, and diverse workplace
- Forging and maintaining solid and engaged relationships
- Valuing, acknowledging, and working to our collective strengths
- Casual and flexible environment; supporting balance
- Making time to have fun and share a laugh

Communication EBT-style

Once you've been with us for a while, you'll come to understand how we feel about communication. While at the leadership level, we work hard to keep you informed and updated in the right timeframe, we also believe strongly that we all need to take ownership of communication. This means that if you don't feel you've been kept in the loop, we want you to check in and ask.

All questions are important and we also encourage you to offer suggestions that may make any component of our business better. We want you to *respectfully* challenge one another in support of our practices and services. Having said that, feel free to either contact your manager with any suggestions or feel free to bring them forward at one of our bi-weekly team meetings.

Recognizing your commitment

We're very clear that each of our team members are our valuable assets here at EBT. Our clients appreciate stable relationships, and we collectively benefit from the experience and knowledge that each of us acquires over time. We feel that recognizing you for your commitment is important because we know that the relationships between all of you and

Communication at EBT is never just top-down, but also bottom-up and side to side! We strongly encourage you taking ownership of communicating and asking questions.

our clients grow in value with length of service. These relationships are what make us all successful.

With that said, we recognize team members at each significant length of service milestone (1 year, 5-year, 10-year, 15-year, 20-year and so on). Be prepared for a day when you'll be recognized for your contribution and commitment.

Several teams yet ONE collaborative team

Every role (and the team members in each role) at EBT is an important part of our business and our success. Our success as an organization is only possible with the contributions of all of us. As we continue to evolve, it's important that we really understand what all of the individual teams within our "one team" do and how we all work together. Below is an overview of our Teams.

| Team | What these talented people do |
|---------------------------------|--|
| Client Consulting & Development | Conducts business development activities as well as seeking referrals and new business opportunities. Actively engages with our members to provide benefits consulting services through the management of our existing client base. |
| Client Services | Conducts group benefits and member administration, including handling client enquiries (employer and employee level) regarding benefits plans, tracking, and recording statistics, conducting claims research, and investigating discrepancies |
| Executive & Leadership | Provides strategic and operational leadership through the development of strategy, setting of goals and ensuring the strategy is effectively executed; The EA supports through ensuring smooth administrative operation |
| Finance & Administration | Plans, organizes, audits, accounts for, and controls EBT's finances; produces budgets and financial statements; manages payroll |
| Marketing & Communications | Represents and promotes the purpose, mission, values, and goals of EBT; reaches out to clients, members, prospective clients, and partners |
| Operations | Provides block-level oversight of business and administration processes; renewal and underwriting production; project implementation and evaluation; contract and records management; and manages financial data. |

Our clients work with us, not because of any one person or team, but because of all of us as one team - our collective approach, experience, and strengths

The Fundamentals

Details you need to know right away

Whether you've just joined us or have been working here for a while, this section will help you find the day-to-day details and basics of working at EBT.

Settling in

Your first three months with us is an introductory "settling in" phase. While we always hire with positive expectations, support and success in mind, we know that this time is important for both of us to ensure the fit is a good one. Before the end of this period (definitely more than once!), we'll be sure to check in with you to ensure you have everything you need to be successful and support you as needed. We also encourage you to ask lots of questions and check in with us regularly. This all said, at any point during this 3-month timeframe, you or we may end your employment without notice. We do, however, promise to provide feedback and appropriate opportunities to improve where necessary.

What we wear

While our environment is relatively casual, please keep in mind that professionalism is always important at EBT. While business casual is generally acceptable, sweatpants, workout wear, or clothing with potentially offensive slogans are not. Accordingly, when meeting with clients and stakeholders (whether in person or remote), please pay particular attention to the overall professionalism of your clothes and appearance.

When you are working in the office and are not meeting clients, casual well-kept clothes (e.g. jeans) are acceptable. Keep in mind that we may ask you to forego this perk if we're hosting important client meetings on that particular day. If you're ever unsure whether something is appropriate for work, just ask your manager.

Hours we work – A FOUR DAY WORK WEEK!

While our location is open to the public Monday through Friday from 8:30am to 5:00pm, in the spirit of providing flexibility and overall wellness, while maintaining our service commitments to clients and team members our hours of work vary.

Regular full-time employees work on an averaging agreement. This means that you will work 4 days per week, 8.5 hours per day for a total of 34 hours a week. This excludes your unpaid lunch break. Depending on your position and your department, you will work either Monday through Thursday or Tuesday through Friday, on a regular basis.

During our **core hours** (9:30am – 3:00pm), we expect all team members to be working (except during lunch) unless prior notification has been given or arrangements have been made.

As arranged with your manager, your start time may be between 6:30am and 9:30am and your end time may be between 3:30pm and 6:30pm, provided that the actual amount of time you spend working is at least 8.5 hours. We also ask that you start/end at the same time each day within these parameters and when that’s not possible, be sure to let both your manager and the Executive Assistant know. For instance, if you typically work from 7:00am each day but won’t be in until 9:00am one day, let us know.

Occasionally, for a variety of reasons, we may need time for ourselves during business hours. It is acceptable and you can take up to three hours off, to attend to your personal needs and take care of yourself. This time should be made-up within the same pay period. It is important that clients are not affected by your time away, and you communicate openly with your manager and team members. We do encourage you to schedule necessary appointments during your days off or take advantage of the POD benefit. (referred to on page 30)

Example 1:

| | Monday | Tuesday | Wednesday | Thursday | Friday | Total |
|-----------|--------|---------|-----------|----------|--------|-------|
| Each week | 8.5 | 8.5 | 8.5 | 8.5 | 0 | 34 |

Example 2:

| | Monday | Tuesday | Wednesday | Thursday | Friday | Total |
|-----------|--------|---------|-----------|----------|--------|-------|
| Each week | 0 | 8.5 | 8.5 | 8.5 | 8.5 | 34 |

Our give & take philosophy. We’re able to provide a reasonably flexible environment because we can trust and rely on our team members. While we know there will be times when you need to take care of personal things during regular work hours, this should be the exception rather than the rule. When it does happen, our give-and-take philosophy applies. Be sure to let your manager know if you’ll be in late, leaving early, or stepping out during the day – and then, work with them to determine when you can make up the time elsewhere, so long as it’s within the current pay-period. Generally, if this time exceeds three hours a POD or vacation time should be utilized.

Succeeding together is about unquestionable reliance. So long as you’re performing well and the time you give generally balances out with the time you take, we support flexibility.

Overtime. Prior approval is required, from your manager, to work overtime. There may be, on rare occasions, times where overtime (hours worked over 8.5 hours in a day) is unavoidable. We may ask you to work extra or different hours to meet deadlines.

Managers are not eligible for extra payments on account of overtime. Your salary and benefits package is intended to compensate you fully for both regular hours and occasional extra hours as required from time to time.

You have the choice of taking time off in lieu or receiving additional pay as part of your regular paycheck. If you have questions about how hours are calculated, please talk to your manager or HR.

Vacation. Vacation time and pay is based on an 8.5-hour day.

Banking time in lieu. The Banked Time feature in PurelyHR is meant to track “in lieu” time for such things as conferences and work-related events that occur on weekends (and/or necessary travel on weekends to attend them). If that should occur, or if you work on a statutory holiday, you may bank your time for later use. This is not meant to track occasional additional hours during the regular workweek, nor is it meant to be used in the event of chosen weekend travel; i.e. if you make the choice to travel on a weekend for a Monday meeting or conference but could reasonably have done so on Monday morning, you may not bank time in lieu.

Resources & the tools we use

Our leave management system is [PurelyHR](#) which is used for anything to do with setting up and maintaining your employment and leaves. We'll provide you with details and login during your orientation.

HR is managed externally by the Jouta Performance Group who you'll meet during your orientation, and whose contact information is included in the *Contact Information & Location Details* section. You are welcome and we encourage you to reach out to them anytime. Word smith this section – we will be around on more regular basis.

Our IT is managed is by Cyclone Systems and they handle everything from setting up new emails/login IDs (and associated access), to maintaining our office equipment and ensuring our data is secure.

Working From Home

As a collaborative workplace, we believe we do our best work when we're all together in the office. That said, appreciating specific personal circumstances, some team members may wish to work from home on occasion. For example, if you live near the airport and have a mid-day flight (or a client meeting out that way), it may make sense for you to work from home in the morning. If, however, you have a delivery person or contractor coming to your home during the day, a POD or the Give and Take philosophy would apply.

If you are approved to work from home, you must:

General guidelines. In most cases, working from home on an ongoing basis will only be approved if you:

- Are available by email or phone at any time of the workday (reasonably speaking)
- Either have the materials you need to do your work or have remote access set up and ready to go; speak with your manager or IT for access
- Work your normal expected hours, give or take
- Have a workspace where you can work effectively without interruptions
- Set appropriate boundaries with others (e.g. family members, housemates)
- Recognize that, while unexpected childcare needs may on occasion be the reason for working from home, doing so should not be a substitute for child or dependent care; if you're unable to effectively work your regular workday while doing so, you should take vacation or a POD
- Are well enough to work a regular workday; while we appreciate that you may still be able to work when you have a cold (for example) but don't want to get others sick, if you should be resting to recover, we expect you to take a care day
- Take appropriate measures to secure and protect all property, documents and information belonging to EBT; information must be managed in accordance with our *Use of Electronic Communication & Business Systems* and *Confidentiality* guidelines and you must immediately let us know about any circumstances or incidents which may compromise confidentiality. This includes taking care with confidential conversations when others are sharing your workspace
- Are able to meet occupational safety standards, follow safe work practices, and ensure your workspace is as safe/healthy as possible. EBT maintains WCB coverage for all of our employees which also applies to work-related accidents while working from home at your place of residence during approved business hours
- Continue to follow all policies outlined in this employee handbook, regardless of working location

Ensuring confidentiality & security. Regardless of where you're working, we expect you to make every effort to protect EBT equipment, documents, and materials against unauthorized access, use, or destruction. Actual or potential security breaches should be reported immediately to both your manager and IT. To help facilitate confidentiality and security, please observe the following guidelines:

- Always use the VPN (virtual private network) or RDP (Remote Desktop Protocol) to ensure a secure channel to our Network; we are set up with remote desktop gateway and VPN and IT is available if you require technology assistance.
- Maintain password requirements on phones, laptops, tablets, and other devices.
- If hard copies of documents and notes are kept/used at home, be sure to keep confidential information in locked cabinets when not in use and dispose of/shred documents in accordance with the same guidelines we have in the office.
- When working from home, ensure confidentiality of matters discussed via phone or video. Where calls are of a highly confidential nature, care should be taken to ensure no one, including family members, is within earshot.
- If family members or housemates will be working in the same home space, they should sign our confidentiality agreement.

Setting parameters with your manager. To ensure your working from home arrangement is as successful as possible, discuss and set parameters with your manager, including:

- Determining your technological needs and agreeing on securing the tools and appropriate training to ensure productivity at home

- Establishing performance and productivity goals and expectations
- Discussing the concerns and potential challenges of your situation specifically regarding working from home, and ways to address these issues from the outset
- Determining a process for regular check-in meetings.

Communication. To avoid being “out of sight, out of mind”, be sure to be accessible, responsive and reliable, and observe the following guidelines:

- Be clear on the priorities and focus on the expectations, tasks, and responsibilities of your role; ensure that your accomplishments, project status, outcomes and deliverables are visible to your manager and co-workers as appropriate
- Be proactive in communicating regularly with your manager, co-workers, and clients; use appropriate communication methods to stay connected
- Update your email, voicemail greeting, calendar, etc. on a regular basis with your schedule availability (or not) and contact information if applicable; check your email and voicemail regularly
- Invite and encourage feedback from co-workers and your manager about how your remote work arrangement may be affecting them

EBT-loaned equipment. If we provide you with a laptop (and associated accessories), tablet,

Communication can often be the biggest challenge when working from home. Take steps to avoid being ‘out of sight, out of mind’.

and/or cellphone, although the equipment will be in your possession, it remains the property of EBT. You may not install any software, apps, games or other components unless expressly instructed by IT. Refer also to our *Use of Electronic Communication and Business Systems* policy with respect to our expectations regarding your use of this equipment. You will be expected to return all EBT equipment and associated accessories if you’re no longer working from home, if you go on an extended leave, and/or if your employment ends.

If you have any additional questions about working from home, speak with your manager.

Accessing email & voicemail remotely

To access your email remotely, go to <https://webmail.cloud8.ca> and enter your email address (<userid>@yourdomain.com) and password; click Log On

To access voicemail, call 604.296.3256, hit the pound (#) button when prompted and enter your 4-digit local number. You will then be prompted to enter your password, then the pound button (#).

Notifying us when you’re away

In all cases of being away – whether that’s coming in late (or after your usual starting time), being away sick, taking a POD or vacation, etc. – we ask that, in addition to informing your manager, you let the entire team know. This is to ensure everyone is aware you won’t be in

and so any of your responsibilities that need to be taken care of are handled while you're away. Note that in the case of time away for illness or other personal matters, there's no expectation that you provide details in an all-team email (but simply that you won't be in, and when you expect to return). Where applicable update PurelyHR and contact your manager.

Calendar vs. fiscal year

Throughout this handbook, you'll see reference to the calendar year and to the fiscal year. Calendar year refers to January 1st – December 31st. Fiscal year (EBT's financial cycle) refers to September 1st – August 31st.

Pay periods

Your annual salary is distributed evenly in 26 periods - paid every 2nd Friday. Pay is automatically deposited into your bank account. If a payday falls on a statutory holiday, pay will be deposited on or before the preceding workday. Your pay-stub history is available through the Payworks website (www.payworks.ca). Once you register with Payworks, you'll be able to login anytime to access your history.

Security & building access

We provide all team members with security access to our office and the building during off-hours. The front door of our office locks at 4pm. The building automatically locks at 6pm every day and requires an access card for re-entry. The office is never to be left empty without setting the alarm. If you're the last team member to leave the office for the day, you're responsible for setting the alarm in the office (and ensuring the door is locked and closed properly) - unless the cleaners are present. In that case, inform the cleaners that they'll need to set the alarm.

Travel & business expenses

If you need to make purchases or incur expenses for the purpose of EBT business, so long as it was pre-approved, we will reimburse all reasonable expenses. As detailed below, eligible business travel expenses include accommodation, air fare, transportation, mileage, and meals. Personal expenses while travelling for business are not reimbursable (e.g. extending trips and personal entertainment).

Regardless of the travel item below, all must be pre-approved in advance prior to booking or making any arrangements.

General business expenses. In addition to the more specific travel expenses outlined below, general guidelines for business expenses are as follows:

- If you're unclear whether the expense will be covered (and/or how much), be sure to seek approval before incurring the expense.
- Outline expenses on the expense reimbursement form, detailing the time and place of each expense and attach receipts for each expense.
- Submit your expenses to your manager within 15 days of the month following the month in which the expense was incurred; for example: an expense incurred in January must be approved and submitted by February 15th.

- We'll process reimbursements monthly.

Use of personal vehicle. If you use your own vehicle to travel for business and don't have a car allowance as part of your employment agreement, you may be reimbursed for the distance travelled at the current CRA rate:

<https://www.canada.ca/en/revenue-agency/services/tax/businesses/topics/payroll/benefits-allowances/automobile/automobile-motor-vehicle-allowances/reasonable-kilometre-allowance.html>

This allowance is intended to cover all operating and ownership costs. This does not cover regular travel from home to EBT office nor from the EBT office to home. Please note that receipts are not required for mileage; however, they are for parking and tolls.

Our travel agent. We use Corporate Travel for all travel needs (i.e. flights, accommodation, and car rental). To make relevant arrangements, please contact our Account Manager, contact Linda Benoit, Travel Manager, at 604-235-2232 or linda.benoit@corporatetraveller.ca

In order to ensure that our Travel Manager is able to cater your travel experience to your preferences, before using Corporate Travel for the first time please complete the Traveller Profile form and return it Linda. You can access it from:

https://profile.corporatetraveller.ca/traveller-profile/index_new.php. When you do so, ensure you select "Linda Benoit" from the Account Manager drop down box so she receives your details directly.

If you're unable to use Corporate Travel for any reason, please follow the guidelines outlined below.

While you may use Corporate Travel for personal travel, it probably goes without saying that all associated expenses in that case will be at your own cost.

Meal allowances. While traveling out of town for business, we offer a daily per diem maximum of \$75 which is meant to cover meals, taxes, and gratuities, as applicable. Depending on the location, an increase in the daily per diem may be granted and should be predetermined with your manager prior to travel. The actual costs of your meals to this daily maximum will be reimbursed with detailed receipts (not just a credit card receipt).

In the event that your travel or event is not a full day (e.g. you are only traveling through breakfast and lunch and will be home for dinner), please use an approximation of \$25 per meal (give or take) as a guideline, excluding alcoholic beverages. Keep in mind that the per diem is also meant to cover snacks and beverages between meals.

Meal allowances may not be used for lunches or meals while working locally within Greater Vancouver; such meals may only be expensed to the Trust if you are taking a client out. We will reimburse reasonable expenses related to meals and entertainment for clients, provided they are relevant to the nature of the trip or event and it clearly benefits the client relationship and therefore our business overall. As a general rule, total expenses for client meals should be in line with the guidelines above, per person.

Accommodation. Accommodation should be chosen based on an appropriate level of comfort, convenience, safety, and practicality (i.e. use your best judgement). In order to be reimbursed, we require an actual hotel bill (showing the room rate, taxes, etc. in detail) as

the receipt (i.e. not simply the credit card receipt). Unless otherwise agreed, we'll reimburse for a single rate room charge, tax, and parking. As we appreciate rates will vary by location, be sure to check in with your manager prior to booking.

Rental vehicles. The decision regarding the type of vehicle you rent (i.e. economy, full size, snow tires, etc.) should be based on the location you're travelling in and the purpose of your trip. If you'll be travelling in extreme winter conditions, an all-wheel drive may be the best choice. In most cases, however, a more economical option is expected for driving from point A to point B. In addition, unless your credit card/car insurance plan clearly covers collision insurance for rental cars, you must obtain collision insurance when you rent a vehicle for business.

Air travel. Reimbursement for flights will be limited to economy airfare on regular scheduled air carriers. Airport improvement fees, departure fees and other mandatory charges are reimbursable whether included in the cost of the airline ticket or charged separately. We'll also reimburse costs for one checked bag if that's extra to the ticket. We won't reimburse excess baggage and seat assignment fees, nor in-flight costs such as alcoholic beverages or earphones. Be sure to have air travel costs approved prior to booking.

Miscellaneous & non-reimbursable expenses. Miscellaneous expenses such as business-related long-distance telephone calls, parking, ferry costs, tolls, public transportation, taxis, car shares, etc. are eligible for reimbursement. We will not reimburse the following expenses:

- Traffic fines, parking fines and/or towing charges
- Losses to vehicles
- Interest charges on outstanding credit card balances*
- Expenses of accompanying family members, friends, or other team members
- Expenses for extending travel for personal reasons
- Expenses for missing flights, etc.
- Personal expenses of any kind (e.g. personal insurance, gym fees, etc.)

**If you don't have a credit card and/or covering the costs up front for business travel purposes poses a financial challenge for you, please inform your manager in advance of the business trip.*

Good judgement. When incurring *any* expense on behalf of EBT, we expect that you be accountable, use good judgement and choose the most economical means possible. While we don't expect you to take flights that have an unreasonable number of stops or stay at low budget motels, we do expect that you to use good judgement in making your flight, travel, or accommodation choices – and get it approved in advance. If in doubt about whether a cost is reasonable – or if an item/service, you need isn't outlined here - speak with your manager first.

When travelling or incurring expenses on behalf of EBT, use good judgement and spend money as though you're not having it reimbursed by us.

Shared space – shared responsibility

We want our workspace to be welcoming and comfortable for all of us, as well as for our clients and visitors. This includes the kitchen, meeting rooms and reception area. So, please keep the following in mind:

- If you made the mess, clean it up!
- Do NOT leave your dishes in the sink (or we'll throw them away); wash/dry them, put them in the dishwasher, and/or put them away
- Remove old food from the fridge
- If you take it into the meeting room, take it back out
- Don't leave dishes or garbage at your desk

Pay, Benefits & Extras

More reasons to love working here

Providing exceptional client care requires more than simply working your hours each day – it's about what we all bring to the job over and above that. Whether it's your team-focused style, your positive energy, and/or your steadfast commitment to integrity, it supports our purpose. For that reason, we do our best to offer benefits and extras that you'll use and enjoy. It's important to us that you also get something over and above.

Our total compensation philosophy & package

Although we have a relaxed and flexible environment and a friendly, approachable culture, we know that fair compensation is also important. We've developed our total compensation package with fairness, as well as with retention and internal/external equity, in mind. As a starting point, we ensure base salaries are competitive in the market, meaning we target at the industry market midpoint, for each position. From there, increases are based on the following:

- Promotions and/or permanently taking on more *fundamental* responsibility
- Individual performance, where performance consistently exceeds expectations and continuous learning is shown and applied
- Alignment with our overall targets and goals as an organization

In addition, as a way to help keep our salaries sustainable with the lower mainland's high costs, we provide cost of living adjustments (COLA) on an annual basis – and we move our compensation ranges in line with those adjustments.

While increases may be implemented based on the above, they shouldn't be considered a guarantee – nor should they be expected simply because you've been with us for a few years or more or because you perform "well". As a small, not for profit organization, we expect all of our employees to do a great job (and we pay accordingly) and be willing to grow and take on more. With that expectation, we also commit to fair, consistent, and transparent compensation processes.

In all cases, our ability to pay and overall budget must be considered prior to making any salary increase decisions.

We've developed our total compensation package with equity, retention, and 'looking after our people' in mind.

The total package. Total compensation at EBT is more than just your salary, and includes:

- Group health and insurance benefits
- Generous vacation and leaves
- Professional development support
- Paid Parking and/or transit passes
- Incentive pay for target-based roles
- Paid care and personal leave
- RRSP Matching

Our group health & insurance plan

To help support your health and well-being, we provide a health and insurance plan for all permanent team members who work 15 hours or more each week, and who've worked with us for 3 months and have passed your probation. Part-time team members are eligible as outlined below; however, casual and short-term temporary team members are not eligible to join.

The plan also provides for coverage of eligible dependents. Currently, our plan includes the following and we pay the full premiums. That means that, while you won't see anything deducted on your paycheques, some benefits are taxable and you'll see the premiums reported annually on your T4s.

| Components of our Benefits Plan | |
|---------------------------------|--------------------------------|
| • Extended Health Care | • Critical Illness Insurance |
| • Dental Care | • Life Insurance |
| • Vision Care | • AD&D / Travel AD&D |
| • Long Term Disability | • Travel Medical |
| • CarePath | • Employee & Family Assistance |
| • Health Spending Account | • MindBeacon |

Coverage for part-time team members. Part-time team members who work 21 hours a week or more are eligible for coverage in all aspects of the above plan, with the exception of Long-Term Disability.

Part-time team members who work more than 15 hours a week but less than 21 hours are covered for everything except Life Insurance, AD&D, Long Term Disability and Critical Illness.

Part-time team members who work less than 15 hours a week are not eligible for coverage

Please refer to our benefits booklet for more details.

Health spending account. As part of your benefits plan, you'll also be given a health spending account (HSA) with dollar credits that may be used for medical and dental expenses – such as additional medical or paramedical expenses over and above what your or your spouse's plan provides. If you and your spouse have a group plan, you'll both need to submit claims against both group plans prior to claiming under the HSA.

The HSA amount is based upon a percentage of your salary. In conjunction with our annual COLA increases, the allocation amount will be adjusted accordingly and be effective for the next benefit policy year (i.e. January 1st). If you're a new team member, the amount will be pro-rated in your first year based on your start date. Un-used credits may be carried forward

for one year only. The Plan Year Balance page on CARESnet will show you the balance of your HSA account.

HSA credits may be used for all health care expenses that are eligible as listed with the CRA. See the website for the most up to date listing: www.cra-arc.gc.ca (Individuals > About your tax return > Completing > What you can deduct > Medical expenses). Alternatively, you can call them at 1.800.959.8281.

Further details. As part of your orientation, you'll receive a detailed benefit summary of all plan benefits. This includes specifically what's covered, how much and any other details. Note also that plan details are subject to change at any time and we reserve the right to select providers at our sole discretion. In the event of a discrepancy between this summary and the current team member benefits booklet or policy, the booklet or policy language will prevail.

Benefits coverage and vacation during LTD. Upon approval from our carriers, extended health, dental and medical coverage may continue for one year from the date your LTD benefits are approved.

Please also note that vacation does not continue to accrue while on LTD.

Employee assistance program

An EAP is a confidential team member benefit that provides you and your dependents with access to qualified counseling professionals who can help work through personal matters. Services range from family/relationship problems to dealing with grief/loss and managing work-related concerns.

Our EAP is provided by Family Services Employee Assistance Program (FSEAP) and services are available to you for emergencies 24-hours-a day. There's no waiting period to use the EAP.

To contact our EAP
(24/7), call
1-800-667-0993 or
visit:
www.fseap.bc.ca

Group RRSP matching plan

Our Group RRSP plan is a great way to put money aside for the future and take advantage of our generous contribution match. As a full-time regular team member, you can begin taking part in the plan after one year of continuous employment. Below is an outline of what we'll match based on your years of service. While you may opt to contribute more (and we encourage it if you can), we will only match up to the maximum amounts indicated below.

- Within first year – No match
- After 1 year – 2.5% match
- After 2 years – 3.0% match
- After 3 years – 3.5% match
- After 4 years – 4.0% match

Contributions are made by payroll deduction each pay period. If at any point you want to make any changes to your contribution amount, speak with the Director of Finance & Administration.

Supporting you to grow

Whenever possible, we want to support you to develop both professionally and personally and may also cover designations and/or relevant memberships, etc., as outlined in the *Exceptional Performance* section.

Professional licensing

In the work we do, it's important that we stay current with our licensing. Accordingly, we expect that, if you're professionally designated, you participate in sufficient development activities to remain current. If the license is required for your work, we'll reimburse any costs involved in the licensing process, upon approval by your manager. Once you receive license renewal invoices from the applicable organization, forward it to the Director, Finance & Admin (with a copy to your manager) as soon as possible. And be sure not to let your license(s) expire!

Get out to a sunny patio or get a jump on long weekend traffic!

Patio pass

We provide all regular team members (part and full-time) with an annual patio pass to be used on a long weekend of your choice (upon approval from your manager, of course). A patio pass is a paid afternoon off prior to a long weekend, and, in the spirit of the name, while you most definitely can use it to sit on a sunny patio, you can use it for whatever you like (e.g. get a jump on long weekend traffic). Request your patio pass using PurelyHR.

Giving back to our community

Being able to give back to the communities in which we live and serve is an important value of ours and we both encourage and want to support your efforts in volunteering your time with registered charitable organizations or community-based volunteer programs. To do so, we provide all part-and full-time team members with up to 7.5 paid hours (pro-rated for part-time) each year. Annually, we also plan an all-team member event where we contribute to a community cause or organization as a team.

If you want to 'give back' on your own, request the time via PurelyHR and in the comment section, outline the charity/community program/activities you'll be participating in. As always, this must be approved in advance and may not be possible due to workload at the time.

Connecting as a team

For that reason, we host both random events throughout the year as well as a winter holiday event. This is one of the ways we thank you for your commitment and hard work. It also allows all of us to get to know each other better. We encourage you to bring forward any ideas for future events/outings, in addition to putting together a random fun event of your own, or with a few of your co-workers.

While connecting, sharing, and laughing together is a daily reality, we also like to get together outside of the workday (or during it... but not work-related!)

Fitness facility

As a part of Willingdon Park, we have free access to use the fitness facility Monday through Friday between 7am and 5pm. The gym is open from 6:30 am to 10:00 pm, Monday through Friday. Amenities included are:

- Cardiovascular training machines
- Strength equipment
- Group fitness classes
- Personal Training
- Walking and running trail
- Half-court basketball court
- Lockers and showers
- Corporate rates for Cypress Mountain

In addition to the above, they also provide group classes, for an additional fee, that change seasonally. You can request the current schedule from Willingdon Park Fitness Centre at willingdonfitness@curtishealth.com or call them directly at 604 294-1867. To fill out a waiver and request an access card, talk to our EA.

Discounted movie tickets

We provide Cineplex movie tickets at a discounted cost of \$9.00 each. If interested, contact our EA.

Exceptional Performance

Supporting you to raise the bar

Continuous learning and professional growth is about raising the bar, not being limited by boundaries or boxes, and moving past good enough to great. As an important component of our culture, we're committed to supporting you in doing so. Rather than a once-per-year meeting, performance at EBT is an ongoing conversation and we encourage you to take initiative and ownership of your learning opportunities.

Your performance – an ongoing conversation

We care about your professional development and want to provide as much support as possible – but we don't want anyone to just go through the motions. We value meaningful discussions that make sense for your position, that matter to you, and that ultimately lead to positive experiences for our clients. That's why we believe that day-to-day discussions, feedback and questions in our open-door environment are more important than formal performance reviews.

We also know that everyone's needs for performance support differs - and we don't intend to put you in a box. Rather, we want you to work with your manager to discuss the way that works best for YOU. With that in mind, we encourage you to help drive your own development.

We also believe that you're most likely to stand out as a successful performer when you:

- Clearly understand your position and how it aligns with our mission, vision and values
- Know what level of performance is expected
- Receive consistent feedback

Formal performance development discussions. During your orientation/settling in period, you will have an opportunity to discuss your experiences with your manager, as well as with HR. This will include an informal review of all aspects of your performance and the expectations (both ways). Should any areas arise that are of a concern, we'll be sure to address those in the moment and will work with you to develop a plan for your success.

The more formal approach: Team Organizational Performance Incentive (TOP-i).

Team Members are eligible for an annual organizational performance incentive bonus unless you have a role specific incentive. The TOP-I will pay an incentive bonus reflected by the performance of our organization through achievement of predetermined and Board approved targets towards our yearly financial success and growth.

The maximum achievable annual incentive is \$1,000. Criteria on achievement will be determined annually and communicated at the start of each fiscal period.

From good to great with professional development support

If you and/or we identify training or development that will benefit both you and EBT overall (and is relevant to your current or future position with us), we'll consider paying for and/or reimbursing all or part of the fees/associated costs. All professional development opportunities must be pre-approved by your manager and financial support (including both expenses and paid time away from the workplace) will be at our discretion, based both on our financial ability to do so and the rationale for your professional development (e.g. how it's related to your position, how it'll improve your knowledge, the length and cost, and whether it's during work hours).

Providing exceptional client service and care requires that we're not just good at what we do, but rather: great. For that reason, we encourage and support professional

If we require you to take courses, seminars or training, we'll pay for it upfront. For other training that's related to your current and/or potential future role (but not necessarily required), upon approval and documented evidence of successful completion (e.g. in the case of courses), we'll reimburse all or part of the associated costs (such as registration, course materials and exam fees), as previously agreed with your manager.

Eligibility. You must be a permanent team member who's been with us for at least three consecutive months.

Making requests. Make your request in writing to your manager outlining the course or other PD contents and cost of the program. Your manager will review your request, and if appropriate, approve it. You may then register for the course. Upon documented evidence of successful completion of the program, we'll reimburse you for the associated costs of the program (e.g. registration, course materials and exam fees) up to a

maximum of \$800 per fiscal year.

Study day. Upon approval, we'll provide you with up to 7.5 paid hours off per calendar year for the purpose of studying and preparing for your course.

Your commitment. If you decide to leave and resign from EBT within one year of a supported professional development opportunity – or if you're not successful (i.e. you don't pass or receive a certificate), you may be required to reimburse us for all or part of the costs. The amount owed will be pro-rated based on the period of time between the completion of the PD and your last day of employment.

Professional designations & memberships

To help promote your professional development and keep accreditation current, we may consider covering the annual costs/dues of all relevant, eligible, and recognized designations and memberships (e.g. those that relate directly to your field of expertise or our industry). The criteria for having a membership reimbursed is as follows:

- It must improve and enhance professional knowledge in your field of expertise or responsibility

- It provides you or EBT with an opportunity for potential business networking, and knowledge gain

Feel free to speak with your manager regarding whether your designation or membership is eligible.

Supporting you to succeed through performance improvement

In keeping with our values, we are and we want you to always be motivated towards continuously learning and improving. We also know that none of us are perfect and occasionally struggle with some aspects of our roles. If that should be the case for you and you're having difficulties with your performance, or need development in a particular area, we want to encourage and support you. Additionally, if your manager feels your performance requires improvement, they'll work with you to come up with an improvement plan, with a focus on improvement in the short term.

Going from good to great means that we're not only striving to do our best, but also that we pay attention to the little things that make a big difference. We appreciate that occasionally you may need support to do so.

That's where our PIP comes in...

Performance improvement plan (PIP) agreements. EBT's Performance Improvement Plan (PIP) is a values-driven and interactive process designed to facilitate a fair, respectful, and constructive discussion and coaching between you and your manager and to clarify work performance requiring improvement. A PIP might come into play if your performance isn't meeting expectations, but you're committed to making improvements with your manager's support. Accordingly, your manager will work with you to develop a PIP agreement. The plan is then recorded in a written document, a copy of which will be given to you and a copy placed in your team member file.

A PIP is generally used when improvement is necessary within a few weeks to a maximum of 3 months. The format is intended to facilitate communication to ensure you're clear on specific expectations. It's also designed to be a positive approach in helping you reach a level of improved and lasting performance. Both you and your manager will monitor your progress and meet regularly to discuss throughout the PIP time period. While the focus is always on a successful outcome, if your performance doesn't improve during the timeframe specified, the PIP may be extended or altered (by agreement in writing).

Getting Away

Making time for life away from work

Providing exceptional client care requires that all of us maintain a healthy balance with our work lives and our lives away from work. One way we support this is through our leave practices and allowing reasonable flexibility for those inevitable life events that arise. We also want you to take the necessary time to relax, lie on the beach, see the world, hike up a mountain, and essentially do what you need to rejuvenate!

Life away from work

We know that the line can so easily become blurred between work life and personal life. While we want you to be energetically committed to your work, we also know you can't do your best work without good balance. Of course personal life isn't always about fun and get-aways, and sometimes responsibilities outside of work take precedence. We understand and support that reality. Regardless of whether you want to take a leave for fun, travel, or need one for other personal circumstances, we ask that you do the following:

- Talk to your manager (and before booking anything, be sure it's approved)
- Process your request through PurelyHR
- Tell your team
- Whenever possible (e.g. in the case of vacation), wrap up projects and be sure you have coverage
- Book the time in your calendar and send an email reminder before you leave
- Come back refreshed

Vacation!

With a commitment to ensuring you have the necessary time away from work, we provide vacation days depending on your years of service. At the start of each year of service, you can expect the following:

Prior to December 31, 2023:

| Years of service | Days of vacation per year |
|---|--|
| In your 1 st partial year | <i>15 days, pro-rated to your start date (or pro-rated FTE)</i> |
| In your 2 nd through 4 th years | <i>15 days (or pro-rated full-time equivalent)</i> |
| At the start of your 5 th year | <i>16 days (or pro-rated full-time equivalent)</i> |
| At the start of each year thereafter* | <i>1 extra day earned per year; i.e.: year 6=17 days, year 7=18 days, year 8 = 19 days (or pro-rated FTE) and so on...up to a maximum of 25 days</i> |

After January 1, 2024:27 & 28)

| Years of service | Days of vacation per year (based on an 8.5-hour day) |
|---|--|
| In your 1 st partial year | <i>12 days, pro-rated to your start date (or pro-rated FTE)</i> |
| In your 2 nd through 4 th years | <i>12 days (or pro-rated full-time equivalent)</i> |
| At the start of your 5 th year | <i>13 days (or pro-rated full-time equivalent)</i> |
| At the start of each year thereafter* | <i>1 extra day earned per year; i.e.: year 6=14 days, year 7=15 days, year 8 = 16 days (or pro-rated FTE) and so on...up to a maximum of 20 days</i> |

Vacation scheduling and requesting. Vacation scheduling should balance the needs of the Trust overall, with the requests of all team members. While we always try to accommodate requests, it may not always be possible. For vacations longer than a day or two, provide at least two weeks' advance notice. However, in some cases, we may need more time.

While vacation is generally "first come-first serve", they should always be planned and scheduled collaboratively; i.e. working with your team and your manager to determine when it makes the most sense for all of you to take time off fairly. Part of this is about ensuring that your vacation won't interfere with work priorities or other vacations.

Regardless of when you make your requests, before making any sort of travel plans (e.g. booking flights), be sure to get approval first! EBT won't be held responsible for cancellations that need to be made as a result of booking before asking for the time off. Once you get the okay to take time off, be sure that those covering for you have the necessary information and training to do so.

All vacations are booked and approved through PurelyHR.

Using & carrying forward vacation. In the spirit of rest, re-energizing and balance, we want you to take your full vacation entitlement in the year you earn it. We know that's not always possible and so 5 or fewer days will be carried forward to the following year automatically, and we encourage you to use or book these days within the first 3 months.

If you have 6 or more un-used days, you must have these approved for carry-over before the end of the calendar year by both your manager and the CEO (in writing, via email).

Except in the case of termination (as outlined below), we don't pay out vacation time.

Vacation pay if your employment ends. If your employment ends (either voluntarily or involuntarily) and you've taken more vacation days than you've earned (after it's been pro-rated to your final date of employment), we'll deduct from your final pay the vacation that has been taken, but not

We want you to have time to relax, spend time with family or friends, and get away for adventures. So we encourage you to take your full vacation every year.

earned. Any vacation that was earned up to your end date and not used will be paid out on your final cheque.

Before you leave on vacation. Be sure to update your calendar and let team members know/ensure they have all necessary information. In addition, put an “out of office” message on your email and change voicemail greetings.

Statutory holidays

In the spirit of honoring our 4-day work week, if a Statutory Holiday is observed during the week, you will take that Statutory Holiday day off and work the other four days that week. In lieu of taking an additional day off, you will be paid for the Statutory Holiday.

For example, if a Statutory Holiday falls on a Wednesday, all team members will work Monday, Tuesday, Thursday, and Friday, and be paid for 5 days.

In other words, we all work no more or less than four days per week.

We observe 11 Statutory holidays each year. The holidays we observe are as follows:

- New Year’s Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- National Truth and Reconciliation Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

Eligibility. Keeping in line with the Employment Standards Act, to be eligible for statutory holiday pay, you must have been employed for at least 30 days and have worked on 15 out of those 30 days.

Holiday season break – bonus days off!

As an added bonus, we typically close our office/operations for a few days between Christmas and New Year’s Day. The actual dates of the closure depend on where the holidays fall and business requirements and will be communicated prior to the holiday season each year.

Despite our closure, we have many clients whose offices/operations remain open, and who may need our assistance during this time. For that reason, and in the spirit of providing exceptional client care, we ask that you check and respond to your emails periodically during the break in case there’s a pressing matter to attend to.

Care days

If you’re unable to come to work due to an illness (whether physical or mental), injury, or are otherwise unwell/in need of giving care to yourself/family members, you may use up to 5 paid days per calendar year. These days are pro-rated for part time and casual employees.

You are eligible for this benefit as of your first day worked and only if you are physically at work, and not on any other type of leaves. Care days may be taken in half or full days only,

and any days taken in excess of your eligible amount will be considered unpaid. There is no carry-over or pay out of unused care days. Care days do not roll-over into the next year and are not paid out upon termination of employment.

If you need further leave due to your illness becoming persistent or requiring practitioner care, please refer to the section on *Illness or Injury Leaves of Absence* and refer to your benefits package for information about Long Term Disability.

Notifying us. Notify your manager directly, leave a message on the Client Services line, or email all staff at your earliest opportunity. This is to ensure everyone is aware you won't be in and so anything that needs to be taken care of is handled while you're away. We don't expect you to provide details when you contact us, but rather simply that you aren't well and won't be in. We ask that you contact us each day if you are off for more than one day and put it in PurelyHR.

Doctor's notes. Although doctor's notes aren't typically required if you're away for only a few days, we do reserve the right to ask for one at any time and will generally require one if you're away for longer than a week.

Wellbeing of yourself & others. Although we appreciate your commitment to your work and to our clients, it's also important that you take care of "you" when you're unwell, rather than coming into work (whether working from home or in the office). This is important not only so that you get well sooner but also to prevent the spread of illness.

Having high standards and providing exceptional service to our clients requires that we all take the time to step away on occasion – and we support you to do so.

Integrity & accountability. The benefits and leave we provide are intended to support you in your own self-care so you can more effectively work in support of our clients. We try hard to be reasonably generous in return for your commitment and hard work. In doing so, and in keeping with integrity and individual accountability, we trust that you will use this time as in the spirit in which it's intended – and not as extra vacation or an extended weekend. If we feel that your use of the time we provide is not being used in the way intended, your manager will discuss the matter with you and determine appropriate next steps.

Personal obligation days (PODs)

We provide regular full-time team members with 2 paid personal obligation days per calendar year (pro-rated for part-time team members). PODs are to be used for scheduled time off that you wouldn't consider vacation such as medical appointments, dental appointments, day surgeries, family/child care, religious holidays etc. If you're hired in the last 6 months of the calendar year you will be given 1 POD for that year (pro-rated for part-time team members).

You are eligible for this benefit as of your first day of work. PODs must be taken in half or full day increments only and there is no carry-over or 'cashing in' of personal days. Upon

using all of your vacation time, if you have a POD left, you may use it as an additional vacation day; however, all vacation days must be used first.

Request PODs through PurelyHR.

Appointments

If you need to take time to go to an appointment (Doctor, Dentist, etc.) must be made up at another time (in line with our Give & Take Philosophy), unless you use a POD or Care Day. Please let your manager know in advance when you will be away.

Illness or injury leave and/or workplace accommodation

If you need to take a leave of absence or require accommodation at work due to a medical condition unrelated to a work illness or injury, we'll support you during this time for a quick and safe return to work. We'll also try to accommodate any reasonable limitations or restrictions while at work.

Prior to your leave or workplace accommodation. We require that your doctor or qualified specialist complete a medical certificate form (that we will provide to you) that:

- Confirms you have a condition requiring you to be away or needing accommodation
- Confirms you are being treated for the condition and are following the prescribed treatment
- Provides a prognosis and expected return to work date or timeframe for accommodation
- Indicates what limitations or restriction you may have at work, and associated accommodations

During your leave. You will continue to be covered by our benefits plan and you may also be eligible for employment insurance sick leave benefits during this time. Refer to the Service Canada website for details.

Workplace accommodation. As your doctor or qualified specialist requires certain information with which to address what limitations, restrictions and/or accommodations should be put in place, we will indicate your current job duties on the medical certificate form that you must provide him/her with. If possible, we will make efforts to reasonably modify your duties. From time to time, we may require information about your current abilities to assist us in doing so.

Prior to returning to work. We will require that your doctor or qualified specialist complete a medical certificate form to address the following:

- Whether you are fit to be at and/or return to work
- Whether there are any limitations or restrictions related to your regular duties
- Whether there are any limitations/restrictions related to ongoing treatment

Medical certificate form. As there may be a cost associated with the completion of the medical certificate form, please submit the receipt to us for reimbursement. Please note that we'll only cover costs of forms that provide the full information required, as noted above.

Bereavement leave

Bereavement leave allows you to take the necessary time off work to grieve and pay respects in the unfortunate event of a death of a loved one. If that should occur, you will be provided with up to 3 days of leave with pay. An additional 2 paid days may be provided if travel is required. Should you need to take more time, you may take an unpaid leave or use vacation.

If you need to take this leave, please inform your manager of the dates you plan to be away from the office and book them through PurelyHR.

Pregnancy/parental leave

If you're expecting a child, congratulations! We're happy to support you as much as possible to sort out the leave details. Once you have an idea of timing, submit a leave request to your manager a minimum of 4 weeks before you plan to start your leave – ideally much sooner.

Pregnant team members are entitled to up to 17 consecutive weeks of unpaid maternity leave which must start no earlier than 13 weeks before the expected birth date; and end no earlier than six weeks after the birth date unless you request a shorter period. Birth mothers who take maternity leave are entitled to 61 consecutive weeks of unpaid parental leave, beginning immediately after maternity leave ends, unless you and we agree otherwise.

Mothers who choose not to take maternity leave and other parents are entitled to up to 62 consecutive weeks of unpaid parental leave. Be sure to refer to Service Canada to ensure eligibility.

Top-up bonus. As a way of helping support you during this exciting time, for parents taking maternity or parental leave, you will be given a top-up bonus as follows:

- During the initial one-week EI waiting period (during which time EI does not provide financial benefits), we'll pay 55% of your salary (up to the weekly maximum).
- From week two through 17 of your maternity or parental leave (during which time you will be covered by EI benefits, provided you're eligible), we'll pay an additional top-up equivalent to 10% of your salary. For example, if your weekly salary is \$1000, we will pay you \$100 per week during this timeframe.
- Once you return to work, if you voluntarily leave your employment with EBT, within twelve months, you will be required to reimburse EBT the Top-up bonus, on a pro-rated basis.

Vacation and Maternity/Parental Leave. If you have vacation pay and time accrued, you may choose to:

- a) Take vacation prior to going on maternity/parental leave,
- b) Tack vacation onto the end the of your maternity/parental leave
- c) Choose to keep the accrual and take vacation after you have returned to work – in the following year.

Vacation Accrual During Maternity/Parental Leave. While on maternity/parental leave, you will accrue vacation time, which may be taken the year after you return to work. Vacation

pay accrual, however, is based on earnings, and therefore team members will not accrue vacation **pay**, while on maternity/parental leave.

Additional unpaid leaves

As legislated and regulated by the *Employment Standards Act of BC*, below is a summary of the job-protected unpaid leaves available to you. For further information on each leave, refer to the [Leaves of Absence section of the Employment Standards Act](#).

| Leave type | Amount of time provided |
|------------------------------|---|
| Compassionate Care | Up to 27 weeks of unpaid leave in a 52-week period if you need to provide full time care or support for a gravely ill family member |
| Critical Illness or Injury | Up to 36 weeks of unpaid leave to care for a child; up to 16 weeks to care for an adult family member (19 years +) |
| Death/Disappearance of Child | up to 52 unpaid weeks for disappearance of a child and 104 unpaid weeks for death of a child |
| Domestic or Sexual Violence | Up to 10 days per year (5 paid and 5 unpaid), plus additional time if necessary |
| Family Responsibility | Up to 5 days of unpaid leave per year to meet responsibilities related to care, health, or education of an immediate family member |
| Jury or Witness Duty | As much unpaid time as necessary to carry out jury/witness duty |
| Pregnancy & Parental Leave | Birth mothers may take up to 17 weeks of unpaid maternity leave; birth mothers and other parents may take up to 62 weeks of unpaid parental leave |
| Reservists Leave | Up to 20 days of unpaid leave per year |

Benefits while on leave. While on any of the above leaves (not including personal unpaid leave, for such things as extended travel or sabbatical), so long as you're eligible, you'll continue to be enrolled in our benefits program in the same capacity and structure as at the time you start your leave. Length of service will continue to accrue while on leave. You may also be able to collect Employment Insurance while on these leaves.

Return to work. If your return-to-work date changes from your original plan, please provide as much notice as possible (minimum of 3 weeks) so that we can prepare for your welcomed return. You will return to your former position or a comparable position with the same salary and benefits.

Requesting leaves. If you require a leave, submit a written request to your manager as soon as possible before you plan to start the leave. In the case of maternity or parental

leave, provide at least 4 weeks' notice. For leaves greater than one month, we'll provide a confirmation letter with details.

Time off for voting

We support and encourage you to get out and vote. Within the times that election locations are open, you're entitled to 3 consecutive hours free from work federal elections and 4 for provincial elections. If you feel your hours of work don't provide for the necessary amount of time free to vote, discuss this with your manager in advance. If the time is needed, our give and take philosophy would apply.

Time off for vaccinations

EBT is committed to the health, safety and well-being of all employees. As such, we will follow Public Health orders, to ensure you have enough time to become vaccinated.

Unexpected leave

We understand that unexpected situations will arise (e.g. legendary Vancouver snow days!) that may affect your ability to either get to or stay at work. If that happens, we expect you to use the best judgement for your situation and discuss with your manager how best to handle it. We'll never tell you that you need to come in if you feel it's unsafe to do so.

Depending on the circumstances and your position, this might mean working from home, taking vacation or an unpaid day, or using our "give and take" philosophy. If situations arise that affects the entire office (e.g. severe weather conditions, power outages), we'll do our best to contact you in advance so that you don't come into work unnecessarily.

Other leaves

Should any situation arise that's out of your control that you feel affects your ability to either arrive or stay at work (i.e. extreme weather or traffic issues), we encourage you to make your own decisions as to the appropriate time to leave, or when to come into work. If this occurs and you shorten your workday, please speak with your manager to discuss how this time will be made up. You have the option of taking vacation or POD time, working extra hours over the course of the week (i.e. give & take), or taking it as an unpaid leave.

In cases where the office is closed partway through the day and team members are given the choice to go home with pay, if you had previously chosen to not come in, the circumstances you made will stand (e.g. if you took vacation or a POD for the day, it will still be considered vacation or POD).

While on extended leaves

In the event that you take an extended leave (e.g. longer than 2 months, or for an indefinite time-period), you will not have remote access to any of the Trust's systems (email, etc.) or to Trust equipment. Extended leaves are intended to provide you with time away to rest, recover, or otherwise deal with personal circumstances, and we won't expect you to be accessing work-related information during this time.

As noted above, depending on the type of leave, you may have your benefits extended for the duration. This generally refers to medical, injury, maternity/parental, family responsibility, compassionate care, and jury duty leaves. Benefits are typically not extended for lengthy leaves of absence for education sabbatical, travel, or other personal reasons. Please check with your manager to confirm if your benefits will be extended, based on your leave type.

Scheduling time away

All leaves should be scheduled using our secure web-based leave management system, PurelyHR. PurelyHR tracks all types of leaves including vacation, care days, PODs, patio passes, bereavement leave, unpaid leave, etc. To request leave:

- Open <http://www.purelyhr.com>
- Log in using the username and password provided to you during your orientation
- Your manager will automatically be notified via email
- You will receive an email notification once your manager has either approved or denied your request

Our Respectful Workplace

Integral to our people and business

Respect at EBT is about creating a kind, empathetic, equitable and inclusive culture where we can all grow and reach our potential. This includes ensuring equitable opportunities, a workplace that's free from discrimination and harassment, and creating an environment of openness to people's backgrounds, differences, ideas, perspectives, and opinions.

Respect, equity & inclusion

Here at EBT, respect means that we are considerate and aware of what makes us each of us unique and different, as well as how we're alike, and acting accordingly. Equity in the workplace means that all candidates and team members receive equitable treatment and access to opportunities (e.g. positions, pay, promotions, etc.), and can contribute fully to our success - regardless of sex, gender identity or expression, race, ethnic or national origins, marital status, disability, age, sexual orientation, religion, or belief, or any other prohibited or irrelevant ground. Inclusion, in turn, is the outcome of respect and equity and allows all team members to function at their best.

We know that equitable practices contribute to a more positive, inclusive, and innovative work environment. By employing people with diverse backgrounds, experience, talents, and skills, we can also increase the overall quality of our services, as well as our relationships with our clients. This, in turn, positively impacts morale, productivity in meeting our business goals, which we all benefit from!

Our respectful workplace

It's important that all team members maintain a high standard of respect and professionalism in all contact with co-workers, clients, partners, suppliers, and everyone we interact with at/in the course of our work. This means not only understanding and following our practices regarding respect, but also conducting ourselves in a professional manner. We expect everyone to participate and contribute to an overall respectful workplace and to act appropriately.

How we define & build a respectful workplace together. Appreciating that we're all individuals who form part of one team, it's important that we outline what a respectful workplace means at EBT:

- We're inclusive, inviting and accepting of differences in one another
- We value diversity in backgrounds, experience, and perspectives
- We clearly communicate expectations around behavior
- We take ownership for our work, viewing mistakes as learning opportunities and striving for continuous improvement

- We encourage and expect accountability for respectful handling of conflict, concerns, and issues

The above principles of our respectful workplace are also meant to reflect our commitment to ensuring cultural safety.

Cultural safety is about building/providing a workplace that is: *safe for people, where there is no assault, challenge, or denial of identity of who they are and what they need. It's about shared respect, shared meaning, shared knowledge and experience, of learning, living and working together with dignity and truly listening.* (R. Williams)

What constitutes unacceptable conduct?

Discriminating against others. Discrimination is the practice of treating a person or group differently from other people, or groups of people, based on perceived or actual differences or distinctions, when those difference or distinctions are irrelevant or based on stereotypes that aren't factual.

All team members, clients, and suppliers have a right to a work environment that's free from any discrimination or harassment based on race, colour, ancestry, place of origin, religion, political belief, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, age, unrelated criminal conviction, or any other ground that is in violation of the law. This extends to all Trust and employment-related functions, in or out of our office.

Harassment is defined as any conduct, comment, gesture, or contact that is objectionable and unwelcome and should reasonably be known as objectionable and unwelcome. It serves no legitimate work purpose and detrimentally affects the work environment, often leading to adverse job-related consequences for the person being harassed. There are numerous forms of harassment, including but not limited to bullying and harassment, sexual harassment, and harassment based on any of the prohibited grounds of discrimination set out above.

Sexual harassment is defined as any unwelcome conduct of a sexual nature and may include (but is not limited to) the following examples:

- Making unwelcome sexual or physical contact
- Propositions or threats in exchange for workplace rewards or favours
- Derogatory or degrading remarks of a sexual nature or about gender/sexual orientation
- Referring to others using sexualized language, whistling or catcalling

- Unwelcome sexual flirtations, advances or propositions, sexually suggestive or obscene comments or gestures, leering, giving unwanted gifts
- Displaying sexually suggestive pictures or objects in the workspace

Bullying and harassment includes any inappropriate conduct or comment by a person towards a team member that the person knew, or reasonably ought to have known, would cause that team member to be humiliated, intimidated, offended, or degraded. It usually occurs as repeated incidents or a pattern of behaviour and is a form of exercising power through aggression that may include physical, verbal, or emotional abuse. Bullying and harassment may be directed at one person or the bully may continually seek out new people to target; it can be both open and hidden and includes but is not limited to:

- Yelling, shouting, or using profanity, including public displays of temper or tantrums
- Criticizing a person constantly or persistently
- Undermining or deliberately obstructing a person's work
- Publicly making derogatory comments
- Refusing to speak to, being condescending or patronizing; belittling opinions
- Discounting or denying accomplishments or taking credit for others' work
- Intimidating or humiliating a person through body language, sarcasm, ridicule and/or making someone the target of practical jokes
- Spreading malicious rumours, gossip, or false information
- Making jokes that are offensive (verbally or electronically)
- Intruding on a person's privacy by asking inappropriate and/or excessive questions about personal matters or teasing about personal issues
- Interfering with a person's personal belongings or work equipment
- Repeatedly excluding someone or continuously not sharing pertinent information
- Repeatedly assigning certain tasks to a specific person based on demographic stereotypes

Other forms of disrespectful & unacceptable conduct. Conduct doesn't have to fall into one of the above major forms of unacceptable conduct to be considered inappropriate at EBT. If a person's action at work leads to another person feeling hurt, offended, belittled, or otherwise unable to perform their work to the best of their ability, it may be considered disrespectful and/or unacceptable.

Your rights & responsibilities

All team members, without exception, have a right to a workplace that's free from discrimination, bullying, harassment, violence, and/or any other conduct that's offensive, unwelcome, or illegal. In the same way that you can refuse work if it is physically unsafe, you also have the right to refuse work if it's unsafe in the other ways outlined in these guidelines. We expect everyone to participate in and contribute to a respectful workplace at EBT. These practices are an integral part of our culture and behaviours that don't align are not acceptable and will not be tolerated.

If, following the steps outlined below, team members are found to be engaging in disrespectful and/or unacceptable behaviour towards co-workers, clients, partners, suppliers, and anyone else while at work, they will be subject to corrective action or

discipline, up to and including termination of employment. If you feel subject to or are aware of disrespectful and/or unacceptable behaviour, please bring your concerns to our immediate attention in line with the procedures outlined below.

Team member procedures for addressing unacceptable conduct

We view allegations of unacceptable and disrespectful behaviour, including bullying, harassment and/or discrimination, as very serious. If you feel that you've been the target of one of these forms of behaviours – or if you've witnessed it - we ask you to do the following:

- Keep in mind that sometimes a person is unaware that their behaviour is offensive until it's been pointed out – and that perceptions will vary.
- If the behaviour is an isolated event and might have been unintentional – and you feel comfortable/safe doing so – immediately let the person know, politely but firmly, of your disapproval and/or discomfort with their comments, actions, or behaviour, and ask them to stop or not do so again; e.g. *“I really don't think that's funny or appreciate that kind of humour”*; *“That comment makes me uncomfortable”*; *“Please don't use that kind of language with me”*; *“Please take your hand off my shoulder.”*
- If you don't feel comfortable or safe addressing the individual directly, or if the outcome of speaking with them doesn't achieve the desired result (i.e. ending the inappropriate behaviour) contact one of the following, as applicable:
 - If the matter is with a co-worker, speak with your manager or HR
 - If the matter is with a manager and/or you feel uncomfortable speaking with your manager (or you did so and don't feel it was resolved), speak with CEO or HR
 - If the matter is with a client, speak with the CEO
 - If the matter is with the CEO and/or you feel uncomfortable speaking with your manager (or you did so and don't feel it was resolved), the ideal first step is to contact HR, who, depending on circumstances, may support you in contacting the Board

While we encourage you to follow the above process, if at any point, you feel unsafe or uncomfortable addressing the matter with any of the above, or would like to have coaching on addressing something directly, contact HR.

- Formal options, upon discussion and agreement with you, may include:
 - Mediation – Provided that both you and the other party agree to it, ideally the first formal step involves having a mediator (e.g. HR) meet separately with both you and the other party, and then all together, as a means to resolving the issue
 - Investigation – If mediation isn't an option, investigation involves individual meetings with an impartial investigator (e.g. HR or another external specialist), as outlined further in the next section
- If you've witnessed a form of inappropriate behavior, keep in mind your own responsibility to this policy and our culture. As above, if safe and comfortable, check in with the target of the conduct (*“Is this person bothering you?” “Can I help?”*), indicate your disapproval or step in to stop it. If not comfortable directly responding to the incident, address it with your manager, HR or the CEO.

- To ensure your concerns or reports are kept as confidential as possible, discuss details or incidents with only the individuals noted above. Report the incident/issue as soon as possible after experiencing or witnessing it. Please also keep a written account of the incident if the matter escalates/continues.

How we address and resolve unacceptable conduct

As outlined previously, we encourage direct handling of issues and will support/coach you on a one-to-one basis whenever possible – always taking into consideration your comfort, safety, and ability to do so. Depending on circumstances (e.g. the nature, seriousness, safety of the issue; the impact of the behaviour; and your degree of comfort and ability to address it directly), your manager, the CEO and/or HR will discuss the matter individually with both parties, and where applicable, mediate discussions between team members.

If a situation needs to be escalated, HR will mediate the process to ensure a timely response and discussion of next steps. In all cases, whether you bring the matter forward to a manager, the CEO, or HR, we will acknowledge receipt within 24 business hours and respond with next steps within three business days' time depending on urgency of the situation.

If none of the above approaches are appropriate, or they don't achieve an acceptable outcome, an investigation may be conducted (usually undertaken externally by a legal or HR specialist). An investigation is the process of objectively fact-finding by speaking with employees and determining the details of the situation. In all cases, investigations will:

- Be undertaken promptly and will be as thorough as the incident dictates
- Be fair and impartial providing all parties due process in evaluating concerns and allegations
- Be focused on finding facts and evidence through interviews of the person who brings the issue forward, the person(s) alleged to have conducted unacceptable behavior and any witnesses
- Provide, where appropriate, assistance to involved parties during the investigation process

If an investigation is initiated, all involved team members are expected to cooperate with the investigator and provide details of incidents they've experienced or witnessed. At the conclusion of the investigation, both the person who brought the issue forward and the person(s) alleged will be advised of the findings/ outcome. If necessary, appropriate corrective action will be taken. A record of the investigation and findings will be kept in a confidential and secured team member file. The steps involved in an investigation are as follows:

- The investigator will review any relevant details of the situation (e.g. written reports/emails) and speak first with the individual who brought the matter forward; as noted above, the focus will be on facts and evidence, not assumptions. During that meeting, it will be determined if there are any witnesses to the matter (if this hasn't already been done).
- The investigator will then speak to the responding party; again, this will be focused on fact-finding and providing the individual with an opportunity to respond to the allegations. The responding party may also indicate witnesses.

- If applicable, the investigator will then speak to the witness(es).
- There may be a need for follow-up discussions with the primary employees.
- At the conclusion of the investigation, the findings will be outlined in a report and the team member who brought the issue forward, the person(s) alleged, and the CEO (or Board as applicable) will be advised of them.
- From there, the CEO (and/or the Board working with HR as applicable, will determine necessary next steps, any appropriate corrective/disciplinary action or professional development, as well as ongoing support.
- A record of the investigation and findings will be kept in a confidential and secured file.

If an investigation is initiated, all involved team members are expected to cooperate with the investigator and provide details of incidents they've experienced or witnessed.

Supporting you during & beyond. We recognize the impact that disrespectful and unacceptable conduct in the workplace can have on our team members. For that reason, we want to do whatever we can to support you. Upon resolution, support may include (but is not limited to) providing you with ongoing coaching, supporting you to take some time away from work and/or focus on your personal wellness, encouraging you to use relevant benefits and/or helping you to find applicable external supports. We also commit to checking in with you at reasonable intervals to ensure the matter continues to be resolved, you feel safe at work, and are again able to perform to the best of your ability.

Confidentiality. We recognize the difficulty in coming forward with a complaint and your interest in keeping the matter confidential. We're committed to protecting the interest and privacy of all parties involved. Complaints, however, cannot remain anonymous, as the person alleged to have acted inappropriately or disrespectfully must be given an opportunity to respond to the specific allegations. Depending on the issue, it may also be necessary to involve witnesses. Confidentiality will be maintained, and only disclosed to the extent necessary to carry out these procedures and to carry out any action that may result from them.

Related to confidentiality overall is the importance of only addressing matters related to another team member directly with that team member or through one of the channels noted above. It should not be discussed with co-workers unless done so in a proactive, respectful way with a witness for the purpose of seeking guidance towards a positive resolution. It's important that we avoid creating a culture where stories and perceptions are shared and discussed (thereby creating a variety of opinions) rather than one where we're actively working towards respectful resolution.

Retaliation & intentionally false accusations. We do not tolerate acts of retaliation (e.g. threats, intimidation, reprisals or adverse employment action) against a person who has filed a complaint or participated in an investigation. We also prohibit intentional false accusations. Allegations that a complaint has been made in bad faith or that retaliation has occurred may be investigated using the same procedure that is used to investigate complaints of harassment. Anyone found to have engaged in retaliation or made deliberately false accusations will be subject to disciplinary action up to and including termination.

Informal Conflict Response Strategy

We encourage you to address behaviour or communication directed at you that you feel is unacceptable and/or disrespectful in the following way:

**Understand first and foremost that respect is part of
all our jobs here at EBT - no exceptions.**

Your primary responsibility – whether you feel you’ve been treated inappropriately or not - is to act professionally and respectfully. This is at the core of your job.



Decide whether it needs to be addressed or not.

Sometimes, after you’ve taken a step back and thought about it, looked at varying perspectives, realized this is a one-off, or anything else, you may decide that it doesn’t need to be addressed. While you can certainly talk it through with your manager (for example), only you can decide this for yourself.



Let it go or deal with it.

*If you decide to let it go, it’s important to REALLY let it go and move on.
If you decide to deal with it, understand your intent first...
what do you want the outcome to be?*

Doing the Right Thing

Acting in our best interests

The impact of not being accountable for our conduct and decisions in the components within this section can be significant, not only in our immediate workplace and to our clients but beyond. Understanding and aligning with this is a key part of providing exceptional client service and care to our clients.

Use of EBT's electronic communication & business systems

Valuing and protecting private and confidential information is a non-negotiable and crucial aspect of how we operate. It not only goes hand in hand with integrity, but also allows us to create and maintain trust among one another and the clients/partners we work with. All team members have a role to play in ensuring that we're doing everything we can to protect our assets and data to the best of our ability.

Electronic communication systems provided by EBT are Trust property and their purpose is to facilitate and support our work. Whenever you use electronic communication or business systems in the course of your work, you are responsible to do so in a professional, ethical, and lawful manner. Electronic communication and business systems refer to all electronic media, systems and services including but not limited to internet, computers, electronic/social media, email, telephones, cell phones/texts, scan/fax machines, electronic bulletin boards, instant messaging and chat programs, games and any other online or electronic services.

Internet & email usage. Internet access at work is intended for you to find the specific information needed to do your job. As it's important that the integrity of our business and our network is protected, be cautious when downloading files and keep in mind that visiting any sites that would contravene our purpose, goals and values, our respectful workplace philosophy, ethical conduct policies and/or are considered illegal is strictly prohibited. In order to prevent and minimize the impact of viruses and reduce security risks, we expect you to follow professional and compliant email and electronic communication guidelines, including the following:

- Complying with anti-spam legislation
- Not forwarding confidential messages to external parties
- Not distributing/disseminating/storing images, text or materials that might be considered discriminatory, offensive, abusive, indecent, pornographic, or illegal
- Not broadcasting unsolicited personal views on social, political, religious, or other non-business-related matters
- Not opening emails and attachments from an unknown source and/or otherwise taking any action that may introduce a computer virus or malware into our network
- Not saving or copying any files to your personal device or emailing them to a personal email address

Access. As you are accountable for all activities that happen on the equipment you use for work under your username, ensure that your computer and laptop passwords are kept confidential.

EBT-provided laptops or tablets. We provide laptops or tablets to those who require them for work-related reasons. If you've been provided with either, we expect you to observe the following guidelines:

- IT has sole discretion over the installation, configuration, and security measures of laptops, tablets, and related technology. If any non-approved devices, installation, or usage of such technology is discovered, IT reserves the right to remove and/or deactivate them immediately.
- It must be password protected to ensure safety of Trust information and have pre-approved anti-virus software installed.
- You are responsible for safeguarding our assets by not leaving any equipment exposed in vehicles or other public areas and by preventing unnecessary damage. Either take your laptop or tablet home with you each day or secure it to the cable lock or in a locking cabinet at the end of the workday. You will be responsible for covering the replacement cost due to loss or damage that's unrelated to a defect or malfunction due to normal usage.
- Be sure to report loss immediately to both your manager and IT.
- All information and programs on the laptop or tablet is Trust property and you may be asked to present it for inspection, maintenance or return at any time.
- To ensure accessibility, security and confidentiality, all Trust documents are to be stored and saved in the appropriate folders on the cloud. Trust documents should not be stored on the hard drive of a loaned EBT or personal computer, lap top or tablet.
- We reserve the right to remotely access and wipe any electronic device in the event it is lost or stolen.

EBT-provided cellphones. Cellphones are provided to those who require them for business reasons. (e.g. business development). Our plans will provide you with unlimited data (slower after 20G) and free Canada-wide voice and text. We'll also provide you with a budget of up to \$30 per month to choose your preferred phone on the Telus *Bring-it-Back* plan. This is a two-year plan wherein we return the phones (or purchase it at a reduced price) at the end of each term, depending on what plans are in effect at that time.

We'll also reimburse the cost of one protective phone case and screen protector, providing it is of reasonable cost. All additional accessories (unless needed for legitimate business purposes) will be at your own cost.

In the case of personal use beyond the Trust's plan data/voice plans, personal travel and/or vacations, any additional costs incurred are solely your responsibility. You will be required to pay back any charges related to personal use, personal roaming and/or personal long-distance charges.

When traveling on Trust business, we also expect that you will use your best judgement to ensure you have safe and secure Wi-Fi or internet connection.

Finally, you will be responsible for covering the replacement costs of Trust-provided cellphones due to loss or damage that is unrelated to a defect or malfunction due to normal usage.

Use of personal devices for EBT work. If you use your own cell phone, tablet or computer for EBT purposes (e.g. email), when doing work for EBT, you're responsible for ensuring the confidentiality and security of all Trust information. Regardless of where the business information is kept, it remains the property of EBT in its entirety. If you use your phone in this way, keep in mind that we may:

- Access the Trust information at any time
- Require you to turn over the work-related contents at any time, as well as upon termination of employment
- Require any necessary security software or policy configurations, in addition to auditing compliance to those configurations at any time

Be sure to password protect all personal devices when using them for EBT work.

Personal use of EBT equipment & systems. As we need to protect our assets, information, and team members, we have the right to access any of our systems and files at any time. That said, we wouldn't do so unless specific and extraordinary circumstances warranted it (e.g. an investigation into a serious incident). Team members are asked to exercise sound judgment to prevent personal email, online social media and networking sites from becoming a distraction while working. Email, social networking or social media for personal use should be limited to break times.

Use of personal cell phones/personal social media, etc. while at work. While we appreciate that it's necessary, on occasion, to make or take personal calls, emails, texts, etc., doing so should be infrequent, kept brief, and out of hearing range of your co-workers. We also ask that you observe the following guidelines regarding personal cell phone/social media use:

- Set your phone to vibrate and/or silent
- If you play music (whether via your phone or otherwise), you may do so via headphones, so long as it's low enough to hear your surroundings, and not heard by others
- Keep non-work-related videos, games, etc. to breaks

As is the case for anything else that takes you away from your work, if you spend time doing it (e.g. 5 minutes here or there), we simply ask that you extend your workday accordingly. Whether you do so on your own device or that of EBT, it must not violate any of our network-use policies or other policies.

We know you have a life outside of EBT and that it can't always wait for a break. We're okay with occasional personal use so long as, overall, it doesn't take away from your work.

Misuse of systems. Any team member who knowingly misuses the internet, email or other Trust communication or business system may be subject to investigation followed by possible disciplinary action. This includes any actions in the online world that may lead to claims of discrimination or harassment. Refer to the *Respectful Workplace* section for further information.

Social media & networking for or about EBT

Only team members responsible for marketing and communications are permitted to post to social media networks on EBT's behalf. No other team members should post any EBT content or pictures about the Trust, or our clients, or our partners on their own personal sites or on any other sites related to our business (e.g. our LinkedIn) or any client or partner social media sites) without prior approval.

This refers also to photographs of your co-workers, whether at staff events or otherwise. Please ensure you respect their privacy and don't post pictures or comments on any social media site without their prior permission (and that of all those in the picture).

While reviews and comments of our business (whether positive or constructive), our clients, partners, etc. are always welcome, you should address those directly with your manager and/or the CEO and never via social media.

We also recognize that many of our team make use of social media in a personal capacity. While not acting on behalf of EBT, you should be aware that you can negatively impact our image and reputation if you misuse or abuse social media and are recognized as being an EBT employee. As social media is considered a publicly viewed space, be sure to:

- *Be careful to separate your personal and professional social media presence*
- Be mindful of our and your own reputation and assume that your colleagues, our clients, as well as and future employers may be able to view information on your personal accounts, e.g. social media posts and "likes" can remain in the web-space indefinitely
- Include a disclaimer in your profile indicating that your opinions and comments do not necessarily reflect the point of view of your employer or its management if you mention EBT in your profile and/or on your personal social media page
- Be sure the sites are reputable and reflect well on EBT if sharing links with work colleagues
- Respect copyrights and guard against plagiarism by properly crediting the creators of the material you use

Representing the Trust

Regardless of your role with us, you are viewed by the Trust, our members, clients, potential clients, the social media community, and the public, as a representative of our organization. As a result, we expect you to be professional, reasonable, use discretion and consider our policies and procedures when discussing matters of the Trust.

In addition, whether or not you are actively promoting the Trust, the things that you say or do outside of work can have an impact on our organization. Please remember that even what may seem like an insignificant comment may turn into a large issue for the Trust. If you should publicly take a position that is inconsistent with our policies, practices, or values

(whether the issue is related to the Trust or not), we ask that you make clear that you do not speak as a representative of EBT.

For that reason, only the CEO (and/or designate, as addressed below) may respond to media and communication requests directly or indirectly, including off-the-record or anonymous comments.

Communications with media. Whether it is social online media, print or face-to-face, our goal is to communicate our message in a consistent and effective manner. The CEO is the official spokesperson for the organization but may designate other staff members as/when appropriate. The Board Chair will speak to matters relating to the CEO or board governance. All other organizational matters are to be addressed in the media by the CEO or designate. No other team members may respond to media requests directly or indirectly including off-the-record or anonymous comments.

Any media requests should be forwarded to Marketing and Communications as soon as possible along with the nature of the call and any other information provided. When asked for comments or a response, please respond by saying: “Our policy at the Trust is to refer all media calls to our communications department; you can contact them at 604.296.3258 (or provide the appropriate email address).” We commit to responding to all media requests in a timely fashion.

Conflict of interest

In our line of business, there may be times when potential conflicts of interest arise. Please be aware of this possibility and if you’re faced with a potential conflict, speak with your manager or the CEO.

An actual or potential conflict of interest arises when a team member is in a situation whereby their personal, financial, or professional interest, or that of an immediate family member or collaborator, conflicts or appears to conflict with their responsibility to EBT or participation in any recommendation or decision within the organization or the process leading to such a recommendation or decision.

Although there are many possible conflict of interest scenarios, the following situations are seen as such:

- Use or disclosure of any confidential “inside” information except as authorized or required by law during and after your employment
- Being employed by a direct competitor
- Where your personal interests, family relationships, or position are in a conflict of interest with your role as a team member at EBT; e.g. using your position for the personal or business benefit of yourself or an immediate family member
- Having a financial interest in suppliers
- Using our equipment or supplies for personal gain
- Undertaking outside volunteer or political work that may compromise the integrity of the Trust
- Offering or accepting gifts or other personal rewards valued over \$250

If you witness or know about an actual or potential conflict of interest, it is important that you address it, either to the CEO or through the procedures outlined in our Whistleblower policy.

Gifts & entertainment. In the course of business dealings, gifts and entertainment may occasionally be offered to EBT team members. This practice should be discouraged and is contrary to our philosophy. That said, we ask you to observe the following guidelines in making objective, ethical decisions (free from influence) related to gifts and entertainment:

- It must be infrequent
- It must legitimately serve a definite business purpose
- It must be appropriate to the business responsibilities of the individuals
- It must be within limits of reciprocation as a normal business expense

Gifts and meals or moderate entertainment received by team members from suppliers or clients as a result of direct business dealings can only be accepted if they are of nominal value (i.e. \$250 or less) and are considered reasonable as part of normal business dealings.

Any unsolicited offers by suppliers to pay for part or all of the costs of bona-fide business trips which are deemed to be beneficial to the Trust may be acceptable providing such offers are submitted in writing to your manager or the CEO. The request should state the details of the trip (i.e. location, attendees, the benefit to the Trust).

Whistleblower policy

The EBT Whistleblower policy addresses our commitment to integrity and ethical behavior by outlining how team members can safely raise serious concerns directly with the Board of Trustees, without fear of retaliation.

In the event of illegal or fraudulent activity or a violation of EBT's Respect and Conduct policies, it is appropriate to contact a member of the Board of Trustees. It is not appropriate to contact a Board Member to address human resources concerns and issues, nor to address personal acts of team members, management or stakeholders that are not connected to the business of the Trust.

You can find contact information for the Board of Trustee Members in the *Contact Information & Location Details* section of this handbook.

Team member and client personal information

EBT maintains the principles of integrity and trust with respect to the privacy of personal information. As part of this commitment, we will protect the privacy of personal information of applicants for employment with us, all current team members of EBT as well as personal information received from other sources at all times during and after employment. Please note that this includes all information maintained by the Jouta Performance Group, our external Human Resources department (e.g. team member files and dates of birth information within their CRM).

We are committed to ensuring that the Trust not only meets the requirements of the team member privacy legislation as it pertains to our office, but that we exceed these requirements to reach a high level of employment privacy compliance. We use the Personal Information Protection Act of British Columbia as our legislative benchmark.

With respect to the personal information of our clients, all information collected constitutes confidential information of the Trust. It should therefore be used only in the context of conducting work for and behalf of EBT business.

Personal relationships at EBT

As part of our culture, we want and encourage you to get to know your co-workers – not just their roles and how you collaborate together, but also who they are as individuals. We feel that camaraderie is one of the best aspects of our culture. That said, it's important that we all keep in mind a few associated guidelines.

- If you have (and/or develop) a family, friendly, or romantic relationship with a co-worker, you're responsible for ensuring the relationship does not lead to a conflict of interest (e.g. favouritism, bias, etc.).
- If you have a close personal relationship with another team member where a supervisory context/reporting line exists (e.g. you and a manager), we require that you disclose the relationship to HR or the CEO.
- If you're part of the hiring team for an EBT position and a qualified candidate that you have a close personal relationship with applies, we expect that you recuse yourself from the hiring process.

Where personal relationships do occur/form, we're committed to working with everyone involved to determine whether it's appropriate and possible to adjust reporting or working relationships, or whether other changes or actions are necessary. If you're concerned about or aware of a potential conflict of interest scenario, please discuss it with your manager, HR or the CEO.

Consequences for inappropriate conduct

As outlined in the section on performance improvement, and in keeping with our values, our focus is not one of "discipline" but rather one of learning and support for improvement. For that reason, we don't have a "Progressive Discipline" process (what some organizations call the "3 strikes and you're out" rule). There are some circumstances, however, where taking a more "disciplinary" focused approach might be necessary as opposed to putting a PIP agreement in place. Although the focus is still on learning, we take this approach if serious misconduct occurs and/or team members conduct themselves in a manner that goes against one or more of our stated policies or values (e.g. willingly/knowingly sharing confidential information about the Trust, accepting personal payment from a member/partner, or consistently not acting in line with our value of integrity and knowingly treating someone inappropriately).

If this approach should be necessary, we would discuss with you the seriousness of the issue, provide written documentation of our concerns/expectations (along with consequences) and put the letter on file. As a general rule, this letter will be removed from your file after 1 year without a subsequent related incident. Exceptions to this will be very serious incidents, in which case the letter will remain on file.

There may also be instances where the situation is of a serious enough nature that an investigation is necessary. If that should occur, and is underway/pending, the relevant team member(s) may be suspended with or without pay.

Supporting Health & Safety

For our collective wellness

We're dedicated to providing a healthy and safe work environment and doing what we can to prevent the possibility of illness and injury. By working collaboratively in all parts of our health, safety, and wellness program, we can ensure a healthy and safe workplace. In the spirit of community, we are all collectively responsible for doing so.

Our commitment

The health, safety and wellness of our team members is of great importance and we're committed to providing a safe environment. Accidents are preventable and all employees, at every level, share the responsibility to prevent injuries and maintain a safe and healthy environment. As your employer, we ensure compliance with *WorkSafe BC* and are committed to the following:

- Addressing health and safety issues
- Ensuring adequate records of accidents/injuries, health hazards and concerns
- Observing and complying with your right to refuse unsafe work
- Participating in all inquiries and inspections regarding the health and safety of our team members
- Participating in the planning and implementation of changes that may affect workplace health and safety, including work processes and procedures
- Inspecting all or part of the workplace at reasonable intervals
- Developing health and safety policies and protocol for our worksites

Collaboration includes working together to ensure a safe, healthy workplace that supports overall wellness

If you have any issues or concerns of a health and safety nature, you may bring them to the attention of your manager. All team members must cooperate with any person (internal or external) who has the authority to carry out occupational health and safety duties.

Emergency & accident procedures

In the event of an emergency, ensure your own safety first, then call 911.

First aid supplies. First aid supplies are located in the supply room. If you use something and see that it's in short supply, be sure to let the Executive Assistant know.

Reporting work-related injuries & illnesses. Be sure to let your manager know of any work-related injuries or illnesses as soon as possible after the incident occurs, regardless of severity, so that necessary steps can be taken to ensure you receive proper treatment. Your

manager will, in turn, ensure the appropriate *WorkSafe BC* steps are followed, including claims if necessary.

If you seek medical treatment after work or if you have to take time away from work as a result of the incident (i.e. beyond the day the occupational injury or illness occurred), contact your manager right away with the details and relevant medical documentation prior to returning to work. If you're unable to return to regular duties, but able return to modified work, the expected duration must be specified in order that suitable accommodation can be made. Not promptly reporting a job-related injury or illness could jeopardize or delay your claim.

Fire safety. In an emergency:

- Call (or delegate someone to call) 911 and alert one of the Fire Wardens
- Make sure all staff are out safely
- Do a sweep of the office to immediately evacuate staff through the nearest exit
- Check the washrooms and office area, if possible
- Once evacuated, go immediately to the meeting area
- Don't leave the meeting area given the okay to do so
- Only re-enter the office if given the 'all clear' by management or, if applicable, the fire department

If the fire is small and you are **certain** you can manage it, use the fire extinguisher which can

Our emergency meeting area is the North corner of Still Creek Drive & Central Valley Greenway (by Destination Toyota)

be found in the kitchen.

Earthquake safety. In the event of an earthquake:

- Find cover and stay there until the shaking ends
- If possible, go under a desk or in an archway; avoid doorways and windows as the door could close on you and windows could shatter
- Be prepared for aftershocks
- Once the shaking ends, evacuate if it is safe to do so and go to the Meeting Area
- Don't leave the meeting area until and you're given the okay to do so
- Only re-enter the office if given the 'all clear'
- In a disaster situation, be prepared to be without aid for up to 72 hours

Team member emergency contact list. The emergency contact list is attached to the wall next to the server and includes other important numbers including our building managers, our security Trust and IT. If any of your numbers change, please let the Executive Assistant know.

Working alone

If you need to be at the office outside of regular working hours (e.g. early mornings, evenings or weekends), we ask that you text a co-worker or manager both when you arrive and when you leave.

Space heaters

In order to help facilitate a comfortable environment, space heaters may be provided by our landlords. Our landlords will review each requests, taking fire safety, general safety, building codes and bylaws into consideration. If your request for a space heater is approved, it's your responsibility to ensure that it's turned off and unplugged whenever you leave the office and at the end of every workday. As this is a fire hazard, it's imperative that you be mindful and never leave it unattended when it's on.

Allergens and sensitivities in the workplace

Allergens and sensitives can cause adverse health responses to some individuals. Everyone has varying levels of sensitivity to various elements. Our goal is to minimize allergens and sensitives in the workplace to ensure a healthy work environment. We ask that all team members be mindful of this and respectfully not wear perfumes or colognes at work and also refrain from bringing known common allergens into the workplace (such as peanuts). If you have an allergy or sensitivity, please communicate this to your teammates so we can support you and minimize any symptoms and triggers.

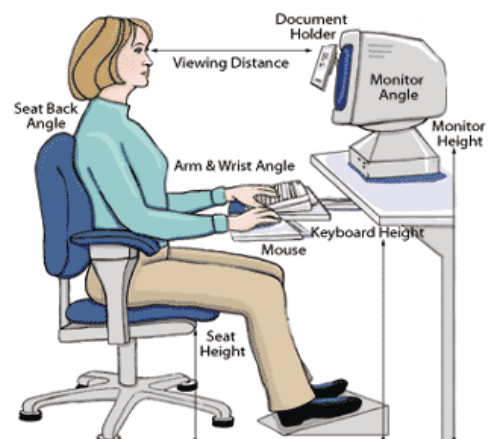
Ergonomics

Ergonomics refers to the fitting of workplace conditions and job demands to individual capabilities in order to reduce and prevent injury. This includes adjustments to computer monitors, chair settings, lighting, and posture. If you've identified an area of improvement that's beyond your control, speak to your manager about possible solutions.

Following are some suggestions to reduce discomfort that may arise from working at your computer:

- Have your monitor at eye-level and straight in front of you
- Have your keyboard at lap level
- Have your elbows bent at 90 degrees and keep your shoulders and upper arms relaxed
- Sit with correct posture and support your spine
- Have your wrists in a straight line

We encourage you to invest in yourself by making such modifications as: consciously improving your posture, getting a pillow for your lower back, or committing to getting up out of your chair several times throughout the day.



Fit to work

As part of our mutual commitment for a safe, healthy, and productive workplace, it's important that all team members are "fit to work". This means that you are both physically and mentally able to do your job in a way that doesn't reduce or compromise quality, productivity, safety, or service. For that reason, we should all be aware of the many factors that have the potential to impact our work and how we "show up" at work. These include:

- Injury or illness
- Alcohol and drugs (including hangovers), as outlined in our *Substance Use* policy
- Personal factors (e.g. family issues, lack of sleep, psychological matters, health, external activities, other employment, volunteering, sports, etc.)
- Work-related factors (e.g. working long hours)

If you know that you or a co-worker are not/may not be fit to carry out your/their responsibilities, let your manager know right away. In doing so, you'll never be required to disclose the reason why. We commit to treating the matter confidentially and providing reasonable support and accommodation when possible.

In the spirit of integrity and collaboration, having a duty to inquire is about checking in compassionately and confidentially when something seems "off the norm" with a co-worker.

Assessing fitness for work. If a manager has reasonable cause to believe that a team member is unfit for work, as part of their duty to inquire, they'll check in with that person privately and confidentially. Depending on the circumstances, we may pursue any, or any combination, of the following:

- Require additional information (including medical) to confirm or better understand the circumstances
- Refer you to your doctor or other specialist
- Require you to undergo an assessment and/or complete treatment
- Require you to take a leave of absence
- Any other steps or requirements that are reasonable in the circumstances

Our support. If you have difficulty maintaining ongoing fitness for work, we'll provide reasonable assistance, support, and accommodation, as possible. This may include a leave of absence, adjusting your schedule, or other form of accommodation depending on the situation. If you need to take a leave (be it a few care days or a longer leave) or other support, you may need to provide medical or other information as applicable to your circumstances. Refer to our *Illness or Injury Leave of Absence/Workplace Accommodation Policy* for further information.

Substance use

For the purpose of this section, the following definitions apply:

- Substance - Alcohol or other drug product, legal or illegal; a drug is further defined as any substance which has the potential to compromise a team member's motor or cognitive skills (as well as "hangover" effects) including the categories defined below:
 - Illicit Drug - Any drug or substance which is not legally obtainable and whose use, sale, possession, purchase or transfer is restricted or prohibited by law (e.g. street drugs such as cocaine)
 - Medication - Any drug which is legally obtainable, either over the counter or through a doctor's prescription (e.g. cold/flu medication, anti-depressants, medical cannabis)
 - Mood Altering Substance – Any product that is legally or illegally used, resulting in cognitive or physical limitations that negatively impact performance on the job (e.g. cannabis and morphine)
- Substance Use - The use or ingestion of a substance as defined above
- Substance Misuse - The excessive use or ingestion of a substance as defined above, leading to significant impairment

The use of substances can have serious adverse effects on the health, safety and job performance of our team members. As such, we make every effort to prevent substance misuse in our workplace. Substance misuse occurs when team member's work is found to be adversely affected, or, if the team member's safety or the safety of others is considered by any reasonable person to be at risk by the influence of a substance. The following outlines our expectations as well as what we can do to support any team members who are facing substance misuse issues.

Our expectations. Whether at work, a social work function or at any time you are representing EBT, the following are strictly prohibited:

- The use, possession, distribution, offering or sale of illicit drugs or other mood-altering substances
- Reporting to work or performing work for the Trust while impaired by any substance or the after-effects of any substance
- Unauthorized consumption or possession of alcohol and/or illegal substances on our premises or property or on the premises/property of any of our clients

In addition, if you're under the influence of a substance and find that you are unable to perform your regular work duties, we ask that you inform your manager immediately. This includes, for example, situations where medications that cause drowsiness affect your duties and the safety of the work environment.

Prescription medication. Please note that the possession and use of prescribed drugs at work is acceptable provided that:

- You obtained the medication legally and are using it for the prescribed purpose
- The use of the drug does not impair your ability to safely and efficiently perform your duties
- The use of the drug does not impact the comfort, safety and/or efficiency of co-workers or clients

If you are using a prescribed drug (e.g. muscle relaxants, pain medication, medical cannabis, etc.) and have been informed or have reason to believe that the use of this drug may limit your ability to perform your work duties safely and efficiently – and/or impact the comfort, safety and/or efficiency of co-workers or clients –we ask that you advise your manager. Your manager will in turn consider what accommodations, if any, can be made to facilitate your ability to work in a safe and productive manner. Please note that you’re not required to indicate the *specific* medication in use and all information will be handled confidentially.

Our support. We recognize that the addiction to a substance may be a medical condition and encourage those who suffer with dependency to voluntarily seek treatment and rehabilitation. If you require an extended leave of absence due to this medical condition, the Illness and Injury policy found in the *Getting Away* section of this handbook would apply.

Our goal is to restore performance and safety levels while supporting affected team members. If, however, performance doesn’t improve, disciplinary actions may be taken.

If it is brought forward that substance use or misuse (whether that substance be prescribed or otherwise), is suspected, the CEO, working with HR, will investigate the incident and/or allegation. Any team member who has violated this policy will be subject to discipline up to and including termination, legal action and criminal liability.

EBT events. During EBT social events and/or any industry work-related events, please remember that as an EBT team member, you are representing the Trust and we ask that you conduct yourself accordingly. As alcohol may be served and consumed at these events, if you chose to drink, please do so responsibly.

In the event that you do consume alcohol at an EBT event, we recommend no more than two drinks. In all cases, we expect that you will abide by the law when choosing transportation options. We always support a safe ride home and encourage you to elect a designated driver, take a taxi or public transportation after drinking – details for which we’ll provide for every social event.

Pandemics & communicable diseases

As we all now know, a pandemic is an epidemic that crosses international boundaries and may require extraordinary measures to stop the spread of the virus. In the event of a pandemic, such as COVID-19, our primary focus is the safety of our team members and clients. In such circumstances, we follow the direction and recommendations of the BC Public Health Officer (PHO). Our intention will be to keep team members working, which may, where possible, require working from home partially or fully. We'll also take steps to communicate our response plans thoroughly to all team members and clients – and keep everyone regularly updated.

Workplace safety. Following the direction provided by the Public Health Officer as well as occupational safety guidelines, we will implement controls to prevent exposure to the virus. This may include some or all of the following:

- Following the quarantine and self-isolation requirements and guidelines
- Partially or fully closing our workplace to the public/visitors (except where essential)
- Determining and prioritizing work that must be done at work versus at working at home where possible
- Implementing physical distancing measures such as limiting the number of people in the workplace, staggering work shifts, physically moving workstations, installing partitions or Plexiglas barriers etc.
- Providing hand sanitizing stations
- Implementing a cleaning protocol for common areas and high touch surfaces
- Posting signage regarding guidelines in high-touch or other applicable areas
- Limiting/stopping business travel

Your health & safety. The health and safety of our team is our top priority. If you have any concerns in this regard, please talk to your Manager. To facilitate this, during a pandemic, we will implement the measures which are based upon the direction of the Public Health Officer.

At-risk team members. We recognize that some of our team members may be higher risk/more vulnerable to a communicable disease (e.g. those with chronic conditions and pregnant women). Some team members may also have close family members who are at high risk. We realize this can cause additional stress. If you consider yourself high risk during a pandemic, speak with your manager so we can work to accommodate your needs.

Joining Us/Moving On

Change is inevitable

We're intentional about welcoming employees who want to learn and contribute with us for the long haul. That said, we know that welcomes and good-byes are a reality of any business. This section will give you an idea of how we bring new, talented individuals into our mix – as well as how we manage departures.

Our hiring process

At EBT, we know that it's our people who make us who we are and we want to do everything in our power to support and acknowledge that! One way is by facilitating professional development/ growth by encouraging internal applicants to apply for open positions and promoting from within whenever possible. When that's not possible, we're committed to hiring new people for experience, skill and fit and who are aligned with our caring, high-standards culture. In either case, we know that starts with a solid recruiting process and we invite you to share your ideas about how we can recruit talented and motivated team members just like you.

Hiring for new positions and/or replacements. All hiring must be approved by the CEO and the department manager is responsible for leading the process and making selection decisions.

Applying as an internal applicant. If, after we've communicated a new position, you've decided you'd like to apply, we ask that you have an initial chat with your manager to let them know. Following that conversation, send an email directly to the hiring manager along with your resume and any other requirements outlined on the posting. If you are selected, depending on the role, you may begin a new introductory process; however, benefits and vacation, and your original start date won't be affected.

Moving on

If you ever feel that things aren't working out the way you want or expected here, we hope you'll reach out to us and talk about how we/you can do things differently. We never want you to feel like you have no other choice but to leave. If you still decide that it's time for you to move on (or the reason is unrelated to us/the work), please provide us with the amount of notice indicated on your employment agreement. We'll take care of letting your co-workers know about your departure.

We trust we'll have your full cooperation assisting with the transition of your workload. The purpose of having a notice period is to pass over your workload to others with as smooth a transition as possible. If you've given

We hope you'll share with us any concerns you have before you decide to leave, so that we can work together to address them and/or discuss your transition.

notice, we expect that you don't take time off during the notice period unless otherwise planned and discussed.

Whether you leave us voluntary or otherwise, you must return all EBT property (e.g. keys, cell phones, laptops, files, equipment, etc.) by your last day of employment.

References

If you'd like to use your manager or the CEO as a reference for future potential employers, please notify them in advance. If contacted, we'll confirm your dates of employment and position at EBT. If you'd like us to provide a more detailed reference including information about how well you performed your job, submit a written request to your manager. Keep in mind that consenting to this type of reference means that we may also provide information regarding challenges you faced in your role.

If you provide a reference for a co-worker who didn't report to you, let the prospective employer know that you can only provide a personal reference – and that you don't represent nor speak on behalf of EBT. Only a manager/former manager can provide a reference on behalf of the Trust. While at work, if you receive a call to provide a professional reference for a former team member, refer the request to your manager or the CEO.

Exit interviews

Once you've had a conversation with us as noted above, if you still decide it's time to move on, we'll ask you to participate in a confidential exit interview, conducted by HR. While this isn't mandatory, we do encourage it, as it allows you to communicate what it was like to work here (in terms of your position, our business, opportunities, etc.) which allows us to address any issues or make improvements on our procedures going forward. Our goal is to be a best employer and it's helpful for us as an organization - but more importantly for the benefit of your coworkers – that we understand why you're leaving.

A Final Few Words

We're excited that you're part of the EBT team! Your unique experience, skills, abilities, and knowledge – along with your focus on respect, teamwork, integrity, transparency, and communication - contribute to making us a stronger team overall. We hope this handbook has helped you become oriented overall, in addition to understanding that we're passionate about what we do and how we do it.

While we think this handbook was thorough, it can't possibly contain the answers to every question or situation that may arise. Reach out to us at any time if you have any questions or want to share your thoughts. Inevitably, policies, practices, and benefits may change and evolve. Although we conduct regular reviews and make changes accordingly, we'll always keep you informed.

And finally, as you start and/or continue on with your role here at EBT, we ask that you always keep our vision, mission, and values top of mind.

In Mutual Agreement

Team member acknowledgement

For the years 2023/2024 and until such time as an amended version of this handbook is distributed, I am responsible for my knowledge of the information in the BCCA Employee Benefit Trust Employee Handbook. If I have questions about the contents of this reference guide, I will ask my manager for clarification.

As an employee of the BCCA Employee Benefit Trust, I understand that the contents of the Team Member Handbook, as amended from time to time, form part of the terms and conditions of my employment.

I also understand that the contents of this handbook are intended to outline the standard and consistent practices, procedures, policies, and information that I can expect as an employee of the BCCA Employee Benefit Trust.

By signing below, I agree that I acknowledge and understand the policies and procedures contained herein, agree to respect, and adhere to them, and am in receipt of the 2023/2024 version of the Handbook.

Team member Name (Print)

Team member Signature

Signed on this date

Contact Information & Location Details

BCCA EBT – Board of Trustees - 2023

| Strategic Initiatives Cmmtee | Governance Cmmtee | Finance Cmmtee |
|--|--|--|
| <p>Chris Atchison, President BC Construction Association #203-3531 Uptown Blvd, Victoria, BC V8Z0B9 T: 250-475-1077 ext. 1101 C: 250-818-9671 E: chris.atchison@bccassn.com</p> | <p>Rory Kulmala, President VICA 1075 Alston Street, Victoria, BC V9A 3S6 T: 250-388-6471 C: 250-888-4002 E: rorykulmala@vicabc.ca</p> | <p>Tim Doucette, C.A. VP, Finance Pacific Group of Companies 8648 Commerce Court, Burnaby, BC V5A 4N6 T: 604-291-1255 C: 604-341-7240 E: tim@pacificblasting.com</p> |
| <p>Donna Grant, President VRCA 3636 E 4th Ave, Vancouver, BC V5M 1M3 T: 604-294-3766 C: 604-293-6585 E: donna@vrca.ca</p> | <p>Debra Dotschkat, Principal Co-Owner, Glass Canada F1-1810 Kyle Court, Kelowna, BC V1Z3Z4 T: 250-454-9927; C: 250-878-9507 E: debra@glasscanada.com</p> | <p>Christy Kerr, Director of Finance & Admin. Kerr Controls Inc. #5 – 6782 Veyaness Road, Sannichton, BC V8M 2C2 T: 250-410-1511 C: 250-213-3075 E: christyk@kerrcontrolsinc.ca</p> |
| <p>Clifford Kshyk, CEO SICA 104 – 151 Commercial Drive Kelowna, BC V1X 7W2 T: 250-491-7330 C: 250-469-3556 E: ckshyk@sicabc.ca</p> | <p>Sarah Walker, CFO Bryant Electric Ltd 1931 Ogilvie St, Prince George, BC V2N 1X2 T: 250-564-7685 C: 250-981-0218 E: sarah@bryantelectric.ca</p> | <p>Rois Rizzo, CMA, CFO Former CFO, Houle Electric 6420 Lochdale Street, Burnaby, BC V5B 2M5 C: 7788371809 E: rrizzo@shaw.ca</p> |
| <p>Nicole Bryant, President NRCA 3851 18th Ave, Prince George, BC V2N 1B1 T: 250-563-1744 C: 250-981-8/217 E: nbryant@nrca.ca</p> | | |

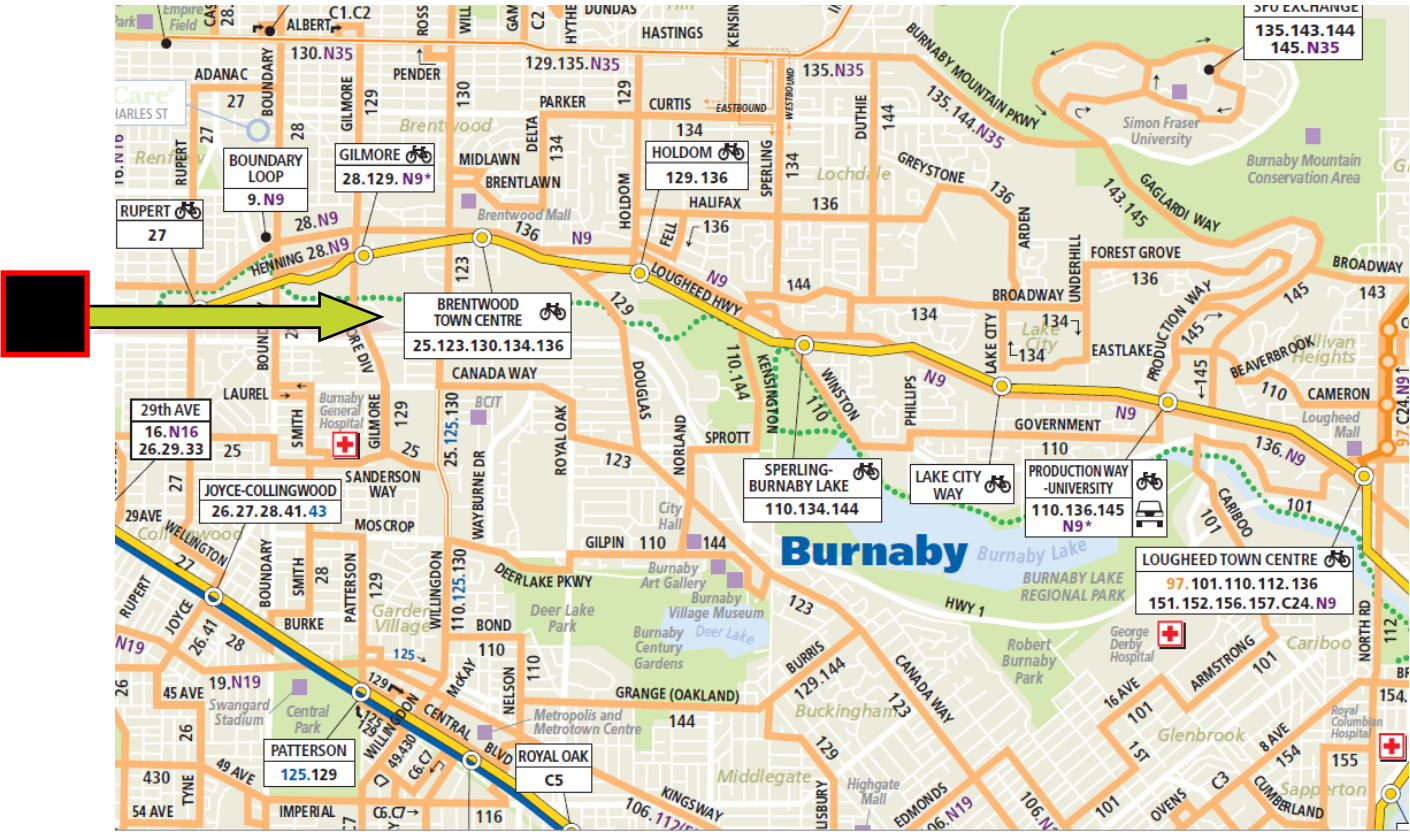
Human Resources (Jouta)

| Name | Phone number | Email |
|-------------|--------------|------------------|
| Cori Maedel | 604-488-8885 | cori@jouta.com |
| Sabine Bell | 604-488-8885 | sabine@jouta.com |

How to get here

Getting to and from EBT is quite easy. The facility is located near bike paths, skytrain lines, bus routes, Lougheed Highway and Highway 1.

Suite 120 - 4401 Still Creek Drive
 Burnaby BC V5C 6G9
 Telephone: 604.683.7353
 Fax: 604.299.2982



Skytrain

The closest Skytrain stations are Brentwood Town Centre and Gilmore

Willingdon Park Shuttle Schedule

There is NO additional cost for BCCA EBT Employees to use this shuttle service.

Willingdon Park Shuttle Schedule

NOTE: times may vary slightly due to traffic.

| PICK-UP Gilmore Station | DROP OFF 4350/4370 | DROP OFF 4321 Still Creek |
|----------------------------|-----------------------|------------------------------|
| 7:05 AM | 7:11 AM | 7:13 AM |
| 7:20 AM | 7:26 AM | 7:28 AM |
| 7:35AM | 7:40 AM | 7:41 AM |
| 7:45 AM | 7:52 AM | 7:54 AM |
| 8:05 AM | 8:12 AM | 8:14 AM |
| 8:20AM | 8:26 AM | 8:27 AM |
| 8:30 AM | 8:36 AM | 8:38 AM |
| 8:45 AM | 8:51 AM | 8:52 AM |
| 8:57 AM | 9:03 AM | 9:05 AM |
| 9:10 AM | 9:14 AM | 9:15 AM |

Afternoon Schedule

| PICK-UP 4350/4370 Still Creek | PICK-UP 4321 Still Creek | Drop Gilmore Station |
|----------------------------------|-----------------------------|-------------------------|
| 3:45 PM | 3:48 PM | 3:53PM |
| 4:03 PM | 4:05 PM | 4:10 PM |
| 4:15PM | 4:18PM | 4:24 PM |
| 4:32 PM | 4:34 PM | 4:40 PM |
| 4:47 PM | 4:51 PM | 4:58 PM |
| 5:06 PM | 5:10 PM | 5:18 PM |
| 5:27 PM | 5:28 PM | 5:35 PM |
| 5:42 PM | 5:43 PM | |

Willingdon Park LUNCH Schedule

| PICK-UP 4321 Still | DROP OFF 4350/4370 | DROP OFF Brentwood | Drop OFF Solo |
|-----------------------|-----------------------|-----------------------|------------------|
| 11:30 AM | 11:35 AM | 11:42 AM | 11:48 AM |
| 11:55 AM | 12:00 PM | 12:07 PM | 12:13 PM |
| 12:20 PM | 12:25 PM | 12:32 PM | 12:38 PM |
| 12:45 PM | 12:50 PM | 12:57 PM | 1:03 PM |
| 1:10 PM | 1:15 PM | 1:22 PM | 1:28 PM |
| 1:35 PM | 1:40 PM | 1:47 PM | 1:53 PM |