



Team Member Operational Manual
2018 Revision 01



This handbook only contains general information and guidelines. It is not a binding, legal contract and does not act as a contractual right to remain employed at Executive Aviation.

Records of Amendments

All amendments are to be captured on this page, with amended copies distributed to the local airport representation for team distribution. An annual review is completed by HR to comply with current policies and regulations utilizing best practices, and input from Team Members.

<u>Amendment #</u>	<u>Date of Amendment</u>	<u>Affected Sections</u>	<u>Amended by</u>
<u>REV01</u>		<ul style="list-style-type: none">• <u>First Issue</u>	<u>Marcie Pridding</u>
<u>REV02</u>		<ul style="list-style-type: none">•	
<u>REV03</u>		<ul style="list-style-type: none">•	

Plan Holders

Airport	Representative	Contact Information

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INTRODUCTION

Mission and Values

Our Mission:

Executive Aviation's mission is to become the premier provider of aviation services by having our people safely deliver operational excellence that exceeds our customer's expectations.

Our Values:

Safety	Nothing gets ahead of our customer's or team members safety!
Passion	We love aviation! What's your favourite aircraft?
Driven	We endeavour to always do better and exceed expectations.
Team First	Our success is the outcome of a "team first" mentality
Proud	We take pride in doing a great job!

Organizational Culture

At Executive Aviation, our organizational culture is shaped by our Team Members throughout our bases, and, despite the distance and different divisions that work in each base, it is evident that everyone truly cares about their job. Our teams, through their work, are engaged in what they're doing, are looking out for one another's safety, and are often sharing their feedback to Managers or the corporate team to improve things.

We work hard as an organization in all our roles and divisions and believe in keeping the organization as flat and accessible as possible, so that all Team Members can participate in making changes or building stronger practices.

Adherence to Legislation

Executive Aviation is federally regulated and adheres to the legislation set out through the Canadian Labour Code, Canadian Human Rights Act, Workplace Safety Insurance Act, Personal Information Protection and Electronic Documents Act, and will defer to Provincial legislation when required.

Diversity

Executive Aviation values and accepts all people regardless of their differences. It is expected that exclusions based on differences or Team Member limitations will not take place in the workplace at any time.

We are proud to be an equal opportunity organization as it promotes our culture of inclusion and respect. We believe that we can learn from one another through an understanding and respect of individuality, collaboration and cooperation.

1. EMPLOYMENT

1.1 ORIENTATION AND PROBATION

Purpose

To provide Executive Aviation and new Team Members with a period of time to train, become familiar with our policies and culture and assess the suitability of ongoing employment through conversation and performance review.

Policy

All new Team Members will participate in an orientation program and will be subject to a three-month probationary period. During this period, staff will be provided training and feedback to ensure a safe operating environment and to support their performance. The probationary period will give new Team Members time to become acquainted with Executive Aviation's policies and procedures, as well as their respective duties and responsibilities. It will also provide Executive Aviation and the new Team Member a period of time to assess the suitability for continuing employment.

Executive Aviation's Orientation program will specifically cover:

- Completion of security clearances and obtainment of airport required access identification
- Completion of airside vehicle operators permit
- Executive Aviation policies and procedures
- Airline specific training
- Health and Safety training
- Safety Management System Training
- On-the-Job specific training to the airport

At the end of the probationary period, an acknowledgment will be shared with the Team Member and a survey will be sent to the Team Member to gather feedback on how the orientation went and if there's anything we can improve on as an organization.

Failure to submit RAIC/ Security Clearance paperwork in to the pass office within 30 days will result in probationary termination, as well as failure to secure a RAIC/ Security Clearance or meet job expectations within the probationary period could result in the termination of employment. That said, Executive Aviation may terminate the employment of any probationary Team Member at any time during the probationary period without notice or cause, if it determines that she/he is not suitable for ongoing employment.

1.2. RESPECT IN THE WORKPLACE

Purpose

Executive Aviation ensures a workplace that is free from discrimination in all employment practices and decisions, thereby ensuring equal opportunities for all qualified individuals. At Executive Aviation there is a zero tolerance to bullying, name callings, or verbal abuse whether it is via email, texting, social media, telephone, or in person. We are committed to the prevention of workplace violence and harassment and will take all reasonable steps to protect workers from workplace violence and to provide a work environment where all individuals are treated with respect and dignity.

Every Team Member, client, customer, or member of the general public has a right to equal treatment with respect to employment, and use of facilities without discrimination or harassment on the basis of the following prohibited grounds under the Human Rights Code:

- Race
- Ancestry
- Place of origin
- Colour
- Ethnic origin (*including culture and language*)
- Citizenship
- Creed (Religion)
- Sex (*including pregnancy*)
- Sexual orientation
- Gender identity
- Gender expression
- Age
- Marital Status
- Family Status
- Disability
- Receipt of public assistance relating to accommodation
- Record of offences relating to employment

Definitions and Examples

1) Discrimination

An action or a decision that treats a person or a group negatively for reasons such as their race, age or disability.

II) Harassment

Engaging in a course of vexatious comments or conduct against any person in a workplace that is known or ought to be known unwelcome.

Examples:

- Making remarks, jokes or innuendos that demean, ridicule, intimidate or offend anyone,
- Displaying or circulating offensive pictures or materials in print or electronic form,
- Bullying,
- Repeated offensive or intimidating phone calls or emails, or
- Inappropriate sexual touching, advances, suggestions or requests.

III) Sexual Harassment

Any conduct, comment, gesture, or contact of a sexual nature that is likely to cause offence or humiliation to any person in the workplace; or that might, on reasonable grounds, be perceived by that person as placing a condition of a sexual nature on employment.

IV) Violence

“Workplace violence” means,

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Examples of violence in the workplace includes, but is not limited to:

- Verbally threatening a worker,
- Leaving threatening notes or sending threatening e-mails to the workplace,
- Shaking a fist in a worker's face,
- Wielding a weapon at work,
- Throwing an object at a worker,
- Sexual violence against a worker,
- Kicking an object, the worker is standing on like a ladder,
- Trying to run down a worker with a vehicle, or
- Any swearing, bullying, teasing, or abusive behaviour which could result in harm, injury or illness to the Team Member.

Policy

All Team Members are responsible for their own behaviour and for ensuring that they comply with this policy.

This policy includes behaviour towards all Team Members, contractors, visitors, and airport partners. It covers Team Members in and out of the workplace. This includes, but is not limited to:

- The workplace
- While on work-related travel
- At restaurants, hotels or meeting facilities that are being used for business purposes
- In Executive Aviation owned or leased facilities
- During telephone, email, group messages or other communications; and
- At any work-related social event, whether or not it is Executive Aviation sponsored

This policy also applies to situations in which you are harassed or subjected to violence in the workplace from individuals who are not Team Members of the organization, such as individuals that Executive Aviation hires for training purposes, airport partners, or other premises which are visited by Team Members while performing work related duties, although the available remedies may be constrained by the situation.

Team Member Responsibilities

- Promote a positive work place and inclusive practices
- Report any concerns or complaints to the HR department or the President
- Cooperate and maintain confidentiality if you are asked to participate in the investigation procedures
- Cooperate with recommendations and potential accommodations that yourself or colleagues may have to follow through

Manager Responsibilities

- Promote a positive work place and inclusive practices
- Report any concerns or complaints to the HR department or the President
- Cooperate and maintain confidentiality if you are asked to participate in the investigation procedures
- Collaborate with HR on recommendations or accommodations following the investigations
- Developing safety plans in cooperation with HR to protect Team Members from domestic violence risks

Incident Investigation

All complaints of discrimination, harassment, workplace violence, bullying or sexual harassment

will be investigated within a week of the complaint being shared. Executive Aviation is committed to having trained investigators of not only Human Rights Law, but Emotional Intelligence as well.

In most cases, the complaint will be investigated by the President and HR Manager, however, Executive Aviation understands that some complaints may require greater expertise and, in those cases, external investigators will be contracted. The investigation process is very important following a complaint, and as such Executive Aviation wants to overstate their commitment of maintaining objectivity, by looking at the facts through a neutral lens, to both the complainant and the respondent. As a company, we also recognize the sensitivity of these events that could have a personal and professional impact. Executive Aviation Management is committed to respecting confidentiality and offering support to all team members throughout the investigation process.

Reporting Procedures

A Team Member should raise all complaints to either HR or the President and the following steps will be taken:

- 1) An official statement will be taken and signed by the complainant.
 - HR and/or the President will reiterate the protection the complainant will have from reprisals when an investigation takes place and determine protection measures for that Team Member.
- 2) Collect witness statements and additional testimonies.
- 3) Share facts with respondent and collect their testimony of event.
- 4) Determine if investigation meets standard of proof:
 - Is there cogent and convincing evidence that the allegations against the respondent are true?
- 5) Determine consequences for respondent, if necessary.
- 6) Share investigation outcomes with complainant and steps being taken to remedy the situation.

These steps serve as a guideline for the investigation process and the parties involved to be aware of, however, Executive Aviation acknowledges that an employer has a responsibility to respond to a complaint and may need to pursue an investigation despite a complainant's reluctance or hesitation. Executive Aviation also acknowledges that there can be different outcomes following an investigation, including but not limited to:

- Provide assistance to the complainant to resolve their concerns directly with the respondent, (i.e. through mediation, facilitated conversation, etc.).
- Monitor the work environment in the case the behaviour continues, the employer can correct it without referencing the complainant.
- Provide additional training to the department.
- Disciplinary action where a violation of this policy is determined.

1.3 PROGRESSIVE DISCIPLINE

Purpose

The primary purpose of progressive discipline is to assist the Team Member to understand that a performance problem exists and provide an opportunity for improvement.

Policy

If a Team Member is not demonstrating behaviour that meets Executive Aviation expectations and performance standards, a process of progressive discipline will occur. Each step of progressive discipline will be more severe than the last leading up to and including termination. Depending on the severity or risk of the Team Member's behaviour, progressive discipline steps can be skipped.

Executive Aviation's progressive discipline steps include:

1. Informal counselling
2. Verbal warning
3. Written warning
4. Termination of Employment

Except for termination of employment, any of the disciplinary procedures may be repeated more than once if necessary. It is important that the Team Member understands what the outcome will be should they prove to be unsuccessful in their corrective actions.

Managers have a responsibility to ensure Team Members are following safe work practices and upholding Executive Aviation's performance standards. Should a Team Member not be meeting expectations, the Manager must address the behaviour and provide steps the Team Member must take to correct it. This feedback will be given in a respectful manner and should be shared with the Team Member affected within a timely fashion. All discipline conversations will be considered confidential.

1. Informal Counselling

Informal Counselling should be used to correct behaviour immediately and be used as a consistent and normal feedback mechanism. Informal counselling is for incidences or behaviours that have relatively low risk, or infraction. Some examples of informal counselling include: cleaning up ready rooms, putting equipment back in designated location reminding people to show up on time, wear their PPE, submit administrative forms by a certain date, etc.

2. Verbal Warning

This step should be used if informal counselling has not been effective, or the initial behaviour or incident escalates the discipline response. A verbal warning should be given in a private setting with the Team Member, where the behaviour is expressly analyzed and the consequences are specifically identified.

Managers are required to keep a record of all verbal warnings that are issued and file in the Team Member file. HR should also be notified that this conversation took place.

3. Written Warning

Written warnings are considered a severe discipline action and are usually issued after verbal warnings have failed to correct a concern; or, the situation warrants discipline more severe than a verbal warning.

Prior to issuing a written warning, the Manager shall document all relative facts related to the incident and notify Human Resources.

Given that some scenarios may be complicated, internal investigations may need to take place.

Written warning conversations should include why the actions are so severe and the impact that they could potentially have on the Team Member themselves, their team members or the operation. In some cases, the Team Member may be put on a corrective action plan that is mutually created between the Manager and the Team Member.

Written warnings, related documentation, and corrective action plans are required to be filed in the Team Member's personal file.

4. Termination of Employment

All Terminations need to be approved by the Human Resources Manager.

Team Member dismissals may occur as a result of a severe action or as the accumulation of a number of repeated smaller infractions. All terminations will be conducted as per Federal Regulations.

1.4 EMPLOYMENT STANDARDS

Purpose

To describe the types of behaviour and situations that will result in Team Member progressive discipline and termination.

Policy

At Executive Aviation, we strongly promote a safe and efficient work environment for all Team Members. It is important to keep company standards at a high level and in doing so it is expected that Team Members will refrain from partaking in the following behaviours and actions:

- Swearing and use of profanity
- Inappropriate conversations
- Bringing weapons of any kind into the workplace
- Insubordination
- Poor attendance and shift lateness
- Failing to wear proper uniform
- Gossip
- Harassment
- Discrimination
- Violence
- Bullying
- Failure to perform work accurately
- Performing unsafe work, horseplay
- Breach of company confidentiality

2. PAYROLL AND BENEFITS

2.1 EMPLOYMENT AND PAYROLL

Purpose

To clarify the different types of employment Executive Aviation offers and what to expect with Payroll.

Policy

Executive Aviation offers the following types of employment:

Salaried Team Member: Typically, management positions, full-time (40 hours), an annual salary paid bi-weekly.

Full-time hourly Team Member: Any Team Member who consistently works more than 30 hours per week.

Part-time hourly Team Member: Any Team Member who works less than 30 hours per week.

Casual hourly Team Member: A Team Member who works at minimum one 3-hour shift per month, but not regularly scheduled weekly.

Seasonal Team Member: A Team Member who is hired on a fixed term contract to work a variety of hours within a set number of months.

Team Members are responsible for recording your hours worked accurately and honestly. As well as updating the Manager on any missed hours, or changes in employment status. Please refer to the Attendance Policy regarding scheduling requirements and notices.

Payroll

Executive Aviation uses ADP to process payroll on a bi-weekly cycle. Team Members who are not on salary are responsible for punching in and out for their scheduled shifts.

The pay cycle (two weeks) for which you would be paid for ends the Thursday before your pay date. For example, if you work from April 28th, 2017 – May 11th, 2017, you would be paid on May 18th, 2017 for that time.

Once we receive your personal information and tax forms, we will register you as A Team Member. You will then receive an email from our Payroll Administrator to register online with ADP. Our pay statements are only available online through ADP.

All Team Member pay will be subject to applicable taxes and government remittances.

Time Clocks

Team Members using time clocks to record their hours worked are responsible for punching in and out to mark their hours worked. If A Team Member punches in early or late, the hours worked will be rounded to the closest scheduled time, unless otherwise approved by a Manager for starting early or working late.

It is up to the Team Member to review and check their pay statements to ensure all hours have been captured correctly.

2.2 ATTENDANCE

Purpose

The Attendance Policy provides Executive Aviation's expectations of Team Members' attendance and clarifies the different types of leaves available to Team Members.

Policy

Executive Aviation will provide all Team Members at minimum a two-week schedule and commit to sharing the schedule with Team Members at least a week in advance unless special circumstances prohibit meeting that deadline.

Team Members are expected to share their availability with the Manager as set out by the Manager's guidelines, depending on the airport's needs. All Team Member schedules will be based on our flight commitments. Once a schedule has been posted and shared, it is the responsibility of the Team Member to make that shift. All Team Members are expected to arrive to their shift on time, and fit to work, being in a good mental and physical condition. If A Team Member arrives to work in an unsuitable condition, they will be sent home, by the Manager, or leads.

You are expected to be honest about your absences. Management reserves the right to request doctor's notes for any missed time due to illness or nonwork related injury.

Reporting Absences

Sick Calls

All Team Members who are unable to report to work must notify their Manager directly, as much in advance as reasonably possible, prior to the commencement of their scheduled day of work. Team Members must also ensure that their current telephone number(s) is on file.

Team Members are required to notify their Manager 12 hours before their shift if they are sick and are not fit to work.

In the event of an absence, or tardiness, Team Members are expected to give the Manager a reason. Similarly, when leaving work early, Team Members must advise their Manager or Lead of the need to leave work to ensure a safe operation.

Unapproved Absences

Team Members who fail to call the Manager or show up to their shift will be considered a "no show".

All no shows will be subject to the progressive discipline policy leading up to and including termination.

Shift Trades

If you are unable to work a shift, it is your responsibility to find someone to take your shift. Please note, shift trades need to be approved and the person taking your shift should have the same types of qualifications as you (ie. RAIC/ Security and/ or AVOP).

When you've found someone who matches your qualifications, you need to email the Manager and 'cc' the person who has agreed to take your shift. Shift trade requests should be sent to the Manager, at minimum, 3 hours in advance of the shift starting.

Failure to notify the Manager of the change in advance of the shift trade will result in an "unapproved" absence and could lead to our progressive discipline policy.

Approved Leaves of Absences

Executive Aviation recognizes that there are some circumstances that will make it necessary for Team Members to be absent from work. Once A Team Member is on an approved leave of absence, Executive Aviation will pay out all accrued vacation and issue a Record of Employment (ROE) electronically. Below are the following leaves Team Members are entitled to:

Sick Leave: Team Members are entitled to sick leave protection of up to 17 weeks if they have worked for Executive Aviation for at least three consecutive months. The Team Member must provide HR with a medical certificate—in writing—up to 7 days before the leave starts. Team Members are eligible for EI sick benefits once their record of employment (ROE) has been processed.

Long Term Disability: Executive Aviation Team Members who participate in the benefits plan are eligible for long term disability. This is a paid benefit you could be eligible for following your sick leave. This would be organized through the Manulife.

Maternity Leave: Female Team Members are entitled to a maximum of 17 weeks of maternity leave if they have completed six consecutive months of continuous employment with Executive Aviation before their leave begins.

Team Members can take this leave any time during the period that begins 13 weeks before the expected date of delivery and ends 17 weeks after the actual delivery date.

Maternity leave can be extended up to the day on which the child is born if the birth has not occurred within the 17-week leave period.

Team Members need to give one month's written notice to HR if they plan on taking maternity leave.

Paternity Leave: Natural and adoptive parents are also eligible for up to 63 weeks of parental leave under the same conditions as those for maternity leave.

They can take this leave any time during the 78-week period starting the day the child is born or the day the child comes into their care.

Team Members need to give one (1) month's written notice to HR if they plan on taking paternity leave.

Hospitalization of a child during leave: If a child is hospitalized shortly after birth or adoption, the maternity or parental leave can be interrupted.

The period within which the Team Member can take the maternity or parental leave will be extended by the number of weeks during which the child is hospitalized.

However, regardless of the duration of the hospitalization, maternity leave must end no more than 52 weeks after the date of delivery and parental leave must end no later than 104 weeks after the day on which the child is born or comes into the Team Member's actual care.

Interruption of parental leave for other leaves: It is possible for a Team Member to interrupt their parental leave in order to take:

- compassionate care leave
- leave related to critical illness
- leave related to death or disappearance of a child
- sick leave
- work-related illness and injury leave
- reservist leave (except for the purposes of annual training)

Parental leave is to resume immediately after the other leave ends but cannot extend beyond 104 weeks after the day on which the child is born or comes into the Team Member's care.

Team Members are required to keep the employer updated during any leave interruptions.

Compassionate Care: A Team Member can take up to 28 weeks of compassionate care leave to look after a family member who is gravely ill.

This leave of absence can be shared by two or more Team Members when looking after the same family member, but the total amount of leave taken by all cannot equal more than 28 weeks within the 52-week period.

Leave related to critical illness: A Team Member, who is a family member of a critically ill child or adult is eligible to take up to 37 weeks of leave to provide care or support to the child and up to 17 weeks of leave to provide care or support to the adult.

If two or more children of A Team Member are critically ill, the Team Member is eligible for separate leaves of 37 weeks with respect to each affected child.

Bereavement Leave: Team Members are entitled to a maximum of three consecutively paid bereavement days for the death of an immediate family member, i.e. the Team Member's father and mother and the spouse or common-law partner of the father or mother, the Team Member's child(ren) and the child(ren) of the Team Member's spouse or common-law partner; the Team Member's grandchild(ren); the Team Member's brothers and sisters; the grandfather and grandmother.

Team Members are required to let HR or their Manager know as soon as possible.

Executive Aviation reserves the right to ask for proof of service if deemed necessary.

Leave related to death or disappearance: A Team Member, whose child is under 18 years of age and has disappeared or died as a result of a probable crime, is eligible to take up to 52 weeks of leave in the case of a missing child, and up to 104 weeks of leave if the child has died.

A Team Member is not entitled to the leave of absence if the Team Member is charged with a crime or it is probable, considering the circumstances, that a child was a party to the crime.

If two or more children of a Team Member disappear or are murdered as a result of the same event, the Team Member is eligible for only one leave of 52 or 104 weeks respectively. However, if two or more children of A Team Member disappear or are murdered as a result of different events, the Team Member will be eligible for separate leaves with respect to each affected child.

Reservist Leave: A Team Member is allowed to take a leave of absence without pay from their civilian employment to take part in annual training or in certain military operations in Canada or abroad that are designated by the Minister of National Defence.

Unpaid personal leaves: A Team Member can request an unpaid personal leave of absence only with HR permission for a maximum of 6 months. The Team Member must put this request in writing sharing the reason for the leave within one month before the leave begins.

2.3 HOURS OF WORK AND REST PERIODS

Purpose

To address each Team Member's right to rest periods and time off in between scheduled shifts.

Policy

The Canada Labour Code entitles Team Members to a minimum of one full day of rest per week.

In most cases, A Team Member is required to receive at least 11 consecutive hours off work each day (i.e. within a 24-hour period, not necessarily a calendar day).

Daily Limits of Work

The maximum number of hours most Team Members can be required or allowed to work in a day is eight hours, however with Team Member permission, or otherwise outlined in a collective agreement, Team Members can work up to 12-hour shifts.

Exception to Daily Limits of Work

Generally speaking, a Team Member can be required or allowed to work more than the daily limit only if he/she has agreed electronically or in writing as outlined in the employment contract (Offer Letter) that was presented at hire. The agreement must contain an acknowledgement that the information sheet was provided.

Even if these conditions are met, generally a Team Member still must have 11 consecutive hours free from work in each day (24-hour period).

Weekly Limits of Work

The standard number of hours a Team Member can work is 40 hours per week to a maximum number of 48 hours per week.

An employer may not cause or permit a Team Member under the age of 17 years to work between 11 p.m. on one day and 6 a.m. on the following day.

Overtime

Given the work at the airport necessitates an irregular distribution of hours for our Team Members, overtime will be calculated on an average basis for a period of two weeks. This means overtime will only be calculated on the additional number of hours worked after averaging the total amount of hours worked in that pay period.

A Team Member who does work an excess of the standard hours of work will be paid overtime wages of not less than one and one-half times their regular rate of pay.

An example of this overtime calculation would be a Team Member who worked 42 hours of work the first week, and then worked 45 hours of work the second week, they would receive 7 hours of overtime pay. However, if a Team Member worked 35 hours for the first week, and then worked 45 hours the second week, they would not receive overtime hours, as the additional hours would be applied to the week where they worked less than 40 hours.

2.4 TRAVEL POLICY

Purpose

To establish standards for travelling on behalf of Executive Aviation and reimbursement guidelines.

Policy

Team Members who use their own vehicles for Executive Aviation business must carry personal liability and personal damage insurance with at least \$1,000,000 liability coverage and possess a valid driver's license. Team Members must immediately notify their Manager of any change in status of the driver's license.

In order to be reimbursed, travel and related expenses must be necessary to effectively conduct business on behalf of Executive Aviation and be appropriately documented.

Routine Travel

For work-related travel (seminars, workshops, meetings), the Team Member will be compensated at the rate of 55 cents per kilometer for business use of a personal vehicle, provided that prior approval has been given by the Manager. Mileage is tracked from the Team Member's place of business to the business-related destination or from home to the business-related destination, whichever is less. Standard distances between Executive Aviation locations are used for interoffice travel.

Executive Aviation will reimburse a Team Member for the following upon being provided with an expense report having attached original receipts:

- Fees for parking when on approved business,
- Bus and taxi fares with receipt,
- Meal expenses incurred as follows: breakfast/lunch expenses in the case of half-day travel; or
- Three meals per day in the case of full day(s) travel, when times are outside regular working hours.

Executive Aviation will not reimburse a Team Member for the following:

- Fines for traffic or parking violations,
- Any claim or damage arising from a collision, road hazard, etc.; or
- Mileage for transportation between home and the Team Member's normal work location.

Travel Outside of Executive Aviation's Operational Area:

When conducting work on behalf of Executive Aviation, out-of-pocket expenses and meals shall be reimbursed upon submission of an expense report with original receipts attached. Guidelines will be provided to Team Members prior to date of travel.

Staff Driving

- Executive Aviation will provide a vehicle, either through rental agency or a company vehicle, and it shall be in roadworthy condition.
- Staff shall possess a valid driver's license and insurance.
- Staff shall wear seatbelts at all times
- Smoking in company owned or rented vehicles is not permitted.
- In the unfortunate circumstance of an accident, a report should be filed with the Safety Representative/Manager and a WSIB report completed (if an injury occurs to any staff including associates).

Executive Aviation Team Members shall not use hand-held devices when driving unless the vehicle has been safely stopped or the equipment can be operated by hands-free/voice activation and in safe circumstances. This equipment includes cell phones, blackberries, GPS, and laptops.

Team Members are required to address any distractions that may deter from the safe operation of their vehicles (dashboard items, loud music, etc.) including the use of voice activated equipment in accordance with our safety-first approach.

2.5 HOLIDAY POLICY

Purpose

To outline Executive Aviation's Holiday entitlement for all Team Members.

Policy

All Team Members at Executive Aviation are entitled to 9 paid holidays per year. Each Team Member is entitled to and shall be granted a holiday with pay on each of the general holidays falling within any period of his/her employment.

A Team Member who is required to work on a day on which they are entitled to holiday pay shall be paid, in addition to the holiday pay for that day, wages at a rate equal to at least one and one-half times their regular rate of wages for the time that they work on that day.

For Management Team Members

- (a) Be given a holiday with pay at some other time, either by adding it to their annual vacation or by granting it at a time convenient to both the Team Member and the employer; or
- (b) Be paid holiday pay for the first day on which they do not work after that day if a collective agreement that is binding on the employer and the Team Member so provides.

When a general holiday falls on a day that is a non-working day for A Team Member, the Team Member is entitled to and shall be granted a holiday with pay at some other time, which may be added onto his/her annual vacation or granted as a holiday with pay at a time convenient for both the Team Member and employer.

Holidays for Federal Team Members

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

A Team Member shall, for each general holiday, be paid holiday pay equal for one twentieth of the wages, excluding overtime, that they earned in the four-week period preceding the week in which the general holiday occurs.

Team Members not entitled to holiday pay for a general holiday include Team Members who, fail to work their scheduled shift before and after the holiday.

2.6 VACATION POLICY

Purpose

Vacations are an important part of helping everyone balance work and recreation. Team Members are encouraged to take their full vacation entitlement to recharge themselves and to return refreshed and ready for the challenges of work life. In addition, Team Members using their full vacation ensure the organization is not incurring a liability from excessive vacation accruals.

Policy

All Team Members accrue vacation time and vacation pay under this policy. Executive Aviation requires all Team Members to take their proper vacations within the year it is accruing unless special permission has been granted to carry over some vacation days for a scheduled trip.

Vacation is earned and accrued every pay period. Vacation time off can be requested any time by the Team Member to their Manager through ADP, salaried Team Members must submit request to their Manager through email. The amount of vacation pay that has accrued is shown on each pay stub, for hourly Team Members only.

In some cases, Team Members earn more vacation pay than their vacation time entitlement, for example, working overtime increases your vacation pay etc. If this should occur, the Team Member will be required to have some of their vacation pay paid out while they are on vacation, as outlined below.

Vacation is accrued at the following rates:

Completed Years of Employment	Vacation Time accrued	Vacation Pay accrued
Less than 6 completed years of employment	10 days per year for full-time equivalent	4% of wages (excluding vacation pay)
At least 6 completed years	15 days per year for full-time equivalent	6% of wages (excluding vacation pay)

In some cases, or depending on the position, vacation accruals can skip a level.

Salaried Team Members

- Team Members are responsible for monitoring their own vacation accruals and

requesting time as needed.

- Team Members may use overtime hours as lieu time to take so long as the overtime was approved by a Manager in writing and the lieu time is taken within the calendar month of accrual.
- Carry over requests to a maximum of 5 days can be requested to be carried into the next year. Any days approved will be the exception, not the rule.
- Vacation time must be taken throughout the year and cannot be taken more than 2 weeks at a time, before the end of the calendar year, unless with special permission.

Hourly Full-time, Part-time and Casual Team Members

- Team Members will be reminded quarterly to submit their vacation requests through ADP.
- All vacation accrual amounts will be stated on the bottom of your pay statement.
- Team Members who take at least half of their vacation are eligible for up to 50% of accrued vacation dollars to be paid out when they are on vacation.
 - Example: if someone has 2 weeks' vacation, but chooses to take 1 week off, with management permission, can be paid out 2.5 days from their vacation accrual during their time off.
 - This is to help offset the costs of enjoying one's time off.
- Carry over requests to a maximum of 5 days can be requested to be carried into the next year. Any days approved will be the exception not the rule.
- Vacation time must be taken throughout the year and cannot be taken more than 2 weeks at a time, before the end of the calendar year, unless with special permission.

Seasonal Team Members

- Team Members will be reminded quarterly to submit their vacation requests through ADP.
- All vacation accrual amounts will be stated on the bottom of your pay statement.
- Team Members who take at least half of their vacation are eligible for up to 50% of accrued vacation dollars to be paid out when they are on vacation.
- Example: if someone has 2 weeks' vacation, but chooses to take 1 week off, with management permission, can be paid out 2.5 days from their vacation accrual during their time off.
- This is to help offset the costs of enjoying one's time off.
- Carry over requests to a maximum of 5 days can be requested to be carried into the next year. Any days approved will be the exception, not the rule.
- Vacation time must be taken throughout the year and cannot be taken more than 2 weeks at a time.

Vacation time is to be taken in the year in which the vacation is earned. Written approval from the Team Member's Manager is required for any exceptions. Carry over requests that are approved will be the exception not the rule adhering to the following parameters:

- Up to a maximum of **five days** can be requested to be carried into the next year.
- Any accrual into the next year must be taken by year end.

NOTE: Team Members who fail to obtain approval in writing for accrual balances remaining at December 31st to carry over into the subsequent calendar year are at risk of losing the accrual balance.

2.7 BENEFITS POLICY

Purpose

To outline the Executive Aviation benefits that are available to all full-time Team Members after 6 months of service with the company.

Policy

Executive Aviation offers Group Benefits to their Team Members on a cost sharing basis of 50/50, with the exception of Long Term Disability, Team Members pay 100% of their coverage for Long Term Disability. Team Members must meet eligibility criteria before enrolling in the benefit program. Team Members must work an averaged minimum of 30 hours after 6 months of continuous employment to enrol in the benefits plan.

Our Group Benefits plan includes coverage on the following; Long Term Disability, Life Insurance, Accidental Death and Dismemberment, Prescriptions, Extended Health Care, Eye Exams, Travel Medical Insurance, and Dental Care.

The Team Member's benefit plan may be amended or supplemented from time to time by the Employer.

Team Members who do not wish to enrol in the plan will be required to sign a waiver.

Group Benefit eligibility will be assessed bi-annually and Team Members previously ineligible could be added, or those Team Members no longer working the minimum requirements could become ineligible to continue on the plan.

2.8 FLIGHT PASSES

Purpose

Promote the responsible use of Executive Aviation's Team Members qualifying and using flight passes with our partnered airlines.

Policy

As part of the Executive Aviation team, Team Members may be eligible to take advantage of discounted flight passes with some of Executive Aviation's partnered airlines. This is a kind gesture that the airlines provide us as a 'thank you' for our exceptional standards and to reward us for a 'job well done'. It is up to the approval of the Station Manager to give flight passes to their team members.

In order to qualify for flight passes, Team Members need;

- To have the approval of their Station Manager
- Have the approved time off
- Be in good standing (e.g., no recently given performance warnings, or attendance warnings)
- Have a RAIC, or security pass, or validation of employment

Flight pass request procedure/ using a flight pass

- Getting approval from your Station Manager
- The Station Manager will get the passes from the airline representative
- Team Members use the passes to purchase their standby tickets, at a discount
- Team Members must travel with their RAIC, Security pass, or validation of employment

Executive Aviation currently offers flight passes with Air Canada, Porter, and WestJet; however, Team Members are only eligible for flight passes if they have been trained on the airline product and are only eligible to take advantage of the flight passes that belong to the airlines that fly out of their specific airport. Flight passes usually require the Team Member to pay the airport and administration fees of a ticket.

Note: All Partner Flight Passes are standby trips only. Please check flight times regularly.

3. CONDUCT AND OPERATIONS

3.1 ACCESSIBLE CUSTOMER SERVICE

Purpose

Accessibility is a human right and should apply to all areas of daily life. Executive Aviation is committed to excellence in serving all customers and will ensure that the following core principals are met for every one of our customers.

Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of others;

Independence – when a person with a disability is allowed to do things on their own without unnecessary help or interference from others;

Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other participants (unless an alternate measure is necessary to enable a person with a disability to access programs and services);

Equal Opportunity – service is provided to a person with a disability in such a way that they have an opportunity to access programs or services equal to that given to others.

Policy

Training Staff

Executive Aviation will provide training to Team Members who deal with the public. Individuals in the following positions will be trained:

- Customer Service Representatives
- Managers
- Ramp Staff

This training will be provided to staff once they have been hired on at Executive Aviation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the customer service standard.
- Executive Aviation's accessible customer service policy.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

- What to do if a person with a disability is having difficulty in accessing Executive Aviation's services.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Executive Aviation will notify customers promptly by posting a sign where applicable and on our website. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

However, please note that in some circumstances such as an unplanned temporary disruption, advance notice may not be possible.

3.2 TEAM MEMBER RIGHTS AND DUTY TO ACCOMMODATE

Purpose

To address the basic Human Rights of all Team Members working at Executive Aviation.

Policy

The Canada Human right act outlines the Duty to Accommodate, the employment equity act, and rights for foreign workers. All Team Members have the right to work in a safe and judgement free workplace.

The Employment Equity Act is a federal law that requires federally regulated organizations and businesses to provide equal employment opportunities to four designated groups:

- Women
- Aboriginal peoples (Indian, Inuit or Métis)
- People with disabilities
- Visible minorities

At times, people need to be treated differently to prevent or reduce discrimination. This may require an employer to make a change to A Team Member's work environment or duties, to make it possible for that person to do his or her job every day. This is called the Duty to Accommodate and it only applies to needs that are based on one of the grounds of discrimination.

The Duty to Accommodate has limits. Sometimes accommodation is not possible because it would cause an organization undue hardship.

3.3 EXECUTIVE AVIATION PROPERTY AND PREMISES

Purpose

This policy will establish expectations regarding Executive Aviation premises and property including all airport grounds and equipment.

Policy

All Team Members at Executive Aviation are expected to treat Executive Aviation property and the premises respectfully. It is every Team Member's responsibility to follow proper procedures and to adhere to any specific security requests when accessing the secured airport premises.

Depending on the airport security level, some Team Members may be required to complete a successful police background check or be given clearance from Transport Canada in the form of a RAIC (Restricted Airport Identification Card). If a Team Member has yet to receive their clearances, or you have a guest with you, you must follow proper accompaniment policies and procedures as outlined by each airport authority, i.e. escort passes, or yellow passes.

Horseplay, vandalism, and "sabotaging" of company or airport equipment and property is strictly prohibited and will result in following the progressive discipline policy.

If A Team Member notices damage or anything that could result in a safety accident in the workplace to any building, Executive Aviation vehicle, airport infrastructure, airport equipment, aircraft or Executive Aviation premises, it is to be reported immediately.

3.4 DRESS CODE

Purpose

To present a professional and recognizable appearance to Executive Aviation's customers, business partners and to the public while ensuring safety and comfort for each Team Member.

Policy

All Team Members must report to work wearing uniform that is clean, neat and in good repair but also suitable for the nature of their job. Executive Aviation will provide the standard uniform pieces to the Ground Handlers, Fuelers, and Maintenance shop when they start with Executive Aviation and throughout the year. Should a Team Member choose to leave the organization after receiving new uniform pieces, Executive Aviation reserves the right to recoup \$50 from their last pay.

Administration

- Business casual
- No ripped/ street clothing
- Dress appropriately for the weather

Fueling

- Steel toe boots (CSA approved)
- Navy or black pants
- EA t-shirts or long sleeves
- Dress according to the weather
- Safety vests
- Hats or Toque

Maintenance

- Steel toe boots (CSA approved)
- Navy or black pants or shorts
- EA t-shirts or long sleeves
- Dress according to the weather
- Safety vests
- Hats or Toque

Ground Handlers

- Ear protection – plugs or ears (provided)
- Safety vest (provided)
- Shirts – Navy blue EA T-shirts (provided)
- Pants or shorts

- Must be navy, black work pants or shorts
- No ripped jeans or pants, cut offs, or patterns
- Steel toed shoes (CSA approved)
- Caps – Executive Aviation (provided)

Counter Agents

- Pants, Skirt, Blazer, and Sweater must be black and blouse or collared polo must be white.
- Yoga/jogging type pants or leggings are not acceptable as part of our Uniform.
- T-shirts and scoop-necks are not acceptable.
- Hair: Must be clean, tidy, and well-groomed and styled away from the face. Hair tints must be discreet and natural. Hair adornments must be black and colored accessories are not acceptable.
- Cosmetics: Representatives are required to wear basic make-up that compliments the skin tone. Natural, clear or pale pink polish only on the hands.
- Jewelry: Only small studs or very small drop earrings are permitted, 1 piercing in each ear (females only). Small necklaces are acceptable, 1 small bracelet (except for medic alert bracelets no limit) and no anklets.
- Piercings: beyond earrings (and this is for females only) and, other visible adornments must be removed.
- Visible tattoos are not permitted. They must be covered with make up or a bandage.
- Any additions to the dress code must be approved by Station Manager and offered to all staff.
- Team Members must remain in uniform between flights.
- Eating and drinking is not permitted in public bars while in uniform. Drinking of alcoholic beverages in uniform is not permitted. Chewing gum, eating snacks etc. is not permitted in public in your uniform. This means no gum chewing at check in or the gates.
- The skirt is worn to the knee when standing. It must be clean and well pressed at all times.
- Pants and blazer must also be clean and well pressed.
- A clean pressed blouse is necessary each day. They can be hand washed in cold water and pressed with an iron.
- The scarf is to worn at all times and the tied ends should be worn to the right. The scarf should be hand washed in cool water and pressed with a cool iron.
- Shoes are to be plain black leather pumps or flats without adornments. A heel should be worn when wearing a dress or skirt. All shoes should be polished and in good repair. "Stacked heels" or shoes with wedge heels are not permitted while in dress or skirt.
- Plain, black leather boots, knee high may be worn during the winter months. Please ensure it is a safe heel.
- Hosiery/pantyhose should be flesh colored, without patterns or seams.
- The jacket may be worn fully buttoned or unbuttoned. Name badge and RAIC/

Security Clearance pass must be visible and worn at all times.

- Black dressy type sweaters may be worn under the blazer or alone over shirt.
- Approved dress may be worn with or without blazer/sweater.
- Summer attire - White shirt/collared polo may be worn alone outside to meet/board aircraft, inside blazer or sweater must be worn over shirt.
- Winter Attire - Black winter boots may be worn outside; hat mitts and scarf must also be black. Outer jacket is preferred black unless you don't have one.
- Care and upkeep of the uniform is your responsibility. It should be clean, well pressed and in good repair at all times. All issued uniforms must be returned, cleaned and pressed if you should leave Executive Aviation.
- Jackets must be worn at all times unless given permission to remove them by a Lead or Manager.
- Piercings are not permitted.
- The jacket may be worn fully buttoned or unbuttoned.
- Shoe must be black, clean and kept in good repair. A small tie up or slip on leather shoe is acceptable. Athletic style shoes are not permitted.
- Goatees are acceptable if kept trimmed and neat.
- Moustache and beards should not be grown while on duty.
- Conservative sideburns, neatly trimmed, will be permitted.
- Ponytails or ducktails are not permitted.

Team Members who are, in the opinion of the Manager or Shift Lead, unsuitably dressed for their jobs may be required to change clothing before beginning or continuing their work responsibilities. Time off to obtain and change clothing is unpaid.

3.5 DRUG AND ALCOHOL POLICY

Purpose

To support our responsibility for, and commitment toward, our Team Members to ensure a safe and healthy workplace and to provide an opportunity to Team Members with a substance use problem to get well.

Policy

All individuals working at Executive Aviation are expected to report fit for duty for scheduled work and be able to perform assigned duties safely. Executive Aviation is committed to enforcing a zero tolerance for Team Members who arrive at work under the influence of alcohol or drugs, whose ability to work is impaired in any way by alcohol or drugs, or who consume alcohol or drugs on Executive Aviation property.

Executive Aviation strictly prohibits the use, unlawful manufacture, sale, purchase, offer to purchase or sell, transfer, distribution, consumption, or possession of drugs or alcohol on Executive Aviation property. To this end, the Executive Aviation reserves the right to conduct searches for drugs or alcohol, including, but not limited to, searches of lockers, filing cabinets, desks, packages, etc. which are on Executive Aviation property. Any drugs or alcohol found as a result of such a search will be confiscated and the occupant or user of the object searched will be subject to disciplinary action, up to and including termination of employment.

Responsibilities

Team Members

- In the event you have any doubt as to whether A Team Member is, or is not impaired you should err on the side of caution and let a lead or Manager know right away.
- If you all called into work, it is your responsibility to refuse the request and ask that the request be directed to another person if the Team Member is unfit due to the influence of alcohol or other drugs.
- If you are prescribed medication we expect you to consult with a medical professional to determine if medication use will have any potential negative effect on job performance. Team Members are required to report to Manager if there is any potential risk or limitations under the prescription.

Leads

- If A Team Member is believed to be under the influence, or is using Executive Aviation property to consume, store etc., drugs or alcohol, the Leads must;
 - confirm the impairment with at least one other Team Member

- send the impaired Team Member home in a taxi
- call the Manager immediately to let them know what has happened

Managers

- If a Team Member is believed to be under the influence, or is using Executive Aviation property to consume, store etc., drugs or alcohol, the Manager must;
 - confirm the impairment with at least one other Team Member
 - send the impaired Team Member home in a taxi
 - call the Manager immediately to let them know what has happened
- To determine a Team Member is under the influence, Managers will:
- Ask the Team Member
- Ask other Team Members to describe their behavior, appearance, etc.
- Search their locker, and/ or personal belongings.
- If a Team Member is under the influence of alcohol or drugs at the workplace they will be subject to our progressive discipline policy, up to and including termination.

Substance Dependency

In support of those who may have developed or are developing a disease of chemical dependence, all Team Members and people in the workplace are required to document and report any violations of this policy. Any Team Member, or person not complying with this is enabling. Enabling behaviour leads to ongoing health and safety concerns for an addicted individual and those around him or her.

If a Team Member self identifies that they have a chemical dependency disease, Executive Aviation will support them through their recovery, by granting medical leaves of absences or following the recommendations of the Team Member's doctor.

3.6 SMOKING POLICY

Purpose

To protect all Team Members, customers and visitors from exposure to second-hand smoke and to comply with the Non-smoker's Health Act. This policy is designed to provide a healthier, safer work environment that is free, to the extent possible, of tobacco smoke.

Policy

Smoking is prohibited on Executive Aviation property and in Executive Aviation vehicles. Smoking is prohibited in areas under the control of the employer of an aircraft, motor or airport terminal, and other areas such as:

- terminal,
- adjacent corridor,
- lobby,
- stairwell,
- elevator,
- cafeteria,
- washroom,
- apron,
- ramp room,
- aircraft, or
- within nine meters of the main entrance.

Any Executive Aviation Team Members found smoking on the Executive Aviation premises will be asked to extinguish the smoke and will participate in the progressive disciplinary process.

4. TECHNOLOGY

4.1 CONFIDENTIALITY

Purpose

To outline Executive Aviation's standard of respect for each person's private and restricted information. Executive Aviation is committed to protection of personal privacy in accordance with all applicable privacy legislation.

Policy

Executive Aviation will ensure effective, secure and controlled storage, maintenance, access and disposal of personal information whether in print or electronically.

Executive Aviation expects all Team Members to remain confidential when sensitive information is in their knowledge. Confidential information includes, internal Executive Aviation operations, any information about Team Members including their name, position and pay, as well as Executive Aviation incidences. It is advised not share private Team Member information internally or externally.

It is strongly advised not to share sensitive Executive Aviation information online regarding workplace accidents, Team Member status and internal operations.

All confidential information will only be used for the following purposes:

Team Members

- A master confidential file of original employment documents for staff is contained in a locked filing cabinet in Human Resources to which only authorized persons have access.
- Management maintains a secure, locked working file of their Team Members and uses it for work-related purposes.
- Following the termination of employment, personnel files are retained for the period of seven years after which they are shredded. Retirement and pension records are kept permanently and archived with Human Resources records in a locked file cabinet.
- For release of personal information to outside parties (e.g., to a bank regarding a mortgage), Team Members should submit their request to Human Resources.

- Team Members have the right to access their personal information and the right to request corrections. The request to access and/or change specific information in a personnel file must come through the Team Member's Manager.
- Team Members have the right to expect a reasonable amount of privacy. No Team Member is allowed to videotape, tape-record, or take a photograph of another Team Member during work time and/or on Executive Aviation premises without the knowledge and permission of the Team Member and his or her Manager.
- All Team Member contact information, and other protected information, will not be shared internally unless permission is expressly given by the Team Member.

4.2 CELL PHONE POLICY

Purpose

To minimize distractions, accidents, and injuries on the ramp resulting from cell phone use during work hours.

This policy applies to any Team Member working for, or on behalf of, Executive Aviation as well as any contractor, or sub-contractor, working on the property of Executive Aviation.

Policy

Cell phones on the ramp at Executive Aviation are strictly prohibited. All Team Members are expected to use cell phones when inside the facility. This is an important safety issue, as we need to do our part to counter ramp distractions.

Team Members who may be working by themselves should finish their duty or task before answering a call on shift. Team Members that fuel aircrafts should always leave cell phones inside the fuel truck, finish the fueling, and then check for missed calls or messages afterwards.

Team Members who are spending time on their phones during shift, when they should be servicing the aircraft will be subject to participate in the progressive discipline policy, up to and including termination.

4.3 SOCIAL MEDIA

Purpose

This policy applies to all Team Members at Executive Aviation and outlines expectations regarding internet and technology usage at work.

Policy

Computer & Internet Usage

Executive Aviation provides WIFI, computer use and approves of using social media during down time. Executive Aviation trusts Team Members to not look up inappropriate material while at work. Executive Aviation encourages the use of Social Media provided that it is respectful.

Your personal online activity is your business, however, any activity inside or outside of work that affects your performance, the performance of others at Executive Aviation, or the Executive Aviation's business interests are the focus of this policy. You must always assume that work-related social media activity is visible to Executive Aviation as well as current or potential Team Members, clients, partners and competitors. Executive Aviation reserves the right to direct its members to avoid certain subjects and remove inappropriate comments and posts.

Executive Aviation Team Members should direct all media or interview requests to the Manager or President before participating.