

2024

ORIOLE

LANDSCAPING LTD.



EMPLOYEE MANUAL

Staff policy and procedure for Oriole Landscaping, as of April 2024.

Spring 2024

Oriole Employee Manual – **Acknowledgment of Reading and Comprehension**

I the undersigned have read the Oriole Landscaping Ltd., Employee Manual 2024 in its entirety.

From time-to-time Oriole Landscaping Ltd. may need to clarify, amend and/or supplement the information contained in the Employee Manual 2024 and Oriole will inform me when changes occur.

I have made all efforts to understand the policies and will follow them in my daily work as an employee. Any policies, procedures and/or other aspects of the manual that I do not understand will be reviewed with my supervisor; with the understanding that it is my responsibility to seek out answers to the questions that I have. I will comply with all policies and procedures to the best of my ability. If there are any uncertainties, I will have to ask the questions.

Name: _____ (Please print)

Signed: _____

Date: _____

Witness: _____

Accessibility

Oriole Landscaping Ltd. Is committed to excellence in serving all customers including people with disabilities.

We will ensure that our staff is trained and familiar with various assistive devices we have on site that may be used by customers with disabilities while accessing our yard, office, or job sites.

We will communicate with people with disabilities in ways that consider their disability.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly by notice. A 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. The notice will be placed at the entry to the area of our workplace (yard, office, or jobsite) that is affected.

Oriole Landscaping Ltd. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf, so they know what is expected of them in an assistive role.

Individuals in the following positions will be trained: Office and field staff.

Introduction

Our goal is to create a comprehensive guide for our staff outlining the expectations, procedures, and responsibility of all our staff. We welcome our returning and new staff; we look forward to a successful year.

We ask that you thoroughly read this manual and submit upon completion, the:

- Employee Handbook Acknowledgement of Receipt



Welcome to Oriole Landscaping!

About Oriole:

At the forefront of landscape design and construction for over thirty-seven years, Oriole Landscaping continues to offer award winning services in design, construction, maintenance, and consultation. Located in the core of Toronto, we offer our superior process, unique design, and skilled staff to service our projects of varying scales. With a strong sense of design and attention to detail, our fresh and progressive ideas let your garden encourage distinguished purpose. Enjoy nature through a trouble free and reliable execution of work completed in a professional and courteous manner. Our success comes from our clients; focus, commitment and desire create the experience that one wishes for when undertaking a project. It is through our clients that we can define our success in the past, and our hopes for the future.

Our Mission:

"to build leaders within every member of our team"

We would like to welcome you to Oriole Landscaping Ltd.

If you are a new employee, we aspire to making your new job a rewarding experience. Early in your employment with us you will realize that we have set a very high standard for you. This will ensure that you, as well as your co-workers, are among the best motivated and trained workforce in the industry.

If you are an existing employee, we want to express our sincere appreciation for your valued contribution that has helped build this great company.

This Handbook outlines some of the policies and practices in effect here at Oriole Landscaping Ltd. These policies and practices are necessary to allow each of us to be safe, productive, and prosperous.

A handwritten signature in dark ink, appearing to read "Gurvari", with a horizontal line underneath.

George Urvari (President)

A handwritten signature in dark ink, appearing to read "Peter Guinane", with a horizontal line underneath.

Peter Guinane (C.E.O.)



Oriole's Vision for 2024:

ACT WITH PURPOSE

We accept accountability for our actions and results.

We treat the Company's assets as our own.

We are entrepreneurial and look for opportunities to grow our business.

ACT WITH A SENSE OF URGENCY

We are decisive, take initiative and make tough decisions when necessary.

BE A TEAM PLAYER

We always work safely.

We respect our colleagues and those we interact with outside our organization.

We listen to others for understanding and we ask for help.

We build trust and celebrate our successes.

We help others improve their effectiveness.

We promote confidence and trust in each other's capabilities.

CONTINUALLY IMPROVE

We build on good ideas, learn from our mistakes, and challenge the status quo.

We think outside of the box and have a desire to succeed and add value to our work.

DELIVER RESULTS

We have a clear vision of where we are going and the plan to get there.

We focus our resources to achieve our objectives.

We pay attention to detail and keep our commitments.

We deliver results.

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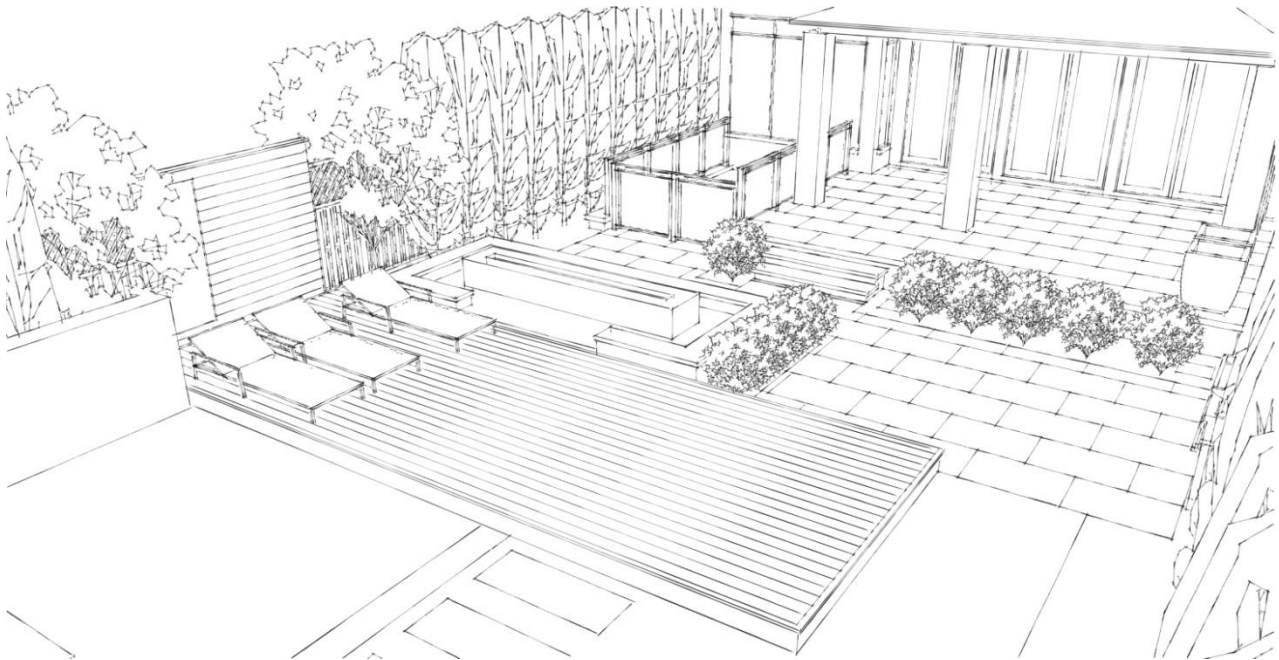
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Employment Policies



A. General Work Policy

Oriole Landscaping Ltd. (hereafter defined as Oriole or the company) expects excellent productivity and a high quality of work in all areas of our business. The general work policy illustrates how Oriole Landscaping achieves this high standard. Oriole has always regarded growth and change as instrumental to success and the company will continue to grow in the future.

1. Standards of Professional Conduct:

The purpose of this policy is to set forth basic principles and guidelines to direct employees in the proper conduct of the business and personal affairs as representatives of Oriole. The following standards are expected to be maintained by all employees, regardless of their position:

- Assure that all actions and behaviours promote the favourable image of the company, its management, and its officers.
- Avoid potential conflict of interest and personal gain or any appearance of a conflict or impropriety.
- Promote the integrity, reputation, administration, and operations of all the affairs of the company and avoid any conduct, whether on or off duty, that could cause embarrassment or disrepute to the company.

Additionally, one should always consider below when working on an Oriole Crew:

- 1.1 Be punctual—lateness hurts everyone.
- 1.2 Be respectful, avoid coarse language and gossip.
- 1.3 Take good care of all equipment.
- 1.4 Drive carefully and at the speed limit while driving an Oriole vehicle.
- 1.5 Don't abuse the 15-minute break period.
- 1.6 Dispose of cigarette butts away from jobsites.
- 1.7 Don't spit.
- 1.8 Practice good hygiene and have a neat appearance.
- 1.9 No harassment or discrimination based upon sexual orientation, gender, religion, or race.
- 2.0 The use of headphones on the jobsite is prohibited.

Like all other organizations, Oriole has established certain minimum standards of conduct that promote efficiency, productivity, and cooperation among employees. For this reason, it may be helpful to identify some examples of conduct that are impermissible and that may lead to disciplinary action up to and including immediate termination. Although it is not possible to provide an exhaustive list of all types of impermissible conduct or performance, the following are some examples:

- Committing acts of dishonesty including falsification of, or making a material omission of forms, records, or reports.
- Disclosure of trade secrets or confidential information about the Oriole website, employee manual, Oriole employees, or its customers and/or clients.
- Working for a competitor or establishing a competing business.
- Engaging in altercations or any type of harassment, whether verbal, non-verbal or physical.
- Actual or threatened violence against co-workers, visitors, or any other persons who are on our premises or have contact with employees in the course of their duties.

- Insubordination, including improper conduct toward a manager, or refusal to perform assigned tasks, unless the employee deems it unsafe.
- Theft, abuse, destruction, waste, or unauthorized use/possession of client's or Oriole property, facilities, equipment, or materials.
- Possessing or bringing firearms or other dangerous weapons on Oriole property or on jobsites.
- Use or sale of legal or illegal substances on jobsites or Oriole property or reporting for work under the influence of alcohol or drugs. Any drug use which impairs function is prohibited including prescription, recreational and over the counter drugs, including but not limited to alcohol and cannabis. In case of prescriptions, please consult the HR department for guidance.
- Violating safety or health regulations or engaging in conduct that creates a safety or health hazard.
- Excessive absenteeism or tardiness.
- Misconduct.
- Unsatisfactory performance.

3.0 Conflict of Interest Policy

Oriole is engaged in a variety of activities that have the common goal of promoting the interests of our customers. The activities of Oriole are conducted in locations throughout the city and are often performed in conjunction with programs and contractual arrangements that involve other parties and organizations. It must be understood that Oriole's reputation and relationship with outside organizations and individuals, as well as its relationships with its employees, are of utmost importance.

In addition, these relationships are often the product of long-standing relationships and/or substantial investments of Oriole's resources, energies, and efforts.

Oriole, therefore, has a substantial interest in all its business ventures and activities and must maintain policies that are designed to protect its financial interests, as well as the employees who depend upon the company's ongoing success as a means of providing a basis for continued employment. Employees at all levels throughout the organization are therefore required to comply with this conflict-of-interest policy. The policy recognizes that employers have the right to insist upon the undivided loyalty of their employees throughout their employment. In keeping with this right, the company requires the following commitments from all employees, subject to the provisions of all applicable federal, provincial, and local laws:

- Every employee of Oriole has a legal and ethical responsibility to promote the company's best interests. No employee may engage in any conduct or activities that are inconsistent with Oriole's best interests or that in any manner disrupts, undermines, or impairs the company's relationship with any customer or prospective customer or any outside organization, person or entity with which Oriole has or proposes to enter an arrangement, agreement, or contractual relationship of any kind.
- Employees must also agree that, both during and after their employment with Oriole, they will not interfere with, disrupt, or impair any relationship between Oriole and any employee, consultant, representative, or any outside organization with which it has or proposes to enter a contractual relationship, arrangement, or program.
- The protection of confidential information and trade secrets is essential to Oriole, its clients, and the future security of its employees. To protect such information, employees may not disclose any trade secrets or confidential information. Employees who are exposed to confidential,

sensitive, or proprietary information about Oriole, its clients, or its programs may be required to sign a trade secret and nondisclosure agreement as a condition of employment. Employees who improperly disclose any sensitive information, confidential information, or trade secrets are subject to disciplinary action up to and possibly including discharge, whether they are parties to such an agreement.

- Oriole requires the complete commitment of all full-time employees. Such employees may not engage in any outside activity or accept work in any outside position that either interferes with their ability to devote their full and best efforts to Oriole's interests or raises an actual or potential conflict of interest or the possible appearance of a conflict of interest. Employees who have any questions whatsoever regarding this policy or the potential impact of outside employment or outside activities on their position with Oriole should contact the Human Resources Department before accepting any outside position or engaging in such an activity.
- Oriole reserves the right to determine that other relationships that are not specifically covered by this policy represent actual or potential conflicts of interest. In any case where Oriole determines, in its sole discretion, which a relationship between an employee and a non-employee or an employee and an outside organization or individual presents an actual or potential conflict of interest, Oriole may take whatever action it determines to be appropriate to avoid or prevent the continuation of the actual or potential conflict of interest. Such action may include, but is not necessarily limited to, transfers, reassignments, changing responsibilities, or, where it deems such action appropriate, disciplinary action up to and including the possibility of immediate termination.

The following are examples of potentially compromising situations, which must be avoided.

1. Revealing confidential information to outsiders or misusing confidential information. Unauthorized disclosure of confidential information is a violation of this policy regardless of whether information is disclosed for personal gain and regardless of whether harm to Oriole is intended.
2. Accepting or offering substantial gifts, excessive entertainment, favors or payments which Oriole, in its sole and absolute discretion, may deem to constitute undue influence or otherwise be improper or embarrassing to Oriole.
3. Initiating or approving personnel actions affecting reward or punishment of employees or applicants where there is a family relationship or appears to be a personal or social involvement.
4. Initiating or approving any form of personal or social harassment of employees.
5. Investing or holding outside directorship in suppliers, customers, or competing companies, including financial speculations, where such investment or directorship might influence, in any manner, a decision or course of action otherwise not in Oriole's interest.
6. Borrowing from or lending money to employees, customers, or suppliers.
7. Conducting transactions against the interest of Oriole.
8. Using or disclosing to Oriole any proprietary information or trade secrets of any former or concurrent employer or other person or entity with whom obligations of confidentiality exist.
9. Discussing prices, costs, customers, sales or markets with competing companies or their employees.
10. Making any unlawful agreement with distributors with respect to prices.
11. Using or authorizing the use of any inventions which are the subject of patent claims of any other person or entity.
12. Engaging in any conduct, which is not in the best interest of Oriole.

Oriole does recognize that, from time-to-time, personnel may desire to contribute to Landscape Ontario, teach at a college, or engage as a speaker at an event in their fields of expertise. In general, Oriole supports these activities because they help personnel establish themselves as experts and as such, reflects positively on Oriole. However, all personnel must be able to fulfill 100% of their job responsibilities in a timely and efficient manner.

In all cases, before undertaking such work an employee must gain approval from Oriole's Management.

Trade Secrets and Confidentiality Agreement

Oriole insists on the undivided loyalty of all employees, including management and non-management staff. Employees must not engage in any conduct that would create an actual or potential conflict of interest or create the appearance of such a conflict.

The protection of confidential, sensitive, and proprietary information is of critical importance to Oriole, its work force, and its clients. It is therefore essential that all employees take steps to safeguard such information. Employees must not use any confidential, sensitive, or proprietary information of Oriole in any manner that is unauthorized or detrimental to the best interests of the company.

Company Code of Ethics

Oriole is firmly committed to complying with its legal and ethical obligations under all provincial and federal laws. As a result, we expect all employees, at every level within the company, to comply strictly with all legal and ethical obligations. Our philosophy can be implemented only if our employees recognize their responsibility to treat everyone in an honest and fair manner. Accordingly, an employee's failure to fulfill his or her responsibilities under this policy may result in disciplinary action, up to and possibly including immediate termination.

Oriole holds all employees responsible for carrying out and monitoring compliance with this commitment. If any employee becomes aware of any violation of a legal or ethical obligation, or any unfair or improper treatment of a customer, the employee must immediately report the matter to the Human Resources Department so that it can be investigated right away. In this manner, we can take all necessary steps to investigate any potential violations of our policy and can take appropriate action to correct any violations or incorrect perceptions that are found to exist. By making it the responsibility of all employees to police compliance with our strict ethical standards and commitment to complying with all legal responsibilities, we can continue to maintain our reputation in the community.

Employees should feel free to report any information regarding this policy without fear of reprisal or retaliation of any kind. Employees can report information to the Human Resources Department in confidence if they wish. Oriole will treat such information as confidential to the extent it can do so without failing to fulfill its legal obligations. In addition, employees who do not wish to identify themselves can report information anonymously.

Privacy Policy

Oriole Landscaping Ltd. is committed to maintaining the privacy of its clients.

We require a substantial amount of information to complete our projects and will ask for personal numbers which may be unlisted, cell phone numbers to facilitate contact, personal addresses for work sites, work numbers and addresses for contact, bank information which may accompany cheque payments, etc.

We will limit the use of the information we collect. All the information we collect is to be used for the sole purpose of executing the contract we have entered. At no time shall we disclose any personal information as described in the Privacy Legislation without the express consent of the person or persons affected. We will provide a list, upon request, of personnel with whom the information has been shared. During your course of employment with Oriole, unless otherwise agreed with you, we will collect HR related personal data about you ("Employee Data"). This information may, but not necessarily, include:

- Certain sensitive data such as your name, gender, date of birth, next of kin and marital status.
- Contact information such as home address, telephone number, email address and emergency contact names and their contact information.
- Other personal data such as past employment details, social insurance number or other government issued identification information, including driver's license information.
- Information and documentation required under immigration laws such as passports, work permits, citizenship, and residency information.
- Family data and health-related information to provide applicable benefits.
- Pay and financial information for payroll, taxes, expense reimbursement and related purposes, including base salary, bonus, benefits, incentive compensation, and bank information.
- Information necessary to evaluate the performance of employees, including salary reviews, disciplinary records, talent reviews and performance appraisals.
- Management records such as working time records, vacation/holiday, and other paid time off or absence records.
- System access information such as system ID, email account and system passwords.

Purposes for which we Process Employee Data

We will process Employee Data for work activities and human resources purposes, which may include: recruitment; administering benefits (including medical, group RRSPs and other benefits, and eligibility of dependents); administering salary and expenses, payment administration, reviews, wages, and other awards such as bonuses, travel points and incentive plans; carrying out performance appraisals, career planning, training, promotions, transfers and skills monitoring; managing sickness or other types of leave; honoring other contractual obligations; providing employee references and loans; performing workforce analysis and planning; performing employee surveys; performing background checks, employment reference checks, and education verifications; managing disciplinary matters, grievances and terminations; reviewing employment decisions; making business travel arrangements; managing business expenses and reimbursements; planning and monitoring training requirements and career development activities and skills; and creating and maintaining internal employee directories and internal alerts regarding birthdays and service anniversaries.

Please be advised that it is everyone's responsibility to update their own personal information through Human Resources. It is important that the information we have on file is correct.

For further information, questions, or clarification, please contact:

Julie Poirier
Human Resources
Oriole Landscaping Ltd.
416.696.5110 x 250
julie@oriolelandscaping.com

4.0 Regulations

Oriole has had the privilege of working on many projects through the years that have generated new clients through discussions with our clients, watching our crews work and enjoying our finished landscape works. Our successes both in the past and looking forward into the future are based upon our work, appearance, and ability. Safety and cleanliness are paramount to our company's ability to thrive in the coming seasons. We expect that the following rules be strictly adhered to by all staff:

- 4.1 Safety shoes must be always worn. Ankle support is required for staff working on the sites.
- 4.2 Personal protective equipment must be worn where legislated or deemed mandatory by Oriole (hard hats, dust masks, hearing protection, eye protection, etc.)
- 4.3 The Oriole uniform must be clean and in good condition and always worn.

- Failure to comply will result in the employee receiving a verbal warning and if the situation dictates it, the employee being sent home to gather their uniform.

5.0 Hours of Operation and Working Schedules

The work week is Monday to Friday with work being completed on Saturdays when necessary. The Saturday workday starts one hour later and finishes one hour earlier than the regular weekday. Saturday is considered a regular workday and employees should be available for work, except for statutory holidays, (three-day weekends are typical with no work on the Saturday, Sunday, or Holiday Monday). In 2024, we will continue to follow the policy of providing lunch to crews that are working on Saturday.

Employees being paid on an hourly basis are entitled to overtime pay (time and a half of your regular hourly rate) for all hours worked in a payroll period over 88.

Certain employees may be assigned to different work schedules and/or shifts outside of the normal working hours.

If an employee requires leave from the office, site, or their duties, for non-business-related reasons during their normal work schedule, they must comply with the policies set out by Oriole.

Field Staff – direct to site:

From April 1st until December 20th, all work on site shall commence on or before 7:00am or at the time indicated by the Crew Leader/Supervisor/Project Manager. Start of day for winter work, December through March, will be on a project-by-project basis.

Transportation to the site from the yard is available, though start times and pay commence at the job site.

Company Vehicle Drivers will be paid from when they start at the yard to when they finish at the yard.

End of Day

From April 1st to December 20th, the end of the workday is 5:00pm on site.

Available daylight will affect the end of the daytime late season. End of day for winter work, December through March, will be determined on a project-by-project basis.

To meet these times, clean up should begin 30 minutes before the end of day. The Crew Leader should delegate this activity to some members of his crew.

Only drivers will be paid for their time to and from the jobsite.

Drivers: It is the goal that all Oriole drivers have their trucks loaded with loads secured the evening before the next workday, trucks/trailers circle checked and out of the yard by 6:45 am and on route to job sites.

Drivers are not to leave the yard without having completed a Vehicle Circle Check (to be completed every 24 hours).

All vehicle circle checks are done electronically through an app called ReadyChek. All drivers of Oriole vehicles will be authorized and sent instructions via email. Download the ReadyChek app through Google Play Store or Apple App Store. Once signed in, you will see a full list of vehicles and trailers. Find your vehicle and select the '+ Inspection' button. Enter the location of where the inspection is being conducted, enter the current kms of the vehicle, report any issues found, attach a trailer if needed, sign the inspection and state if the driver is the inspector or someone else. Review the inspection then submit. Once completed, a copy of the inspection will be emailed to Operations. **Note:** Paper circle checks are still valid if the app isn't working or if your phone has no battery power.

Drivers are not permitted to operate trucks without approval by management, a valid license and a clean driver's abstract. Your driver's license and all required conditions for driving (Eyeglass, etc.) must be always kept on the employee's person and worn/used while driving. Should there be a change in any employee's driving record, management must be advised immediately (traffic violations, loss of license, etc.).

Loss of license from illegal driving practices will change the scope of work you can do as an employee, potentially changing your rate of pay.

Do not drive recklessly with or without Oriole trucks.

5.0 Rain Day Policy

Delayed Start:

Start times may be delayed due to inclement weather. Be prepared to come to work. Delayed starts can be up to 1:00pm.

Management will contact the Crew Leader who should then contact their crew members to cancel work due to rain. This will be done before 6:15 am. If heavy rain starts during the workday, the Crew Leader, after consulting management, will determine the appropriate course of action. Employees who arrive at the yard or office without having been notified of the cancellation of work will not be paid for their time as Mother Nature is unpredictable. On certain occasions it will be necessary to work in the rain; please bring rain gear.

Management is required to inform clients of rain delays by 8:30am.

6.0 Breaks

Coffee breaks

There are two discretionary 15-minute, paid breaks during the workday: one in the morning and another in the afternoon. The timing of the coffee breaks is at the Crew Leader's discretion. If you can't take either of the coffee breaks during the day, they are waived i.e. they aren't paid for, and they are not

carried forward to another day. Personal messages can be checked during breaks and lunch time. For office staff, personal messages can be checked during lunch time.

Lunch

The lunch break is 30 minutes long and is not paid. On workdays where work is longer than 5 hours, a 30-minute lunch break will be deducted automatically. It is in everyone's best interest to take the break. Oriole Landscaping Ltd. encourages everyone to bring their lunch with them as 30 minutes is not enough time to get a lunch off site and eat it.

Should a delivery arrive at an Oriole job site during an employee break, employees are asked to assist in unloading as required by the driver and directing the driver as to where materials can be unloaded on site at the time of arrival, and then take the remainder of their break after the delivery is taken care of. This will help keep roads unobstructed, reduce delivery fees and continue to uphold Oriole's supplier relations.

Naps are not acceptable at any time. Professionalism is not just the work, but also the customers' perspective of our staff.

7.0 Sharing Work Loads and Teamwork

Supervisors should only direct instructions to the Crew Leader on a crew.

All crews must follow the direction of their Crew Leader. Lead hands should direct skilled labourers and labourers if Crew Leaders choose to delegate.

8.0 Time Tracking

Oriole uses an app called LMN Time to record employee work hours and to ensure proper job tracking. The app can be installed on all Crew Leader and driver smartphones. If an employee is not working with a driver or Crew Leader or an employee forgets to sign in or out, they can email their hours and the allocation (job site & profit center) of hours Operations (adrian@oriolelandscaping.com) and the appropriate project manager. Honesty is expected from all staff.

Allocating Hours in LMN Time

In LMN Time the employee must select the location (client last name – address) and allocate the work to either LanCon / T&M/ Hort / or Warranty. This way it is easy to allocate the hours to the work area you are completing. If a jobsite is not available in LMN time, please contact Adrian in the office.

For jobsites outside TTC range, the policy is to cover one way travel time from the yard to said jobsite.

9.0 Dress Code

With few exceptions, Oriole's high visibility uniform is required to be worn by all staff working on our job sites. Jeans/pants must be blue, and all clothing is to be free of rips and holes. Professionalism is not just the work, but also the customers' perception of our staff.

Details of the uniform and Personal Protective Equipment are in section 10 below.

10.0 Company Personal Protective Equipment (PPE) & Uniform Policy

Oriole supplies uniforms for the employees.

Below is the PPE we require each employee to use and maintain and the discount pricing available through Brafasco.

Type of PPE	Manufacturer	Model Number	
Hard Hat	Dynamic	HP542R-01 white	
Ventilator	North	770030M or L	
<i>Ventilator cartridges</i>	<i>North</i>	<i>supplied by Oriole</i>	
Hearing Protection	Peltor (3M)	3MCH10A	
Safety Glasses	SAFET1000390	CSA, anti-fog coating	
Glove Allowance		Employee to choose	
REIMBURSEMENT FOR STUDENTS/CREWS: incorporated in hourly wages.			

When hired, the new employee should call Brafasco (416) 289-3193 and order the required items for pick up at 50 Milner Avenue in Scarborough. The items will need to be paid for by the employee.

Store Hours: Mon - Fri: 7am–5pm

It's important that the new hire states that they are with Oriole Landscaping – then they will get the Oriole Price.

Uniform Provided

The following will be provided for each **new** employee at the start of their employment.

- 5 t-shirts
- 1 hoodie
- 1 light jacket
- 1 baseball hat
- 1 winter jacket optional for 40\$
- 1 toque or bucket hat upon request

Students:

- 5 t-shirts
- 1 sweatshirt
- 1 baseball hat
- 1 crew neck sweater

Returning employees will get:

- 3 t-shirts
- 1 long sleeve shirt
- Other garments that need replacing can be requested with Operations.

Uniform Costs and Inventory

If employees wish to purchase additional items of clothing, they can refer to and fill out a **Uniform Order Form on Site Docs**.

We will stock only the minimum amount of product: T-shirts, fleece, Tilley hats and baseball hats.

Prices of uniforms may change; employees will be invoiced for the cost of uniform pieces ordered that are in addition to the annual uniform supplied.

11.0 Daily Reminders on Site

Employee cooperation is one of the foundations of Oriole's success. We are a Full-Service Landscape Contractor. If there are details of a project that you see need attention, point it out to the Project Manager so that they can be addressed.

12.0 Moonlighting Policy

Oriole strongly discourages work outside of company time. With our condensed work season, long hours are required. Overly tired employees can make for an unsafe work environment. Also refer to Conflict of Interest guidelines in General Work Policy.

13.0 Use of Company Tools and Shop

Use of company tools and equipment for non-Oriole-related work without permission from Oriole is grounds for immediate dismissal.

If you would like to use the company tools and equipment for a personal project, please send a written request to adrian@oriolelandscaping.com. Include in the request a description of the project, and an estimate of the time and tools required. Management will consider your request and will provide a response as soon as possible.

When using the shop or yard for approved personal projects during non – business hours, use the person gate to exit and enter. The vehicle gates shall remain locked.

Due to limited space, storage of personal projects and their parts in the shop and the yard is not allowed.

14. Things to Do (when there seems to be little to do):

Social media use is not permitted during work in the office or work in the field. Jobsite photos outside of Oriole communications are not permitted. Refer to Oriole's Instagram, Oriole's Facebook, and Oriole's website to showcase your work. Feed suggestions welcomed!

a) All plants require water and should be very well maintained when we are onsite. Please take a moment to ensure the wellbeing of all plant material when working. Crew leaders please designate one field staff member on your team to this task.

b) Stone dust, chips, sawdust, and wood cut-offs are all part of making a great landscape project. Please help field staff maintain a neat, tidy, and safe site by ensuring all debris are cleaned up on a regular basis. If there is no garbage bag or bin on site, get one.

c) Grease all machines after every 8 hours of use. Crew Leader: please designate one field staff member on your team to this task.

d) When leaving the yard or site, make sure that all loads are properly tarped down and secure. Double check for even weight distribution and make sure there is no dirt on the back of the truck that could fall in transit.

e) Clean trucks and equipment: Windex windshields, mirrors, and dashboard. Vacuum dust and dirty floor mats. Organize tools.

f) When travelling with a trailer, double check with a tug on the pintle hook that the pintle is secure and the safety pin is installed.

DO NOT operate any machinery on which you have not been trained.

DO NOT exit a machine while it is running.

DO NOT stand under the working part of any crane, skid-steer, excavator, or other machinery.

DO NOT fill equipment with fuel unless you have been trained to do so.

Be always aware when working around large moving machinery...the driver may not be able to see you.

15.0 Parking

Limited field staff parking will be available on the slope outside the gate. Crew truck drivers park their personal vehicles in place of their crew trucks when leaving the yard in the morning. Office staff will park in designated spots. Parking at 32 Curity between the Sportsplex and Toronto City Church is possible if you communicate with HR at Oriole (julie@oriolelandscaping.com). Designated areas will change seasonally as parking inside the gate will be filled with trucks during the winter.

Also, as company policy, please park personal and company vehicles in reverse (on the slope and in the yard) as it is safer to drive into traffic versus backing up into traffic.

Field staff will not be reimbursed for parking tickets garnered from parking at job sites. Please plan accordingly to save yourself these fees. Parking considerations do not cover personal vehicles.

- 1) Park further away from the jobsite.
- 2) Ride the TTC to the jobsite.
- 3) Park at the yard and get a ride in the crew truck.

The crew trucks too often get parking tickets due to the location of Oriole L's jobsites. An effort can be made there too about avoiding the sidewalk and the fire hydrants that will bring the cost of the tickets three folds to Oriole L.

16.0 Washroom Facilities and Use

Oriole will provide a temporary washroom facility if a project is of substantial duration in length. Workers should feel free to request washroom facilities.

B. Employee Communications Policy

Purpose

The Company communicates with its employees through emails, meetings, supervisory channels, bulletin boards, the crew mailbox, and a suggestion box. It is your responsibility to read and take note of these communications.

1.0 Employee Information Board

The Company message board is located outside the office door. The Board will have information on RWAM benefits, health and safety and meetings schedule.

2.0 Suggestion Box (Anonymous)

The black mailbox is located outside the office door. Feel free to use it or email adrian@oriolelandscaping.com for any ideas, suggestions, comments, or complaints.

3.0 Crew Paperwork Box

The crew paperwork box is located outside the office door. All crew paperwork (P.O.'s, packing/delivery slips, receipts, complete PO and Circle check books, finished job packages, etc.) is to be deposited in this box on a regular basis. Please make sure the paperwork has the written project name and if it is a Fixed Price Contract or a T&M project. Instruct crew truck driver to deposit all paperwork daily.

Packing slip labeling instructions:

1. **Your name (clearly legible) if you paid out of pocket. Please write "paid by ____'s personal card on the receipt.**
2. **Jobsite Name and Contract &/or T&M (Time & Materials)**
N.B. Paperwork marked as T&M is used to bill clients – submitting T&M info in a timely manner is very important to avoid unbilled costs, which will result in losses to Oriole L.
3. **Overhead (for repairs or general supplies like a rake, shovel, etc.)**

Submission of Paperwork to Office:

Invoices, delivery and packing slips received from suppliers/contractors on jobsites – Please submit to the office within 2 days after receipt via drivers/crew paperwork box.

4.0 Company Manuals and Legislation

The Company has the following handbooks located in the office (at the Front Desk):

Employee Manual:

Accountability Listing – Who oversees what.

Occupational Health & Safety Act (OHSA)

Safety Data Sheets (SDS) are now on the company website: <http://www.oriolelandscaping.com/>

A copy of the OHSA is also located in the shop. The OHSA is available in each Oriole work truck. The SDS are available on the company website: <http://www.oriolelandscaping.com/>

5.0 Web Site

The address for the Company web site is <http://www.oriolelandscaping.com/>

6.0 Complaints and Grievances

Your first channel to discuss a complaint or grievance should be with your Crew Leader. If you are unable to equitably resolve the issue to your mutual satisfaction or your concern is not responded to within one week, you may send a written synopsis of your grievance to:

Adrian Mitchell
adrian@oriolelandscaping.com
Director of Human Resources & Operations
Oriole Landscaping Ltd.
36 Northline Rd.
Toronto, ON M4B 3E2

Anonymous complaints can be sent to the same address. No employee will be subject to retaliation, discrimination, or other adverse treatment for reporting known or suspected violations of Company policies, procedures, or the law.

7.0 Company Cell Phones

A cell phone policy is necessary to clarify the privilege of carrying a company phone. These phones are for company use from the hours of 6am till 6pm. More specifically, **when you are on the clock, the phone is not for personal use.** If outside work time long distance, web browser and texting are used, charges incurred above the plan cost will be allocated to the phone user.

Voicemail

We ask that all employees use the following message for their inbox associated with their company phone:

"Hello, you have reached, "NAME" from Oriole Landscaping. I am unavailable now. Please leave your name, number, and a brief message; I will respond to you at my earliest convenience. Thank you."

8.0 Communications Policy

Office

Oriole office staff have each been assigned a personal extension. Please ensure the inbox messages are courteous, professional, and current.

Daily:

"You have reached, "Name" at Extension "Number". I am either on the phone or temporarily away from the office on site meetings. Please leave your name, number, and a brief message. I will return your call shortly upon my arrival back at the office. Thank you for calling."

Vacation:

"You have reached, "Name" at Extension "Number". I am currently out of the office on vacation. I will be returning "DATE". Please leave your name, number, and a brief message. I will return your call shortly upon my arrival back at the office. Should this matter be of an urgent nature; please press "0" to reach our general office line for assistance. Thank you for calling."

Off Site Training:

" You have reached, "Name" at Extension "Number". I am temporarily away from the office on a training program. Please leave your name, number, and a brief message. I will return your call shortly upon my arrival back at the office. Thank you for calling."

On Site

It is important to remember that each person has a role to play with respect to communication.

Crew Leaders are not to up sell clients on work unless specifically instructed by their supervisor or landscape designer. This is to ensure that misunderstandings are avoided, and schedules are maintained.

Field Staff should refrain from making suggestions to clients.

The purpose of an orderly communication flow is to enable each person to do their job as effectively and efficiently as possible.

Email/social media

For most of our clients, suppliers, and sub trades; email is a primary method of communication. We ask that all staff reply to emails in a timely, courteous, and professional manner. Please observe the following guidelines:

- All emails should be replied to in a timely manner.
- When communication is between staff and clients; all emails and subsequent replies should be checked for spelling and grammatical errors.
 - Please set your device to alert you of any spelling or grammatical errors.
 - If you have questions with regards to these tools, please contact the office.
- Inter-office emails are to be professional in content; however, it is understood that for the sake of communication efficiency, some emails may be short formed. We ask that you use your judgment when reviewing in relation to spelling and grammar.

For the protection of our clients' privacy, we ask that you not post any jobsite photographs or personal comments about the jobsite, Oriole or clients on social media.

9.0 Sub Trades on Site

Crew Leaders are to direct sub trades on site, including coordinating meeting times and schedules of work. Oriole Crew Leaders, Project Managers, Management and Owners are legally responsible for the health and safety of all sub-trades while they are working on an Oriole jobsite.

C. Employment Benefits Policy

Purpose

This section provides an overview of the Company employee benefits programs. The complete description and official details of our benefit programs are in the Company Benefit Handbook. See Julie in Human Resources to obtain a copy of the handbook.

The employee medical benefit plan is mandatory after one year of employment with Oriole, unless you are on a plan already with your spouse.

1.0 Medical Benefits

At the start of the employee's second year of work with Oriole Landscaping Ltd., permanent employees will be enrolled in Oriole's medical benefits program. Oriole will pay 50% towards medical coverage on a single or family package. The cost for coverage will be posted yearly. Staff may opt out of medical coverage **only** if they can evidence that they have medical coverage through another family member's medical benefits program. Employees are automatically enrolled in the life insurance program at no cost to them, which is a taxable benefit. Should employees want to purchase additional life insurance, they may consult Oriole's HR department (Julie) who can refer them to our Group RRSP representative Milan Popadich. milan.popadich@manulifesecurities.ca www.popadich.com 1-877-389-7999.

Please visit HR to review benefits, coverage details and revised costs of the program (also posted outside the office on the notice board).

2.0 Employment Insurance

All employees are eligible for employment insurance benefits if they are laid off due to shortage of work, non-work-related illness or injury, work-sharing, pregnancy/parental leave. They may not be eligible if they are fired, quit, or do not reach the qualifying hours. Employees can learn more about Employment Insurance benefits at <http://www.servicecanada.gc.ca/eng/sc/ei/benefits/regular.shtml>.

3.0 Attendance Policy

3.1 Vacations:

All requests for vacations must be submitted in writing (Time Off Request Form on Site Docs) to Operations at least **6 weeks in advance** of the dates requested. Personal appointments (doctor/dentist) require at least **2 week's notice** and are communicated to Operations via Site Docs Time Off Request Form as well. Please email Adrian@oriolelandscaping.com if you have an exceptional last-minute request. Vacation times will be reviewed by management with the intent that Oriole's jobs continue to produce efficiently throughout the year. The following are Oriole's vacation periods during the year:

April 1 – July 15 **NO VACATIONS PERMITTED**

July 15 – Oct 31 One week of vacation (5 consecutive business days) is recommended.

Nov 1 – Dec 22 **NO VACATIONS PERMITTED**

Dec 22 – March 25 Two to three weeks of company-wide shut-down over Christmas and New Year's.
Additional time available during the winter.

3.2 Leaves of Absence:

Employees are entitled to apply for an unpaid voluntary leave of absence if they have been a regular employee for Oriole for at least one year and scheduled to work 20 hours a week or more. The Human Resources Department of Oriole will decide on the request for voluntary leave. The request for voluntary leave will be reviewed based on the reason for the request, previous attendance record, previous leave requests and the impact the absence will have on Oriole.

Authorized leaves for illness or disability beginning after the employees have exhausted accrued sick leave, vacation and personal holiday time must be discussed with Human Resources. If an employee wishes to continue benefits during an approved voluntary or a statutory leave of absence, it must be directly arranged with Human Resources.

In the event of a request for voluntary leave of absence for personal reasons, the employee's manager, with the advice of Human Resources, will decide whether the current position will be held open, or if a position will be made available upon the employee's return from leave.

The following are the key statutory leaves of absence provided in the *Employment Standards Act, 2000* ("ESA"). There are other Leaves of Absence, which are not summarized below, that may be applicable to you. See the ESA for details.

Pregnancy and Parental Leave

Pregnancy and Parental Leave are unpaid, job-protected leaves. The employee must provide at least 2 weeks written notice before beginning Pregnancy and Parental leave and 4 weeks written notice if she wishes to end the Pregnancy or Parental leave early.

Pregnant employees are entitled to take a pregnancy leave of up to 17 weeks of unpaid time off work. The employee must have been employed by Oriole for at least 13 weeks preceding the expected delivery date of the child. The employee may be entitled to Employment Insurance benefits during the pregnancy and parental leave.

Parental leave may be taken by either parent of a child including a mother who has taken pregnancy leave. She is entitled to take an additional parental leave of up to 61 weeks of unpaid time off. If the employee did not take pregnancy leave, they are entitled to take up to 63 weeks of unpaid time off.

Sick Leave

After two consecutive weeks of employment, employees have the right to take up to 3 days of unpaid leave each calendar year due to personal illness, injury, or medical emergency.

Family Responsibility Leave

After two consecutive weeks of employment, employees have the right to take up to 3 unpaid job-protected leave each calendar year because of an illness, injury, medical emergency, or urgent matter relating to certain relatives.

Family Medical Leave

Family medical leave is unpaid, job-protected leave of up to 28 weeks in a 52-week period.

Family medical leave may be taken to provide care or support to certain family members and people who consider the employee to be like a family member, in respect of whom a qualified health

practitioner has issued a certificate indicating that he or she has a serious medical condition with a significant risk of death occurring within a period of 26 weeks. The medical condition and risk of death must be confirmed in a certificate issued by a qualified health practitioner. The leave ends upon expiry of the date the certificate or death of the relative.

All employees, whether full-time, part-time, permanent, or term contract, who are covered by the [Employment Standards Act, 2000](#) (ESA) are entitled to family medical leave. If two employees request a leave regarding the same relative, they are entitled to a total of 28 weeks combined.

There is no requirement that an employee be employed for a particular length of time, or that the employer employ a specified number of employees for the employee to qualify for family medical leave.

Care or support includes but is not limited to: providing psychological or emotional support; arranging for care by a third party provider; or directly providing or participating in the care of the family member.

Under the federal Employment Insurance Act, 26 weeks of employment insurance benefits (called "compassionate care benefits") may be paid to EI eligible employees who have to be away from work temporarily to provide care to a family member who has a serious medical condition with a significant risk of death within 26 weeks and who requires care or support from one or more family members. For information about EI contact Service Canada's Employment Insurance Automated Telephone Information Service at 1-800-206-7218

Ontario Medical Leave – Frequently Asked Questions:
<https://www.labour.gov.on.ca/english/es/faqs/general.php>

Family Caregiver Leave

An employee will be entitled to an unpaid leave of absence for up to 8 weeks to provide care or support to a family member. The employee must provide a certificate issued by a qualified health practitioner indicating that the individual has a serious medical condition.

Critical Illness Leave

An employee who has at least six months of consecutive service with the Oriole may take an unpaid leave of absence, within 52 weeks, for up to 37 weeks to care for a critically ill minor child or 17 weeks to care for a critically ill adult who is a family member of the employee. A qualified health practitioner must issue a certificate stating that the child or adult family member requires care or support for a particular period.

Child Death Leave

An employee who has been employed for at least six consecutive months is entitled to up to 104 weeks of unpaid leave if a child under the legal guardianship of the employee dies.

Crime-Related Child Disappearance Leave

An employee who has been employed for at least six consecutive months is entitled to up to 104 weeks of unpaid leave if a child disappeared and, it is probable that the disappearance resulted from crime.

Organ Donor Leave

An employee who has been employed for at least 13 weeks prior to the leave and undergoes surgery to donate an organ is entitled to an unpaid leave of up to 13 weeks which may be extended for an additional 13 weeks.

Domestic or Sexual Violence Leave

An employee, who has been employed for at least 13 consecutive weeks, is entitled to up to 10 individual days of leave and up to 15 weeks of leave if the employee or their child experiences domestic or sexual violence or the threat of domestic or sexual violence. The first five days of leave are paid. The employee should provide evidence of their entitlement to take this leave.

Bereavement/Funeral Leave

Oriole understands the deep impact that death can have on an individual or a family, therefore, when a death occurs in an employee's immediate family, Oriole offers its employees a two-day unpaid emergency leave, each year. Additional unpaid time off may be granted depending on the circumstances such as distance and the individual's responsibility for funeral arrangements.

Jury Duty

Employers are required by law to allow employees time off for jury duty. The law does not require employers to pay salary for employees summoned for jury duty.

If you are summoned for jury duty, please notify Oriole as soon as possible. Oriole will give unpaid time off for jury duty as required although we may provide you with a letter upon request explaining 'Extreme Difficulty' to have you excused from jury duty, so that you can continue work should you be summoned during the period April 1st to October 1st.

4.0 Vacation Pay

Vacation pay is 4% or 6% after five years of employment at Oriole, applicable to hourly wages only. It is paid every pay cheque. The employee must plan to set some funds aside for vacation time and/or low season. Wintertime work is not guaranteed.

5.0 Statutory Holidays

All weekends with statutory holiday Mondays will be designated as three-day weekends. Statutory holidays occurring in the middle of the work week will be considered time off unless the Company agrees to alter the 'time off' schedule for the benefit of all employees i.e., working the holiday and getting three-day weekend instead. Statutory holidays are not paid.

Ontario has nine public holidays in 2024:

- New Year's Day (Monday January 1st, 2024)
- Family Day (Monday, February 19th)
- Good Friday (Friday, March 29th)
- Victoria Day (Monday, May 20th)
- Canada Day (Monday, July 1st)
- Civic Holiday (Monday, August 5th)
- Labour Day (Monday, September 2nd)
- Thanksgiving Day (Monday, October 14th)
- Christmas Day (Wednesday, December 25th)
- Boxing Day (Thursday, December 26th)

6.0 Education Assistance

Educational courses and extra-curricular training of staff which are related to your role at Oriole are encouraged. Course tuitions may be covered by Oriole on a per item basis, with time donated by the staff entering the program. Please submit a written request to HR **no less than 6 weeks in advance**,

stating the cost of the program and outlining the dates of missed work (if any). It will be reviewed. For courses over \$200, 50% will be paid at registration and 50% upon successful completion. For courses over \$1000, a 12-month work commitment following completion will be required.

Those Staff with specialized training will be more employable and are encouraged to pursue areas of interest.

Oriole will pay for the cost of relevant, approved safety courses for its employees. Employee time at these courses will not be paid, unless the courses are mandatory and organized by Oriole L.

Landscape Ontario is partnering with the government to offer a fully subsidised Horticultural Technician Apprenticeship Program that can lead to the obtention of a Red Seal Certification. The courses can be taken over the winter with eligibility for EI. The practical portion of the certification can be fulfilled during the summer on the jobsite.

Oriole will pay for the time spent at mandatory Tailgate Meetings, Safety Meetings, Worker Awareness and WHMIS training.

Safety is an investment which both the employer and the employee should value.

7.0 Use of a Company Vehicle

If your position with Oriole includes the use of a company vehicle, this vehicle is for the purpose of company business only.

D. Wage Policies

Purpose

Oriole pays fair and competitive wages. Wages are based on experience, responsibility, and position.

1.0 Biweekly Pay Periods

Employees are paid every two weeks. The payroll week begins on Sunday and ends on Saturday. Online pay stubs will be available on Self-Serve Thursdays before payday. Paystubs will no longer be distributed to employees. Employees must register on-line. All hourly employees will use LMN Time system daily and their pay will be based on those hours. **Clocking-in is to be done when work starts and clocking-out when it stops.**

- Please review how to access your automated pay stub with Wilfredo if you have questions.

Oriole requests setting up direct deposit to expedite the receipt of your money. A void cheque or account details are required for direct deposit, please submit to HR or Wilfredo.

2.0 Payroll Deductions

Payroll deductions are made from each pay cheque to comply with federal and provincial laws and certain benefits. Deductions will be made for:

- Employment Insurance
- Canada Pension Plan
- Garnishments and Wage Assignments required by law or court order.
- Other items designated by employee: i.e. RWAM benefits, Group RRSPs etc.
- Income tax

Payroll deductions are calculated by Ceridian, a payroll processing company. Oriole strictly follows Ceridian's calculation method.

Oriole Accounting Department can provide minimal financial advice to employees.

2.1 Group RRSP

After one year of employment, you will be entitled to enrol in the Oriole Group RRSP. Oriole will match 50% of your annual contribution to a maximum of 2% of your annual gross salary; and after 10 years of employment, Oriole will match 50% of your contribution to a maximum of 3% of your annual gross salary. The Deferred Profit-Sharing Plan which represents Oriole's contribution, will adhere to a 24-month vesting period. In other words, Oriole's match will become your entire property after 24 months of participation in the plan. Your own contribution is yours from day 1. You can modify the deduction you chose from payroll towards the program, once a year. You will need to sign a form with HR. If you leave Oriole Landscaping, Manulife will contact you about your investments. You will be wise to keep them in RRSPs until you retire, when your income is less.

For Life insurance or for advice on your investment portfolio in the Group RRSP/DPSP, please contact milan.popadich@manulifesecurities.ca or via www.popadich.com or via 1-877-389-7999.

2.2 Working from home policy, office staff:

For those able to work from home effectively, a request can be submitted to the HR department for consideration.

3.0 Wage or Salary Increases

Your rate of compensation will be reviewed annually in either February or March and will take effect April 1st. Pay increases will be based on your aptitude, attitude, and position, not your length of service. The PPE reimbursement is built into your pay. The budget for the year will be determined in January and February, based on the company's productivity and performance from the prior year, and projection of sales. Changes in rates of pay will be considered during the next budget review.

4.0 Reimbursement for Purchases

From time to time, employees may use their personal money to purchase items for Oriole. Employees will be required to submit the original receipt of the purchase indicating the job it was purchased for and the employee's name. If there are multiple purchases, the employee will be required to complete an Expense Reimbursement Form that details each purchase and receipts are to be attached and submitted to the Accountant Department before the end of the month. They will be reimbursed within two weeks.

5.0 Ceridian Powerpay Self Service

Ceridian's Powerpay Self Service is the new method to receive our future pay stubs and T4s electronically. **Please sign up, it is mandatory.**

Steps to set up your accounts:

1. Wilfredo will memorize your email addresses in Ceridian system.

2. Wilfredo will send two invitations to you through Ceridian.

***Your email address known to Oriole L. will be entered as a default. If you want to receive the invitations in another email account, please send Wilfredo the address asap.**

3. You will receive **Two** separate invitation emails.
One email with your User ID (auto generated), and the other with a temporary password and a link to registration site.

***The emails expire in 10 days!!**

If you do not receive emails, please check your junk folder.

4. Please proceed as instructed and complete the registration process before it expires.
You will be asked to create your new password and 6 security questions/answers.

Your **Ceridian Self Service** account will be locked after multiple attempts with incorrect log in information.

If you get locked, please email Wilfredo. Wilfredo will unlock your account through the system.

E. Employee Contract Policies

1.0 Returning Staff

Prior to beginning work in March or April, seasonal employees must see Wilfredo in Accounting to update their personal information. Returning staff must also be scheduled for annual safety training. The Employee Manual will be reviewed with staff members at the Start Up meeting and a form signed, indicating they will read it on-line on the company website. There is also an appropriate space on the contract to initial regarding having read the manual.

2.0 Hiring Recommendations & Referrals

If you would like to refer someone to Oriole, please forward their information to Adrian in Human Resources who will be responsible for reviewing applicants. We encourage this practice such that the referrer may be entitled to a discretionary payment, if the candidate continues to work for Oriole for three consecutive months:

\$500 for a full-time labourer who makes it through the season.

\$750 for a skilled labourer who passes probation.

\$1000 for a crew leader who passes probation.

F. Supervisor Responsibilities

Purpose

At Oriole we know that any person that is perceived to have authority over a worker or workplace is considered a supervisor. This being so, all our Crew Leaders are considered supervisors.

Completing accurate and timely paperwork is a responsibility of all supervisory staff. All Company paperwork is Company property.

Regarding running projects, supervisors are expected to:

- Read and understand the jobsite contracts.
- Understand the contract's requirements for changes.
- Keep excellent project documentation.
- Look for events indicating potential changes.
- Obtain written approval prior to performing extra work.
- Dutifully adhere to all contracts notice requirements.

1.0 Change Orders and Invoices

Change orders shall be approved by the customer prior to the work being performed. Time and Materials change orders must be tracked accurately by the Crew Leader. Time tracking is to be submitted to the project manager daily. See clock-out instructions for LMN time with PM.

2.0 Purchase Orders and Delivery Slips

If you issue purchase orders or receive materials, please note the customer's name and address, date, name of employee and drop the paperwork in the crew paperwork box at the end of the day. Please refer to page 22 for more details.

3.0 Employee Reprimands

Unacceptable employee behaviour will be documented by email to the Director of Human Resources & Operations – adrian@oriolelandscaping.com or discussed in person with Adrian at the time of the incident.

4.0 Employee Evaluations

Employee evaluations are not related to pay increases. Employees will be evaluated during individual meetings with Management twice a year: at contract signing and in August.

5.0 Temporary Employees

Temporary employees are subject to all the rules and regulations contained in this Employee Manual.

6.0 Monthly Job Site Inspections

SiteDoc's holds the Monthly Job Site Inspection Form that must be filled out at the start of every new project by a competent person and once a month thereafter. Please review with all staff on site.

7.0 Daily Circle Check Forms

Before leaving the yard an inspection of the vehicle must be completed:

All vehicle circle checks are done electronically through an app called ReadyChek. All drivers of Oriole vehicles will be authorized and sent instructions via email. Download the ReadyChek app through Google Play Store or Apple App Store. Once signed in, you will see a full list of vehicles and trailers. Find your vehicle and select the '+ Inspection' button. Enter the location of where the inspection is being conducted, enter the current kms of the vehicle, report any issues found, attach a trailer if needed, sign the inspection and state if the driver is the inspector or someone else. Review the inspection then submit. Once completed, a copy of the inspection will be emailed to Operations. **Note:** Paper circle checks are still valid if the app isn't working or if your phone has no battery power.

8.0 Tailgate Meetings (Toolbox Talks)

The Crew Leader will conduct weekly tailgate meetings on site every Monday morning (or the Tuesday following holiday Mondays) to discuss a safety topic and any issues regarding procedural changes and day-to-day operations. Attendance is mandatory. Training done during this meeting will be documented on SiteDocs Training form. It will automatically be submitted once completed.

The Crew Leader is to ensure all staff have and are using government legislated personal protective equipment (PPE). The Crew Leader is legally responsible for the safety of his crew and all persons on his site.

9.0 10Hp and Over Equipment Inspection Form

All equipment engines that are ten horsepower or more must be inspected every day before use. The 10Hp and Over Inspection Form must be completed and turned in to the office.

10.0 Incident Report

Please use Site Docs to complete an incident report. Near misses should be recorded too via an email to adrian@oriolelandscaping.com They can be reviewed at the following safety meeting with all staff.

11.0 Supervisor Competency Policy

According to the OHSA (Occupational Health & Safety Act), a supervisor is a person who has charge of a workplace or authority over a worker. For the purposes of Oriole's policy, 'Supervisor' will encompass those staff who oversee other workers at Oriole including Crew Leaders, Lead Hands, Managers. A competent supervisor is an individual that:

- 1) Is qualified because of knowledge, training, and experience, to organize work and measure performance.
- 2) Is familiar with the OHSA and the regulations that apply to the work, and
- 3) Has knowledge of any potential or actual hazards in the workplace and trains/communicates/minimizes dangers in his workplace for his/her workers.
- 4) Ensures workers are knowledgeable about their health & safety roles and responsibilities.

At Oriole, the Crew Leaders:

- 1) Are required to ensure that workers work in the manner prescribed and use prescribed personal protective equipment.
- 2) Are responsible for recognizing all potential and actual hazards to themselves and their workers and minimizing the dangers present on the job as well as advising their workers of these potential and actual hazards.
- 3) Will participate in all training based on positional requirements to meet or exceed the training standard for their position.

Please see 'Supervisor Competency Policy' in the Employee Health & Safety Policy section of the employee manual for the full policy.

G. Health & Safety Policy

Criminal Code (R.S.C., 1985, c. C-46)

CRIMINAL NEGLIGENCE

Duty of persons directing work

Section 217.1

“Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task.”



Health and Safety Policy

February 14, 2024

Management of Oriole Landscaping Ltd. is vitally interested in the health and safety of its employees. A major ongoing objective is to protect employees from workplace injury or illness. Oriole Landscaping Ltd. makes every effort to provide a healthy and safe work environment. All supervisors and workers must be dedicated to the objective of reducing the risk of injury and illness.

As an employer, Oriole Landscaping Ltd. is ultimately responsible for worker health and safety. As Chief Executive Officer, I am committed to taking every reasonable precaution to protect workers from harm. Legislative requirements will serve as minimum acceptable standards for Oriole Landscaping Ltd.

Supervisors are accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that machinery and equipment are safe and that workers follow established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every employee, sub-contractor, and worker of sub-contractor, must protect his or her own health and safety by following the law, and Oriole Landscaping Ltd.'s safe work practices and procedures.

All parties are expected to consider health and safety in every activity. Commitment to health and safety must form an essential part of this organization at every level.

A handwritten signature in black ink, appearing to read "Peter Guinane", with a stylized flourish at the end.

Peter Guinane (C.E.O.)
Oriole Landscaping Ltd.

H. Roles and Responsibilities in the Workplace

1.0 Under the Occupational Health and Safety Act

Key responsibilities of Oriole Landscaping Ltd. Include:

- Providing equipment, materials, and protective devices (e.g. guards on machines, safety harnesses, eye wash stations, etc.) that are maintained in good condition. Oriole is also required to have all employees purchase and wear all Personal Protective Equipment (PPE) as legislated in the OH&S Act.
- Ensuring equipment, materials and protective devices are used properly and in a safe manner.
- Providing information, instruction, and supervision to employees to protect the health and safety of the employee.
- Appointing competent training supervisors: someone who is qualified because of knowledge, training, and experience to organize the work and its performance, is familiar with the OHSA and regulations that apply to the work and has knowledge of any potential or actual danger to health or safety in the workplace.
- Providing (upon request), in a medical emergency, information in the possession of the employer, including confidential employee information to a legally qualified medical practitioner, and to such other persons as may be required by law.
- Acquainting an employee or a person responsible for an employee with any hazard in the workplace and in the handling, storage, use, disposal and transport of any article, device, and equipment or, biological, chemical, or physical agent.
- Affording assistance and co-operation to the Joint Health and Safety Committee (JHSC) and a Health and Safety Representative in the carrying out by the committee and the Health and Safety Representative of any of their functions.
- Only employing a worker over the prescribed age.
- Not knowingly permitting in or about the workplace anyone under the prescribed age.
- Taking every precaution reasonable in the circumstances for the protection of an employee.
- Providing to the Joint Health and Safety Committee (JHSC) or to a Health and Safety Representative, the results of a report respecting occupational health and safety that is in the employer's possession and, if that report is in writing, a copy of the portions of the report that concern occupational health and safety.
- Responding in writing, within 21 days, to any health and safety recommendations submitted by the (JHSC) or a Health and Safety Representative.
- Posting a copy of the Occupational Health and Safety Act and pertinent Regulations in an accessible workplace location.

- Posting, reviewing, and re-posting annually, a copy of the Oriole Landscaping Ltd. Health and Safety Policy in an accessible workplace location.
- Developing and maintaining a health and safety program to implement the Oriole Landscaping Ltd. Health and Safety Policy.

2.0 Supervisor Health and Safety Responsibilities

Under the Occupational Health and Safety Act, Supervisors/Crew Leaders are required to ensure that:

- Employees work in the manner and with the protective devices, measures and procedures required by the OHSA and regulations (e.g. safety belts, confining hair, jewellery or loose clothing around moving parts, etc.)
- Employees use or wear the equipment, protective devices or clothing that Oriole requires be using or wearing.
- Employees are advised of the existence of any potential or actual danger to the health or safety of which the supervisor is aware.
- Employees are provided with written instructions as to the measures and procedures to be taken for their protection.
- Every precaution reasonable in the circumstances is taken for the protection of an employee.
- A positive "health and safety" attitude and working climate is developed and demonstrated.
- They be interested in and involved with the organization's health and safety performance.
- They uphold safety rules and procedures and support enforcement including disciplinary action.
- They develop a working relationship with JHSC members and support their role.
- They make every reasonable attempt to resolve the health and safety concern of employees.
- They ensure training of employees in safe work practices and job safety requirements associated with tasks.
- Job process and written instructions where appropriate are provided.
- Unsafe acts and unsafe conditions are corrected.
- They report and investigate all incidents and injuries to employees and guests and any property damage or loss of process.
- They ensure that a maintenance program for any equipment and machinery in the workplace is carried out and followed.

- They Implement emergency plans when necessary and ensure that employees have been properly trained to comply.
- They inform superiors of any known occupational health and safety concerns.
- They regularly evaluate employee performance and provide periodic feedback with respect to health and safety.

3.0 Employee Health and Safety Responsibilities

Under the Occupational Health and Safety Act, employee responsibilities include the following:

- Work in compliance with the provisions of the OHSA, regulations, and internal policies and procedures.
- Use or wear the equipment, protective devices or clothing that Oriole requires employees to be using or wearing.
- Report to his/her supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself or herself or another worker.
- Report to his or her supervisor any contravention of the OHSA, regulations, Oriole policies and procedures.
- Report to his or her supervisor the existence of any hazard of which he or she is aware or work that he or she considers unsafe.
- Do Not remove or make ineffective any protective device without providing an adequate temporary protective device. When the work is completed, the original protective device shall be replaced immediately.
- Do Not use or operate any equipment, machine, device, or thing and do not work in any manner that may endanger yourself or another worker.
- Do Not engage in any prank, contest, feat of strength, unnecessary running, or rough and boisterous conduct.

4.0 Other Oriole Responsibilities

Under the Occupational Health and Safety Act, employee responsibilities include the following:

- Knowing, understanding, and implementing safe work practices and procedures.
- Knowing, understanding, and employing established rules and procedures for handling materials, equipment, and processes (e.g. report unlabelled containers, use proper lifting Techniques, etc.)
- Requesting that worn out or defective equipment be replaced.
- Using all safety devices provided, ensuring optimum condition of devices, and reporting any defects immediately to a supervisor.

- Using equipment and materials only in the manner intended.
- Carrying out repairs, alterations, and processing changes only when authorized.
- Reporting all injuries, incidents, and unusual conditions immediately to supervisor.
- Inspecting work area daily and reporting any hazards immediately to supervisor.

I. Employee Health and Safety Policy

Purpose

Safety is the responsibility of all employees, and all employees are expected to keep the Company a safe place to work. The Company observes all applicable safety laws, and no one will knowingly be required to work in any unsafe manner.

Workplace Safety Rules are detailed in the Occupation Health and Safety Act (green book). It is your responsibility to become familiar with and always obey these rules. Specifically, section 27 for supervisors and section 28 for workers (page 37-38 of OH & S 2018 edition). You can also learn more about safety on the OHSa website <http://www.healthandsafetyontario.ca>

1.0 Incidents (personal injury/property damage/close call)

All Incidents must be reported to your supervisor or to the Safety Manager/Operations Manager, Adrian Mitchell, immediately. Please fill in all fields of the incident report form provided on Site Docs. An orange form can be used as back up.

2.0 First Aid Transportation

Oriole will provide transportation to the hospital, doctor's office or the employee's home following an injury at work. If appropriate, the preferred method of transportation is an ambulance. If an ambulance is not required, a taxi or Uber/Lyft will be called for the injured worker and the accompanying first aider or designate, and the receipt submitted to Oriole's accountant (Wilfredo) in the office for reimbursement.

If the injured employee refuses transportation, the company will:

1. Offer an acceptable alternative method of transportation.
2. Stress the importance of accepting transportation to the hospital, doctor's office, or employee's home.
3. Call 911 to have a medical attendant administer medical attention on site.

Responsibilities – Individual Accompanying the Injured Employee

1. Continue to administer first-aid, if required
2. Maintain contact and provide updates to the company when the injured employee has reached their destination (hospital, doctor's office, employee's home)
3. Return to the company to provide follow-up and assist in the Accident/Incident form completion and any other specific circumstance paperwork.

3.0 Smoking and Vaping

Smoking or vaping is not permitted at any time in Oriole Vehicles.

Smoking or vaping is permitted in designated areas at the yard and job site and in accordance with provincial and local laws. Smoking and vaping are prohibited around flammable materials. When smoking at the edge of the yard or on job sites, disposal of the cigarette butts into a safe container is mandatory. There are to be no cigarette butts disposed of on the ground or in the gardens.

4.0 Impairment

Employees are expected to be able to perform assigned duties safely and acceptably without any limitations due to use or aftereffects of alcohol, illicit drugs, non-prescription drugs, prescribed medications, or any other substance situation, or issue that may impair judgment or performance.

The consumption of alcohol, illicit drugs or recreational cannabis is not permitted in workplaces, public places or motor vehicles, and a zero-tolerance policy is in effect for commercial drivers.

Employees have the responsibility to report to their supervisor any situation that may compromise their safety or the safety of others, and that includes impairment. In the case of impairment doubt, we would all benefit from an employee's honesty within the company to come forward and request a change of task that day (e.g. from driving the truck to catching a ride). Otherwise, failure to come to work in a sober state as stated on page 12 of the employee manual may lead to discipline, up to and including immediate termination. Please take care of your co-workers and yourself.

Oriole acknowledges that disabilities are protected through human rights legislation. Employees are encouraged to inform their supervisor or Human Resources, on a confidential basis, about any situation that may compromise their safety or the safety of others or impair their performance. Oriole will provide accommodations, where appropriate.

The employee that fills in a prescription of medicinal marijuana has the duty to report to Oriole's Human Resources. Send an email to Julie@oriolelandscaping.com and adrian@oriolelandscaping.com.

4.0 Housekeeping on site and in vehicles

All vehicles and work locations shall be kept orderly and clean. All coffee cups, lunch refuse and garbage are to be disposed of in proper containers immediately.

5.0 Seat Belts

All employees shall use seat belts when operating or riding in machines or vehicles while on Company business.

6.0 Safety Equipment

All employees shall utilize safety equipment as specified in the Company Safety Policy and as specified on each piece of equipment or machine and the OHSA.

7.0 Hard Hats

Hard hats should be accessible at all sites and must be worn when any overhead work is occurring.

8.0 Safety Training Day

All employees are required to attend Oriole Landscaping's safety training day held every spring. This time is paid; attendance is mandatory.

9.0 Joint Health and Safety Committee

As required by Workplace Safety & Insurance board:

The selection of the health and safety representative shall be made by workers who do not exercise managerial functions and who will be represented by the health and safety representative in the workplace....

The committee members are Mike O'Connor (management rep), Gurdian Singh (Worker rep), Adrian Mitchell (observer). Worker reps are elected by the non-management staff on an annual basis. If you have any safety concerns or ideas feel free to contact them. The committee is dedicated to developing and maintaining a safe workplace.

10.0 Joint Health & Safety Committee Policy

Oriole is invested in the health and safety of its employees. Oriole maintains a Joint Health & Safety Committee (JHSC) as required by the OH&S Act and the ESA and for the purpose of maintaining a high level of safety in our workplace.

Joint Health and Safety Committee Composition

It is required that:

- 1) The JHSC consist of an equal number of members representing employees from different trades and management who are regularly employed by the company:
- 2) For companies with twenty (20) or more employees, the minimum membership is two (2) members.
- 3) For companies with fifty (50) or more employees, the minimum membership is four (4) members.
- 4) At least half the members of a committee shall be workers employed at the workplace who do not exercise managerial functions.

The JHSC is comprised of two committee members: Management Representative (Mike O'Connor) and a Worker Representative (Gurdhian Singh). An observer takes minutes.

Joint Health and Safety Committee Selection

Worker reps are elected by the workers they represent at Oriole. In an emergency, alternates may be named to replace members of the JHSC.

Joint Health and Safety Committee Meetings

Frequency

The JHSC will meet every three months on the dates posted on the safety board outside the office in 2024 at 4pm/4:30pm inside the office.

Meeting Agenda

The meeting agenda will be prepared and contain the minutes of the previous meeting for approval and other items pertaining to occupational health and safety on a project. All items raised from the agenda will be dealt with based on concerns.

Minutes

The JHSC members will designate a recording secretary to:

- Record
- Prepare
- Distribute minutes.

The minutes will be reviewed, edited, approved, and signed by the co-chairpersons prior to distribution to the committee members. Minutes are posted on the **Employee Notice Board** after each meeting.

Functions of the Joint Health and Safety Committee

Function

Main function of the Health and Safety representatives:

- Inspect the jobsite at least once per month, as required by the Occupational Health and Safety Act

Powers

In addition to the jobsite inspections, Health and Safety representatives also have the power to:

- Identify potential hazards at the jobsite.
- Report findings and make recommendations about these hazards to the employer and other employees.
- Get information from the employer about testing of equipment and materials at the jobsite.
- Be consulted on testing and be present to ensure test results are valid.
- Inspect the scene of critical injury or death and report findings to a Ministry of Labour Director
- Be present during an investigation of a work refusal.

Additional Powers

Health and Safety representatives can become involved in other health and safety related activities:

- Help develop the company's health and safety policy and program.

- Promote employee support of the health and safety policy and program.
- Help develop health and safety rules and standards.
- Perform job hazard analysis.
- Assess the safety of new equipment, procedures or materials.
- Train employees on health and safety.

Inspecting the Jobsite

Most of the Health and Safety representatives' powers and duties are related to three (3) main activities:

1. Recognizing hazards.
2. Assessing hazards.
3. Recommending action to control hazards.

1. Recognizing hazards

Recognizing a hazard is the first step in controlling it. The following could help recognize hazards:

- Construction experience.
- Health and safety training.
- Knowledge of construction regulation.
- Asking employees and supervisors for their input.
- Being alert.

2. Assessing hazards

Assessing hazards means to evaluate their significance. Once a hazard has been identified, assess its extent and severity:

- Determine the seriousness of the hazard and the urgency in fixing it.
- Examine which employees will be exposed to the hazard, and for how long.
- Decide how much worse the hazard would be due to other factors such as weather and heavy equipment.
- Identify the best-practice safety rules that apply to the hazard.

3. Recommending Actions to Control Hazards

Health and Safety representatives have the power to recommend controls to their employer when a hazard could harm employees.

To help recommend controls, consider where to apply the control:

- At the source of the hazard
 - Eliminate the hazard or use a safer substitute.
 - Enclose or isolate the hazard.
- Along the path between the hazard and the employee
 - Prevent the employee from getting to the hazard (e.g. guardrails)
 - Prevent the hazard from getting to the employee (e.g. welding screens)
- At the employee
 - Wear personal protective equipment.

Process for Written Health and Safety Recommendations

One function of the JHSC is to make recommendations for the improvement of the health and safety of the employees. The following explains the process for submission of written health and safety recommendations:

1. Who can submit recommendations	Joint Health and Safety Committee
2. Recommendations are submitted to:	Employer
3. What can be submitted:	Any health and safety recommendation to rectify a situation that is a potential hazard
4. Time frame:	As soon as hazard is identified
5. How:	In writing, use Health and Safety Recommendations form

11.0 Refusal to Work

As part of an employee's general responsibility to ensure their own health and safety, every employee has a right under the Act to refuse to do any work that they believe is likely to cause them serious harm.

Extracted from the OHSA s.43 – Right to Refuse or to Stop Work Where Health or Safety in Danger

The Occupational Health + Safety Act (OHSA) states:

Refusal to Work

s. 43(3) A worker may refuse to work or do work where the worker has reason to believe that,

- (a) Any equipment, machine, device or thing the worker is to use or operate is likely to endanger himself, herself or another worker.
- (b) The physical condition of the workplace or the part thereof in which he or she works or is to work is likely to endanger himself or herself.
 - (b.1) workplace violence is likely to endanger himself or herself; or
- (c) Any equipment, machine, device, or thing he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of this Act or the regulations and such contravention is likely to endanger himself, herself, or another worker. R.S.O. 1990, c.0.1, s. 43(3)

Report of Refusal to Work

(4) Upon refusing to work or do work, the worker shall promptly report the circumstances of the refusal to the worker's employer or supervisor who shall forthwith investigate the report in the presence of the worker and, if there is such, in the presence of one of,

- (a) A committee member who represents workers, if any.
- (b) A health and safety representative, if any; or
- (c) A worker who because of knowledge, experience and training is selected by a trade union that represents the worker, or if there is no trade union, is selected by the workers to represent them.

Who shall be made available and who shall attend without delay. R.S.O. 1990, c.0.1, s. 43(4)

Worker to Remain Near Workstation

(5) Until the investigation is completed, the worker shall

- (a) remain in a safe place that is as near as reasonably possible to his or her workstation; and
- (b) available to the employee or supervisor for the purposes of the investigation. 2009, c. 23, s. 4(3)

Refusal to Work Following Investigation

(6) Where, following the investigation or any steps taken to deal with the circumstances that caused the worker to refuse to work or do work, the worker has reasonable grounds to believe that,

- (a) The equipment, machine, device or thing that was the cause of the refusal to work or do particular work continues to be likely to endanger himself, herself or another worker.
- (b) The physical condition of the workplace or the part thereof in which he or she works continues to be likely to endanger himself or herself.
 - (b.1) workplace violence continues to be likely to endanger himself or herself; or
- (c) Any equipment, machine, device, or thing he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of this Act or the regulations and such contravention continues to be likely to endanger himself, herself or another worker, The worker may refuse to work or do the work and the employer or the worker or a person on behalf of the employer or worker shall cause an inspector to be notified thereof. R.S.O. 1990, c.0.1, s. 43(6); 2009, c.23, s.4(4).

Investigation by Inspector

(7) An inspector shall investigate the refusal to work in consultation with the employer or a person representing the employer, the worker, and if there is such, the person mentioned in clause (4) (a), (b), or (c). 2001 c.9 Sched. 1, s.3(11).

Decision of Inspector

- (8) The inspector shall, following the investigation referred to in subsection (7), decide whether a circumstance described in clause (6) (a)(b) (6.1 or (c) is likely to endanger the worker or another person. 2009, c.23, s.4(5).
- (9) The inspector shall give his or her decision, in writing, as soon as is practicable, to the employer, the worker, and, if there is such, the person mentioned in clause (4) (a), (b), or (c). R.S.O. 1990, c.0.1, s. 43(9)

Worker to Remain at a Safe Place and available for investigation.

(10) Pending the investigation and decision of the inspector, the worker shall remain, during the worker's normal working hours, in a safe place that is as near as reasonably possible to his or her workstation and available to the inspector for the purposes of the investigation 2009, c.23, s 4(6) unless the employer, subject to the provisions of a collective agreement, if any,

Exception

(10.1) Subsection 10 does not apply if the employer, subject to the provisions of a collective agreement, if any,

- (a) Assigns the worker reasonable alternative work during the worker's normal working hours; or
- (b) Subject to section 50, where an assignment of reasonable alternative work is not practicable, gives other directions to the worker. 2009, c.23, s.4(6).

Duty to Advise Other Workers

(11) Pending the investigation and decision of the inspector, no worker shall be assigned to use or operate the equipment, machine, device or thing or to work in the workplace or in the part of the workplace being investigated unless, in the presence of the person described in subsection (12), the worker has been advised of the other worker's refusal and of his or her reasons for the refusal. R.S.O. 1990, c.0.1, s. 43(11)

(12) The person referred to in subsection (11) must be,

- (a) A committee member who represents workers and, if possible, who is a certified member.
- (b) A health and safety representative; or
- (c) A worker who because of his or her knowledge, experience and training is selected by the trade union that represents the worker or, if there is no trade union, by the workers to represent them. R.S.O. 1990, c.0.1, s. 43(12)

Entitlement to be Paid

(13) A person shall be deemed to be at work and the person's employer shall pay him or her at the regular or premium rate, as may be proper,

- (a) For the time spent by the person carrying out the duties under subsections (4) and (7) of a person mentioned in clause (4) (a), (b) or (c); and
- (b) For the time spent by the person carrying out the duties under subsection (11) of a person in subsection (12). R.S.O. 1990, c.0.1, s. 43(13)

12.0 Supervisor Competency Policy

The purpose of Oriole's Supervisor Competency Policy is to provide a standard that all Oriole supervisors are expected to adhere to as a baseline for performance. This ensures that Oriole continues to have a safe and healthy workplace through informed and knowledgeable supervisory staff.

According to the OHSA (Occupational Health & Safety Act), a supervisor is a person who has charge of a workplace or authority over a worker. For the purposes of Oriole's policy, 'Supervisor' will encompass those staff who oversee other workers at Oriole including Crew Leaders, lead hands, managers, and owners. A competent supervisor is an individual that:

- 1) Is qualified because of knowledge, training, and experience, to organize the work and measure performance,
- 2) Is familiar with the OHSA and the regulations that apply to the work,
- 3) Has knowledge of any potential or actual hazards in the workplace and trains/communicates/minimizes dangers in his workplace for his workers,
- 4) Ensures workers are knowledgeable about their health & safety roles and responsibilities.

Roles & Responsibilities

At Oriole, the following positions are accountable as supervisors.

Owners

- 1) Responsible for providing the necessary materials for training staff in health and safety.

- 2) Accountable for providing a safe workplace for all staff.

Crew Leaders

- 3) Are required to ensure that workers work in the manner prescribed and use prescribed personal protective equipment.
- 4) Are responsible for recognizing all potential and actual hazards to themselves and their workers and minimizing the dangers present on the job as well as advising their workers of these potential and actual hazards.
- 5) Will participate in all training based on positional requirements to meet or exceed the training standard for their position.

Lead Hand

- 1) Is considered a skilled labourer and is responsible for specific tasks on the site as assigned by the Crew Leader.
- 2) The lead hand will supervise labourers assigned to that task and will be responsible for recognizing all potential and actual hazards to themselves and their workers and minimizing the dangers present on the job as well as advising their workers of these potential and actual hazards.

Human Resources

- 1) Is responsible for ensuring that candidates for supervisory positions meet hiring criteria for that position or that a plan is established at a time of hiring to meet those requirements.
- 2) Will maintain records of training completed for all employees.
- 3) Will notify supervisors of requirement to review training as needed.
- 4) Will review this standard with the Joint Health & Safety Committee on an annual basis.
- 5) Will audit training records to ensure training has been completed.

Project Manager

- 1) Will ensure that ongoing training is provided to all supervisors to ensure their competency in the workplace.
- 2) Ensure that the performance of all supervisory employees is reviewed and their work performance with respect to health & safety, production, and quality, is monitored.

Procedures:

Training/Implementation

All supervisory staff hired at Oriole or promoted into a supervisory position shall have training in the following areas prior to starting work or will complete the following within six months of starting work in a supervisory position:

1. Health & Safety Legislation & Due Diligence
2. Lock Out
3. WHMIS
4. First Aid/CPR

5. Health & Safety Policies/Procedures

Oriole does an annual review with each supervisor to ensure that the performance with respect to health & safety, production, and quality, is monitored.

If a supervisory employee changes positions or takes on new tasks or is newly hired, training will take place prior to instatement in that position.

For all new policies, changes to existing policies, new health and safety training, employees will be trained during the monthly safety meeting or weekly tailgate meeting as this information arises and sign off that they were present and understood the content of the meeting. Records of these meetings are kept in the office.

Communication

New policies and procedures, all health and safety items and updates or new training will be communicated during the weekly safety meeting and through email and the employee information board.

There is an annual safety training day for supervisory staff where Oriole's cumulative policies and procedures (current to date) are reviewed, and new information trained.

Evaluation

Additional supervisory training needs will be addressed during the annual performance review session. Training records will be maintained and audited by Human Resources to ensure Supervisors have completed all necessary training.

Supervisor training will be reviewed on an annual basis with input from the JHSC and Human Resources.

Acknowledge Success & Make Improvements

Non-compliance issues will be identified by Human Resources and an action plan created outlining corrections/improvements to be completed. Success will be acknowledged to all employees by email.

13.0 Return to Work Policy

Oriole Landscaping Ltd. will ensure sufficient measures are taken to reduce injury and illness due to potential or actual hazards in the workplace. Oriole Landscaping Ltd. is also profoundly dedicated to getting employees back to their regular duties in a safe and timely manner, if an injury were to occur.

13.1 Defining an Early and Safe Return to Work Program

The management of workers' compensation claims is a joint effort involving all staff, supervisors, management, medical professionals and caseworkers from the Workplace Safety and Insurance Board (WSIB). All employees of Oriole Landscaping Ltd. benefit because the company monitors medical treatment and cost to verify that the injured employee is receiving the necessary care, and the company does not pay more than standard and customary charges.

The goal of claims management is to return the employee safely to work. By coordinating the efforts of the staff, supervisors, management, medical professionals and caseworkers, claims management eliminates unnecessary medical procedures and shortens the recovery period. For this reason, management must stay involved in all claims until the claim has been resolved and closed. This includes the following:

- Maintain contact with the employee at least every week to monitor the employee's progress, status to anticipate their concerns and answer questions.
- Work with supervisors to provide temporary light or alternate duty so the employee may return to work earlier.
- Provide requested information to management and the case manager.

An early and safe return to work program is essentially a management tool for ensuring that in the unfortunate event of a critical or non-critical injury, the appropriate measures are taken. Oriole's management are dedicated to ensuring complete compliance with all parties who may be involved in the early and safe return to regular duties of the affected employee(s).

13.2 Principles of Light or Alternate Duties

Oriole recognizes that the temporarily disabled employee can and should be performing meaningful, productive employment. More specifically the work must be productive, and the result must have value. The work provided must not aggravate the employee's disability. The worker's disability must not constitute an additional hazard to the employee or fellow employee(s) while performing the duties assigned. The work must assist the employee in returning to their original position if possible. Prior to starting the light or alternate duties the employee and employer will sign an agreement with respect to the hours of work, the reporting requirements, and the nature of the modified duty position. The employee's physician statement and the requirements of the employer will be reviewed for the light or alternate duty position. The employee will be required to schedule appointments and therapy at reasonable times so as not to conflict with the employer's timetable. The employee is required to supply medical progress reports every two weeks or as frequently as may be needed.

13.2.1 Responsibilities: Employer

Management has the responsibility of ensuring ongoing training is provided to those responsible for developing, supervising, and implementing this early and safe return to work program. Management shall ensure that every reasonable effort is made to provide safe and appropriate duties for the affected employee while he/she is recovering. Management shall respect and cooperate with physician's functional abilities assessment and decide, with the cooperation of the affected person, what duties are suitable and appropriate while the employee is recovering. Management must also ensure they complete the following:

- Ensure the employee has been provided a safe means of transportation to the hospital.

Ensure the appropriate paperwork has been sent to the physician with the injured employee at the time of incident. For example, **Functional Abilities Form** for Safe and Timely Return to Work.

- Contact the injured employee as soon as possible after the injury.
- Meet with the employee and establish written goals and objectives. These goals will be agreed upon by the employer and the employee.
- Maintain communication throughout the recovery and return to work.

- Re-employ the recovering individual if there are 20 or more regularly employed employees and the injured employee has been employed by Oriole continuously for one year.
- Attempt to provide suitable work.
- Provide the WSIB with any information requested about the employee's return to work.
- Cooperate with the injured employee and the WSIB in the Early and Safe Return to Work process.

Suitable Employment is Work That:

- The employee has skills for.
- Is safe and within the employee's physical capabilities.
- Restores employee's pre-injury earnings as closely as possible.

To find all necessary documents please refer to:

www.wsib.on.ca/

13.2.2 Supervisors

The supervisor's role is to implement, support and ensure the understanding and maintenance of this early and safe return to work policy. Supervisors are responsible for ensuring each affected employee is trained on the importance of early and safe return to work measures, ensure appropriate duties are available for the affected employee to return to in a safe fashion, as well as enforce this policy when necessary. They will also need to communicate and assist in the evaluation of the program's effectiveness.

13.2.3 Employees

The employee's role is to follow this policy, participate in training sessions and to maintain all Oriole owned or occupied facilities and jobsites in good working condition. The employee is also responsible for cooperating with this early and safe return to work process, by sharing observations, key information or other insight, which may assist the return-to-work process in a safe and timely fashion. Those who choose not to reasonably cooperate with this return-to-work process may be declined Workplace Safety and Insurance Board benefits and be subject to other fines and penalties under the WSIB Act.

What else are you responsible for as an employee?

- Obtain proper medical treatment.
- Contact the employer as soon as possible after the injury.
- Maintain communication throughout the recovery and return to work.
- Assist in identifying suitable work.
- Communicate any concerns you may have to your supervisor and employer.
- Provide the WSIB with any information requested about progress in returning to work.
- Cooperate with the employer and the WSIB in the Early and Safe Return to Work process.

13.2.4 Health Care Provider

The health care provider needs to provide up-to-date medical information. They will need to fill in the forms as requested. They should also be used as a resource.

13.2.5 Responsibilities of the WSIB

While early and safe return to work is mainly the responsibility of the employer and the employee, the WSIB assists both parties by:

- Monitoring the activity, progress, and cooperation of the workplace parties
- Providing information:
- Helping decide whether specific work is suitable for the employee.
- Supplying resources that help workers return to work early.
- Including services from a WSIB ergonomist
- Helping to resolve difficulties and disputes.
- Levying penalties for non-cooperation
- Determining loss of earnings benefits due to the employee.
- Deciding whether early and safe return to work has been successful, and whether other approaches are required.

What are the penalties for non-cooperation in Early and Safe Return to Work?

Employee or employers may be penalized if the WSIB determines that they are non-cooperative in the return-to-work process:

- Employees may lose benefits or have them reduced.
- Employers may be fined.

14.0 Workplace Violence & Harassment Policy

Purpose

To prevent violence (which includes harassment) in the workplace and clearly advise all employees in the workplace that violence will not be tolerated. Workplace Violence is a health & safety issue and is a serious misconduct.

1. Scope

This policy applies to all Oriole employees.

2. Statement of Commitment

Oriole will:

- Not tolerate nor condone workplace violence and considers it inconsistent with the organization's goals, priorities, and values,
- Commit to a zero tolerance of violence in the workplace,
- Require prompt and accurate reporting of violent incidents, whether physical injury has occurred,
- Not discriminate against victims of workplace violence and will assist them in every reasonable manner possible,
- Undertake an investigation of all incidents,
- Raise awareness through workplace training of personal safety issues.

3. Definition

Workplace Violence: includes any action, act, or incident in which an employee or worker is physically threatened with injury or assaulted in circumstances arising out of his or her employment as a direct or indirect action of another employee or a member of the public.

Workplace Violence may also include the following:

- Verbal threats of violence against an employee and/or the employee's family
- Application of force (with or without a weapon) and threats thereof
- Carrying a weapon
- Inappropriate pranks or horseplay
- Physical intimidation (e.g. bullying)
- Sexual Harassment

4. Employees who are Assaulted

In the event of an assault:

- Make it known to the offender that their conduct must stop immediately.
- Remove yourself from the situation.
- Avoid retaliation or confrontation.
- All incidents must be reported immediately.
- The Violence Incident Report Form must be completed and forwarded to your immediate supervisor.

Report the incident immediately to your supervisor noting specifics such as:

- Date
- Time
- Location
- Nature of the threat or assault
- Person(s) involved.
- Witness(es)

An investigation will be carried out by a Joint Health & Safety Committee Member, Human Resources, and the C.E.O. of Oriole.

NO RECRIMINATION: The victim will be assured that there will be no recrimination (counter accusation) because of the complaint.

5. Procedure to be followed by Supervisor.

Supervisors are responsible to take action to prevent workplace violence. Supervisors are also required to document and report any workplace violence regardless of whether there was a complaint.

6. Immediate Corrective Action

When a supervisor becomes aware of a threat and/or act of violence, the supervisor must:

- a) Intervene immediately to correct and/or de-escalate the situation.
 - If a physical assault has occurred, aid the victim and notify Police.

- If necessary, evacuate the work area in a safe manner.
- Immediately notify Human Resources of workplace violence.
- Complete a Violence Incident Report Form within two (2) days of the incident.
- (Note: If the incident is deemed to be a critical injury, because of the workplace violence, a Joint Health & Safety Committee designate will inspect the location of the incident and report findings back to the Joint Health & Safety Committee as per Section #9-31 of the Occupational Health & Safety Act.)

7. Investigation Procedure

All incidents of workplace violence must be reported to and investigated by a Joint Health & Safety Committee member who shall notify the Human Resources and C.E.O. of Oriole.

- The complainant(s), and the alleged offender(s), will be informed that an investigation is being conducted.
- The investigation will begin with a review of all relevant documentation.
- The facts pertaining to the incident will include the:
 - Dates
 - Times
 - Name of Offender(s)
 - Name of Victim(s)
 - Nature of Violence
 - Victim(s) and Witness(es) Statements – Narrative
 - Statement of Offender(s) – Narrative
 - Supervisor's Statement – Narrative
- An interview will be held separately with both parties, as soon as possible, to establish respective views of the incident.
- All witnesses must be interviewed.
- If it is deemed necessary, interviews will be held with both past and present employees to determine if violence had occurred previously.
- The incident will be accurately and completely documented with findings discussed with the complainant(s) and the offender(s).

A decision will be rendered, and the complainant(s) and offender(s) advised of the outcome.

8. Consequences of Workplace Violence

Employees who have committed an act of violence will be subject to disciplinary action up to and including discharge.

The individual may also be subject to criminal prosecution. The result of such prosecution will not have a bearing upon Oriole's disciplinary action(s).

For non-employees who have committed an act of workplace violence, Oriole may act against the individual through civil court to protect its employees and property.

CONFIDENTIALITY

All documentation obtained during the cause of an investigation shall be confidential and will not be disclosed to anyone other than those individuals designated by Oriole Landscaping to deal with the workplace violence issue or as may be required by law.

J. Required Training

Construction Health and Safety

“Awareness alone can’t protect workers.”

Under the Occupational Health and Safety Act, construction employers are required to provide worker training. Specific subjects are spelled out in the Construction Regulation (Ontario Regulation 213/91).

Some people think that health and safety training lessen or even eliminates dangers in construction. This isn’t entirely true. Danger can be reduced through skill development, experience, new technology, and improved methods, but not through health and safety training alone. The training goal is to make workers aware of hazards they may encounter in the workplace. It is also to increase awareness of the potential effects of such hazards. But awareness alone can’t protect workers from jobsite risks. Hazard awareness and the other results of health and safety training must be applied in the workplace. That calls for management commitment and control.

The key to reducing risk and minimizing danger is to change the way that work is done. Training is the first step, but accident prevention doesn’t stop there.

For more information on training, visit www.ihsa.ca.

K. Travel Policy

1.0 Approved Business Travel Allowances

Prior to arranging travel to projects or company activities located more than 40km from the Oriole yard, please review expense reimbursement with the General Manager. Same rule applies for sites not serviced by TTC. Company pays one way for travel time to site from the yard.

L. Accountability List

Your Role & What You Do (Critical Responsibilities)

Designer and Project/Client Manager: Responsible for designing projects, design & construction sales, overseeing construction, client management & communication.

Supervisor/Crew Leader: Responsible for creating project construction timelines to fit budget and job, manage & instruct crew members, send daily updates with client manager and scheduler, stage construction site & material deliveries, manage work quality & efficiency, train crew members on construction techniques, enforce safe working practices & control hazards wherever possible.

Driver: Responsible for driving the truck and transporting tools, yard supplies & machines to and from the job site; responsible for loading & unloading the truck. Assist crew as required.

Lead Hand: Responsible for all tasks assigned by Crew Leader, fill in for Crew Leader where required, increase construction knowledge and skill under tutelage of Crew Leader.

Labourer: Responsible for all tasks assigned by Crew Leader & lead hand. Assist as required.

Management:

George Urvari, owner

george@oriolelandscaping.com

Peter Guinane, owner

peter@oriolelandscaping.com

Shaun Herre, General Manager
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Wilfredo Carpio, Accounting
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416.696.5110 Extension – 222

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Horticultural Department

Paulina Woloszyn, Manager

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M. New Employee Orientation

We welcome all staff who are joining the Oriole Team. The following orientation will introduce you to all the areas of our yard, office and vehicles and train you on the daily responsibilities you will have as an Oriole employee.

Employee Orientation Module List

- ☐ 1. Yard Orientation
- ☐ 2. Office Orientation
- ☐ 3. Daily Administration & Timekeeping Orientation
- ☐ 4. Shop & Container Orientation
- ☐ 5. Yard Opening & Lock-up Procedure
- ☐ 6. Security Protocol
- ☐ 7. Uniform & PPE Orientation
- ☐ 8. Driver Orientation
- ☐ 9. Trailer Training Orientation
- ☐ 10. Fuel Safety
- ☐ 11. General Heavy Equipment Safety Orientation
- ☐ 12. Heavy Equipment Training
- ☐ 13. General Power Tool Training
- ☐ 14. Snow Removal Equipment
- ☐ 15. Supervisor's Binder
- ☐ 16. Tri-Axle Bin Truck Orientation
- ☐ 17. F650 Bin Truck Orientation
- ☐ 18. Crane Truck Orientation
- ☐ 19. Job Site Orientation
- ☐ 20. WHMIS
- ☐ 21. Working at heights
- ☐ 22. Four Steps Awareness/Supervisor Awareness Training
- ☐ 23. Oriole Health & Safety Policy
- ☐ 24. Oriole Violence & Harassment Policy
- ☐ 25. Kaizen – 7 Types of Waste & 5S
- ☐ 26. Supervisor Competency
- ☐ 27. Oriole's Emergency Plan
- ☐ 28. Employee Roles & Responsibilities
- ☐ 29. Job-specific Hazard Review & Hazard/unsafe or unhealthy conditions Reporting Procedure
- ☐ 30. Reporting work-related injuries, illnesses and/or disease
- ☐ 31. Oriole's Return to Work Procedure
- ☐ 32. Joint Health & Safety Committee/Health & Safety Worker Reps

1. Yard Orientation

The following areas are located within or directly surrounding Oriole's Yard. All staff are to be familiar with the areas, what is stored and how it is to be stocked and maintained, if applicable

- ☐ Field Staff Parking

- All field staff are to park in designated spots or where the crew truck is parked. Our landlord Metric Electric agreed that Oriole parks on the gravel hill just outside the Oriole gates along the back fence, or inside Oriole's gated area.
- ❑ Front Gates
 - These gates are locked daily to ensure our yard and office, its tools and equipment are secure. When entering and exiting the yard with a vehicle, please ensure that one gate panel is fully opened and secured.
 - Daily Procedures for locking and securing the yard are outlined in the Security Section of this manual.
 - Medco lock is to be always kept inside lock box to protect it against freezing/rusting and to further prevent the chance of break ins.
- ❑ Loading Ramp
 - Used to offload shipments from large trucks. All surrounding areas should be clear and free of hazards for unloading of trucks to take place.
- ❑ Plant Shipping & Receiving
 - Plant materials for projects will be stored here; each skid or plant will be labeled with the corresponding jobsite.
 - Extra plants on projects should be reviewed with Alicia Byjue prior to being stored in this area.
- ❑ Truck Parking
 - All trucks have a specific parking spot; do not block access or switch locations unless directed to by Management and as noted above.
 - Tire Chocks: Chock it when you park, hang it when you leave. Always chock the drivers' rear tire.
- ❑ Office Staff & Client Parking
 - The interior parking spots of the yard are for clients visiting our office and our office staff.
 - Truck drivers may park their car in their assigned truck's parking spot for the day.
 - As always, communications should be professional and courteous in this area; it should be considered a job site in theory as clients can be encountered at any time.
- ❑ Cement Mixers
 - Clean and well-maintained cement mixers are in this area.
 - Mixers that are dirty and in ill-repair should NEVER end up in this area.
- ❑ Oriole Signage
 - Lawn Signs are a primary source of New Clients for our projects.
 - All sites should have signage; please make sure they are highly visible and clean when on a client's site.
 - a) Ensure that no site lines for cars are blocked; ensure visibility is always maintained for our staff, clients and their neighbours in the surrounding sites.
- ❑ Hoop House
 - This area is heated in the winter and provides a shelter work area for our staff in all seasons.
 - Do not store materials or equipment in this area if not directed to or approved by Management.
- ❑ Management Parking
 - Parking spaces for the office staff have been labeled; refrain from parking in these designated spots unless directed to do so by Management.
- ❑ Office Entry
 - The entrance for our office is to be maintained in a clean and professional manner.
 - Signage has been placed to direct all parties to the main entrance for the office.
- ❑ Sample Area
 - A space for samples to be shared with our clients, both natural and precast materials.

- This area is to be maintained in a clean and professional manner. Products that are damaged, no longer available/used should not be placed in this space.
- If an item is returned from a client or site, please refer to the Client Manager to ensure that the sample should be returned to this space.
- ☐ Shop Debris
 - To be emptied on a regular basis and always left in a professional and clean state.
 - Debris can be disposed of in the construction waste bin in the yard.
- ☐ Fabric Rack
 - Storage for our landscape fabric.
 - Please request additional on the order sheet material to be ordered when running low or if a project is likely to use a great deal of material.
 - Order inquiries are to be directed to Operations.
- ☐ Fuel Container
 - All containers for use on site are contained in the green storage locker.
 - We stock three types of fuel that we use regularly on site: diesel (yellow cans), straight gas (red cans), and mixed gas (blue cans)
 - All cans are labeled with the crew/Crew Leader number that they stay with
 - Filling mixed fuel and straight gasoline containers is undertaken by Tibor Nagy.
 - Requests for additional containers for projects or for regular filling should be directed to Tibor and Adrian; do not fill containers on your own.
- ☐ Lumber Racks
 - Lumber is to be stored as per signage.
 - Please review storage of materials outside of the permanent signage with Management.
 - Do not store items that are too small or in poor shape; if you don't want to use them on your project, it is unlikely that other staff would see value in the materials either.
- ☐ Recycling in office

Please use the blue boxes in the office. Empty in the kitchen big blue box Friday afternoons and take turns recycling at appropriate locations.
- ☐ Construction Debris
 - The debris bin will be taken to the dump as required by our tri-axle driver. Email/call Adrian if you see it's getting full and needs to be emptied.
- ☐ Rebar
 - Located beside the insulation C-can.
- ☐ Plywood site protection sheets
 - We stock 4'x4' and larger, anything returning from site that is smaller is put in the debris bin.
 - Protections Mats (Altramats/Dynamats) available in sizes 48", 30", 18" pieces. See adrian@oriolelandscaping.com for quantities.
- ☐ Sono tube Storage
- ☐ Miscellaneous Stone Area (in front of office parking area)
- ☐ Sod Skids
 - All sod skids are to be stacked separately and not used as a cutting surface on site. They are returned to the supplier.
- ☐ Material Skids Empty
 - Stacked neatly in area across from waste bin.
 - Any broken or damaged skids are discarded.
- ☐ Trailers

- Oriole has one trailer that is rarely utilized.
- The tri-axle driver is trained on driving with a trailer and loading/off loading a machine prior to use.
- ☐ Scrap Metal
 - Any scrap metal from jobs should be put in our scrap metal bin.
 - Should it be getting full, please notify Adrian.
- ☐ Tri-axle Truck Parking & Bins
- ☐ Machinery
 - All our machines have GPS, and this allows for efficient floating/locating of required machines to our jobs.
- ☐ Bulk Material Bins
 - We stock grow-max garden blend that has 25% organic matter, topsoil (for sodding applications, etc.), brick and concrete sand, ¾" granite chips and granular A/recycled concrete.
 - Our clean fill and concrete rubble are the second and third bin in from the west as this is the easiest place for our trucks to turn around and dump.
- ☐ Peat Moss & Potting Soil
 - Minimal amounts stocked, kept above the bulk material bins in bags.
- ☐ Articulated Loader Parking
 - Our yard machine is parked back in the bulk material area. There is a cord to be connected during the winter for the heater.
 - ☐ Loader Attachments
 - Are stored above the bulk material bin where the articulated loader parks.
 - The bucket is stored on the ground.
- ☐ Distribution Area
 - Stone and other materials allocated for jobs is labeled and stored on skids here.
- ☐ Labeling Stations
 - The distribution labeling station is in various areas throughout the yard and shop.
 - Please attach a sold tag that notes the job name and the current date.
 -
- ☐ Form Lumber Rack
 - All lumber is stored neatly stacked by size to preserve its integrity – bowing wood is to be discarded.
 - When returning wood, be sure to only save pieces 4 feet or greater.
- ☐ Scaffolding
- ☐ Scaffolding Planks
- ☐ Safety Fence
- ☐ Metal Rack
- ☐ Conduit Rack
- ☐ Misc. skids of block/brick
- ☐ Cement Shed
 - Oriole stocks Portland and Type S cement.
 - Adrian is responsible for yard inventory and withdrawals should be noted on the order sheet posted on Operations office door.
 - If there are broken bags, please discard.
 - Stack cement bags neatly and skids square in the shed
 - The curtains are to be kept closed to keep the rain/snow out.

- ❑ Diesel Fuel – please ask your supervisor if unsure.
 - There are two diesel fuel tanks: ‘clear’ is for the diesel trucks and ‘dyed’ is for equipment.
 - The switch to turn on the fuel tank is inside the shop door.
- ❑ Plumbing, Electrical & Irrigation (P.E.I. Shed)
 - Parts needed for irrigation and conduits are organized here.
- ❑ Tarps
 - Insulating tarps for stonework and regular tarps are folded and stored above the construction container on shelves.
- ❑ Big O & Pipes
- ❑ Pylons
 - Oriole uses pylons around our trucks and trailers/equipment if they are parked on a roadway.
- ❑ Wheelbarrow & Dolly Storage
 - Each crew has three wheelbarrows, two with the crew number on them, the third with the letter ‘A’ before the crew number. This is the auxiliary wheelbarrow.
- ❑ Empty Pails
 - Empty pails get stacked upside down in the area next to the wheelbarrow storage.
 - Please make sure pails are cleaned out prior to storage.
- ❑ Shop Dust Filtration Shed
 - Located outside the shop.
- ❑ Ladders
 - A-frame ladders are stored in the shop dust filtration shed.
 - Larger ladders are stored between the construction container and the repairs container.

Positions of stored and/or stocked items may change; if you are unable to find an item, please ask your Crew Leader or a seasoned staff member.

2. Office Orientation

Including Daily Administration Process

- ☐ Reception, Client Services Area, Payroll & HR
- ☐ Executive Office
- ☐ Conference Room
- ☐ Design Department
- ☐ Library, Marketing & Staff Training Room
- ☐ Accounting/Payables & Receivables
- ☐ Sr. Designer & Design Archives
- ☐ Operations & Technology Office
 - Equipment Owner Manuals
- ☐ Estimating & Scheduling Office
- ☐ Kitchen/Copy/Fax
- ☐ Office Supplies
- ☐ Employee Information Board
- ☐ Crew Paperwork Box (incoming only)
 - Returning Job Packages
 - Purchase Orders
 - Delivery Slips
 - Invoices
 - Receipts
 - Time Off Requests (Site Docs)
- ☐ Shop SDS (previously MSDS)
- ☐ Ontario Health & Safety Act
- ☐ Library (shop) and books you may borrow.
- ☐ Employee Mailboxes (against truck parking fence)
- ☐ Interoffice Mailboxes
- ☐ PO Books for Trade Customers
- ☐ Office Washroom
- ☐ Office: deactivating alarm

3. Daily Administration and Time Keeping Orientation

☐ LMN time

- **Travel time to and from site is not paid for anyone other than the driver.**
- All other employees are to clock in and out on the job site through the Crew Leader (clocks are GPS stamped at the time of clock in and out)

☐ Bill receipts – Time and Materials

☐ Purchase Orders – Oriole

☐ Delivery Slips & Receipts

All documentation is received at the office through the CREW PAPERWORK BOX that is outside the office door.

4. Shop and Container Orientation

4.1 Wood Shop & Exterior Hardware Storage

- ☐ Tools
 - Table Saw
 - Air Compressor
 - Chop Saw
 - Drill Press
- ☐ Shop Supplies
- ☐ Paint & Drywall
- ☐ Cleaning Supplies

4.2 Repair, Welding & Safety Supplies Shop

- ☐ Air Compressor
- ☐ Cutting Torch
- ☐ Acetylene tanks
- ☐ Mig Welder
- ☐ Welding Bench
- ☐ Shop Supplies
- ☐ Repair Parts
- ☐ Equipment Repair Supplies
- ☐ Temperature Sensitive Products
- ☐ Shop First Aid Kit
- ☐ Shop SDS binder
- ☐ Shop First Aid Supplies & Ventilator Cartridges

4.3 Construction Container

- ☐ Crew bins
- Tools numbered to the crew truck.
- Grinders
 - Quick cuts
 - Quick cut blades
 - Drills
 - Circular Saw
 - Laser level
- ☐ Sundries
 - Chains
 - Ratchet straps
 - Bungee cords (ask Peteris)
 - Sponges, drill bits, knives, pencils, etc.
 - Filters
 - ☐ Small Equipment
 - Rototiller
 - Sod Cutter
 - Jumping Jacks (2)
 - Plate Tampers (5)

- Stump grinder
- Core Drill
- Stone Magnet
- ☐ Other Tools
 - Tiger Torch
- ☐ Key Storage
 - Truck keys with equipment key attachment
 - Yard keys (2 sets, they stay in the yard)
 - Chipper Key (1 set, they stay in the yard)
 - Boxer Key (1 set, they stay in the yard)
- ☐ IHL Ordering – see Adrian.
 - Min/max inventory listing on material labels
 - When you are taking an item, should this put the inventory below the minimum quantity that should be stocked, note it on the order form that is hanging in the container.
 - Should you notice inventory is down in something that is not on the IHL order form, please write in on form.
- ☐ Repair Container (Blue Container)
 - Broken tools section
 - Repaired tools section
 - Battery Powered Maintenance Equipment
 - Lock Out Tags
 - a) When putting a tool on lock out/in the repair bin, ALWAYS tag with: name, crew, date, and reason on the lockout tag
- ☐ Maintenance Container
 - Tarps
 - Tree Dolly
 - Fertilizer
 - Plant Chemicals
 - Pruning Tools
 - Yard Irrigation Parts
 - Grass Seed
 - Pitch Forks
- ☐ Hand Tool Inventory Container
 - This is where we keep the inventory of our hand tools.
 - There is a min/max inventory system in place for materials stored here.
 - Please notify our project coordinator if you take or notice that the inventory level is below the minimum quantity listed.

5. Yard Opening & Lock Up Procedure

5.1 Opening the Yard (6 AM)

- ☐ Open yard gates
- ☐ Unlock office & shop.
- ☐ Disarm shop and/or office alarm systems.
- ☐ Open storage containers
 - IMPORTANT: When opening the construction container, take the metal rod and slide it into the left door (when facing the container from the outside) with the beveled end facing out towards the right door

5.2 Closing the Yard

Yard & Shop

- ☐ Email or phone any driver you suspect is still out of the yard – check who is the last back.
- ☐ Park truck in #’d spot, lock truck & toolboxes
- ☐ Return truck keys to #’d hook on inside of construction container door.
- ☐ Park & lock yard loader, turn kill switch, lock access panels.
- ☐ Lock hand tool bin
- ☐ Lock fuel shed.
- ☐ Lock construction container
 - Slide round bar between doors
 - Slide lock bar across outside doors
 - Lock Medeco
- ☐ Lock repair container
- ☐ Lock roll-up door on outside through chain
- ☐ Slide pins on inside of roll up door into wall.
- ☐ Lock door between walkthrough & the shop and turn off light in HR’s office (switch on South wall)
- ☐ Shut off fuel switch & shop lights.
- ☐ Set shop alarm & lock shop door on outside.
- ☐ Check that yard tenants are out of the yard before locking main gate.
- ☐ Lock main gate.

Office (provided the yard lock up has been done, shop is locked, and shop alarm armed)

- ☐ Disinfecting of the high touch areas at end of day
- ☐ Turn off light in HR’s office, check that door between shop & office is locked.
- ☐ Lock door between HR’s office and office hallway
- ☐ Shut off office lights, leave outdoor security lights on
- ☐ Set office alarm, lock both locks on office door.
- ☐ Check that yard tenants are out of the yard before locking main gate.
- ☐ Lock main gate.

5.3 Key Management

- ☐ Key rings hang on the door in the construction container.
- ☐ Truck keys are on a large silver carabineer and with a colour numbered key tag
- ☐ Truck keys are numbered to match truck numbers.
- ☐ Equipment keys are attached to the truck key carabineer.

- ☐ All equipment keys are to return with truck keys every night (not to be left in the crew truck).
- ☐ Yard equipment keys are labeled and must not leave the yard.

6. Security Protocol

6.1 Opening the Yard

- 1) unlock & open yard gates, unlock office and shop
- 2) disarm shop and/or office alarm systems
- 3) open storage containers

6.2 Closing the Yard & Shop

- 1) park truck in numbered spot, lock truck & toolboxes
- 2) return truck keys to numbered hook on inside of construction container door
- 3) park & lock yard loader: turn kill switch & lock access panels
- 4) lock clothing & hand tool container
- 5) lock fuel shed
- 6) lock construction container (slide bar between doors, slide outer bar & lock Medeco)
- 7) lock repair container
- 8) lock ladder shed
- 9) slide pins on inside of shop roll-up door into wall on either side
- 10) lock door between Operations office & shop
- 11) shut off fuel switch (seasonal)/turn off shop lights
- 12) set shop alarm & lock shop door Medeco
- 13) do a walk around the back of the yard to assure you are the last one in the yard
- 14) lock the main gate (black gate)

OFFICE

- 1) turn off light in the Operations office, check that door between the shop & operations office is locked
- 2) lock door between the Operations office and the office hallway
- 3) turn off office lights (switch is by main entrance door)
- 4) set office alarm
- 5) lock both locks on outside of office door
- 6) do a walk around the back of the yard to assure you are the last one in the yard
- 7) lock the main gate (black gate)

6.3 Key Management

- Vehicle and machine key rings hang on the inside of the construction container door.
- Truck keys are numbered to match truck numbers (put keys on the correct hook)
- Equipment keys are attached to the truck key carabiner.
- All equipment keys are to return with the truck keys every night.
- The two-yard sets of equipment keys must not leave the yard.

6.4 Arming & Disarming Office & Shop Alarms

- ☐ Arming Alarm:

- Green 'ready' light should be on all doors with sensors must be closed and motion sensor not detecting movement.
 - Enter (your) 4-digit alarm code and then press '2' for 'Away.'
 - There is now a 30 second delay before the alarm is set.
 - Bypassing a zone (i.e. Construction container):
 - a) Enter 4-digit alarm code, press '6' for 'Bypass' and then enter the number allocated to the alarm zone (listed on the inside of the keypad cover)
 - b) The display should show 'Bypass and zone number.'
 - c) Enter 4-digit alarm code and '2' to arm.
- ☐ Disarming Alarm:
- Enter 4-digit code on keypad and then press '1' for 'Off.'
- ☐ If alarm is activated by accident:
- Turn off alarm by entering your alarm code on the keypad and the '1' for 'Off.'
 - Call Pre-Lock monitoring station at (416) 650-0202 or Adrian at (416) 554-0456.
 - Give the attendant your 5-digit pass card # (differs from your alarm code).

6.5 Security & Yard Lock Up Accountability

All staff that are assigned alarm codes will be required to sign a protocol agreement, including a confidentiality agreement. Under no circumstances will the code be shared with anyone. This code is your personal number and can be traced.

Employees given the responsibility of an alarm code and keys are expected to honour the property of Oriole by following these guidelines:

- 1) He/she will protect all materials, property, and equipment by engaging all security devices when required. This will include all the following but not limited to:
 - a) Removing the keys from all unattended equipment and vehicles
 - b) Locking all toolboxes and storage containers when unattended
 - c) Not sharing keys with anyone who is not an Oriole employee.
 - d) Not sharing your security code with ANYONE. It is yours and can be traced.
 - e) Report any activity that you suspect may result in losses or damage.

Failure to follow these guidelines may result in termination and/or prosecution for reclaiming lost or damaged materials, property and equipment.

7.Driver Orientation

***New drivers must be chaperoned for a minimum of 3 days by Crew Leader or experienced Oriole driver.**

The yard is designed to allow for efficient loading and unloading of tools and materials. Following the order of operations at the different stages in the yard will ensure that trucks are unloaded expeditiously. Once a driver is familiar with the yard, he/she will recognize that trucks are loaded and unloaded based on the location of materials in the yard and ease of loading/unloading.

7.1 Vehicle Paperwork Orientation

- ☐ Truck binder
 - CVOR
 - Safety Certificate
 - Insurance
 - Ownership
- ☐ Circle Check Books now **ReadyChek** –

All vehicle circle checks are done electronically through an app called ReadyChek. All drivers of Oriole vehicles will be authorized and sent instructions via email. Download the ReadyChek app through Google Play Store or Apple App Store. Once signed in, you will see a full list of vehicles and trailers. Find your vehicle and select the '+ Inspection' button. Enter the location of where the inspection is being conducted, enter the current kms of the vehicle, report any issues found, attach a trailer if needed, sign the inspection and state if the driver is the inspector or someone else. Review the inspection then submit. Once completed, a copy of the inspection will be emailed to Operations. **Note:** Paper circle checks are still valid in the event that the app isn't working or if your phone has no battery power.

- ☐ Supervisor's Binder
- ☐ PO Books

7.2 Vehicle Numbering & Parking

- ☐ All Oriole trucks are numbered.
 - Number located on truck body in front of the driver's side door.
 - Truck number also on all hand tools stored on this truck.
 - Parking spots are numbered for appropriate truck.
 - Trucks get backed into parking spaces.

7.3 Driving Procedure in Yard: Start & End of Day

- ☐ Start of Day
 - **Drivers start their day in the yard at 6 AM**
 - Drive around loop clockwise – materials are laid out to accommodate loading process.
 - Load aggregates and skids of stone first

- Shrink wrap skids thoroughly prior to loading so there is no chance of the material shifting during transport.
 - Load specimen trees (with root ball against truck cab) after aggregate if space allows for both.
 - Load cement, form lumber, pvc, etc.
 - Fuel truck (all dump and crane trucks are diesel) and clean cab if you are waiting.
 - Stop truck on left side of driveway in front of shop with truck facing out of the yard to load tools, fuel cans, small machines.
 - Load small plant material from plant shipping/receiving area by truck parking.
 - Pick up cement mixer.
 - Pick up Oriole sign.
 - Stop outside black gates to conduct circle check and secure your load.
 - Keep the access roadway between the yard and the road CLEAR for trucks to go in and out.
- ☐ Truck Boxes and Maintenance
- Grease truck roll off boxes truck dump boxes.
- ☐ Daily Circle Check
- Do a complete rotation, walking around the truck.
 - See the inside cover of the Daily Vehicle Inspection Report logbook for procedure.
 - Check fluids on Monday morning:
 - a) Engine oil
 - b) Windshield washer
 - c) Brake fluid
 - d) Hydraulic fluid
 - e) Coolant

Note: it is the responsibility of the driver to confirm the safe driving condition of the vehicle. If you switch vehicles during the week, in addition to the daily vehicle circle check, use the truck paperwork & safety checklist to ensure the truck can be put on the road.

- ☐ End of Day
- Material & Small Power Tool Returns to Yard
 - a) Consider offloading route when loading truck at site to return to yard. For example:
Sod Cutter on passenger side (use unloading ramp where possible),
garbage and recycling on the passenger side on top of clean fill and
plywood sheets under garbage
 - b) Skids coming back to the yard should be stacked with flat tops that are level to allow for future double-stacking of skids.
 - c) Sod skids (measure 4'x4') get stacked separately and Oriole will return them and get a refund from the supplier. Please do not cut stone on or stack materials on the sod skids.
 - d) Throw out any leftover materials that are not reusable on another project (ask your Crew Leader before leaving site)
 - e) Throw out any broken hand tools that can't be fixed (like cheap shovels) but put repairable tools in the repair container (blue bin)
 - Yard Route:
 - a) Small Plant Shipping
 - b) Mixers & Signs

- c) One stop at shop (keep tight to right side to allow for vehicles to pass)
- d) Stop at garbage/recycling containers.
- e) Stop at trailers.
- f) Stop at clean fill/rubble bin.
- g) Stop for unloading stone that gets stacked on a skid and labeled using sold tags.
- h) Stop for Cement/conduits etc.
- i) Fuel Vehicle at end of day
- Check for loose dirt/debris in the truck box after dumping.
- After you dump, clean fill and concrete rubble. Use the yard machine to pile the bins neatly.
- ☐ Paperwork
 - Ensure bills are labeled legibly noting the job name and address, your name and date and specify if T&M or Contract
 - Paperwork from crews must be completed and submitted into the mailbox outside the main entrance by end of the day.
 - Clock out at yard
 - See yard & shop lock up procedure (Orientation 5)

7.4 Gross Vehicle Weight Rating & Gross Combined Weight Rating

The gross vehicle weight rating (GVWR) is the maximum allowable total weight of a road vehicle or trailer when loaded – i.e. including the weight of the vehicle itself plus fuel, passengers, cargo and trailer tongue weight.

The gross combined weight rating (GCWR) is the maximum allowable combined mass of a towing road vehicle, passengers and cargo in the tow vehicle, plus the mass of the trailer and cargo in the trailer. This rating is set by the vehicle manufacturer.

The Ministry of Transportation of Ontario defines the GVWR for a 'G' licensed driver as:

Any car, van or small truck or combination of vehicle and towed vehicle up to 11,000 kg (24200 lbs) provided the towed vehicle is not over 4,600 kg (10120 lbs).

Determining Registered Gross Weights for Trucks towing Light Duty Trailers:

Excerpt from: <http://www.mto.gov.on.ca/english/trucks/regulations/trailers.shtml>

The registered gross weight (RGW) determines the fee paid for truck licence plates. The truck's RGW is based on and must be at least equal to the actual weight of the truck, or truck and trailer(s) and load(s). A trailer permit does not have an RGW. Generally, the weight of a towed trailer(s) and its load are added to the RGW of the truck. Load includes the driver, passengers, fuel, equipment, tools, cargo, equipment, etc. carried in the truck and trailer.

The RGW is indicated on the right portion (plate portion) of a truck's ownership, to the right of "REG. GROSS WT" and is in kilograms (kg). One kilogram equals 2.204 pounds and one pound equals .4536 (kg).

"Truck" includes pickups and business type vans with truck licence plates. Farm plated trucks are subject to the same RGW rules.

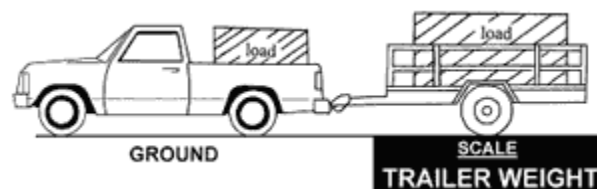
The "Vehicle Permits Regulation", made under the Highway Traffic Act, provides an exemption for light trailers, specifically.

"Where a trailer transmits to the highway a total weight of 2,800 kilograms (6,173 lb.) or less, that weight shall not be included in determining registered gross weight".

To determine how much an attached trailer transmits to the highway, and to determine how much a truck should be registered for:

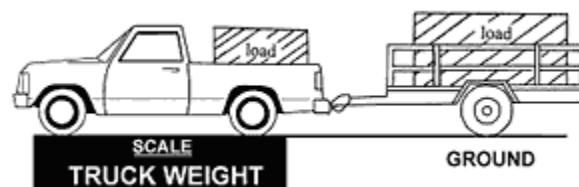
Weigh the trailer only, with the trailer attached to the truck.

Illustration One - Weight A



Weigh the truck only, with the trailer attached.

Illustration Two - Weight B



1. **If the trailer weighs more than 2,800 kg (6,171 lb.);** Register the truck for at least the combined weight of the truck and trailer, weights A and B.
2. **If the trailer weighs 2,800 kg (6,171 lb.) or less;** Register the truck for at least the weight of the truck (weight B), which includes trailer tongue weight. Weight transmitted directly to the ground, by the trailer, is not included in the RGW.

With an A Licence*

<u>Truck</u>	<u>Registered Gross Weight</u>	<u>GCWR (lbs & kgs)</u>	<u>Empty Truck Weight (w tools)</u>	<u>Maximum Load Capacity (lbs & kgs)</u>
ISUZU's	24,250 lbs (11,000 kg)	26,000 lbs (11,794 kg)	11,098 lbs (5,034 kg)	13,152 lbs (5,965kg)

Hino L7 Crane Truck	24,250 lbs (11,000 kg)	33,000 lbs (14,969 kg)	16,698 lbs (7,590 kg)	16,236 lbs (7,380 kg)
Kenworth Tri-Axle	80,000 lbs (36280 kg)	107,000 lbs (48988 kg)	35,936 lbs (16300 kg)	38,000 lbs (17,237 kg)

Note: With a G license, the maximum Gross Weight of a truck and load is 24,242 lbs (11,000 kg)
The Highway Traffic Act in Ontario states the following maximums for a vehicle and load:

Maximum width:

Vehicle including load - 2.6 m

Maximum Length:

Single vehicle including load - 12.5 m

Maximum Height:

Vehicle and load – 4.15 m

*Flag any materials that overhang the back of the truck or trailer if it is more than 1'.
Max. overhang is 4' by law.

7.5 Load Security

☐ **Highway Traffic Act (HTA)** Ontario Regulation 363/04 Security of Loads:

COMMERCIAL MOTOR VEHICLES OF 4,500 KILOGRAMS OR LESS

Application of Part

4. *This Part applies to commercial motor vehicles for which each of the gross vehicle weight, registered gross weight, manufacturer's gross vehicle weight rating and gross combination weight rating is 4,500 kilograms or less.*

Securement of load

5. (1) *A load carried on a commercial motor vehicle on a highway must be secured by means of,*

(a) sides, sideboards or stakes and rear stakes, end gate or end board that,

(i) are securely attached to the vehicle,

(ii) are strong enough and high enough to ensure that the load will not shift on or fall from the vehicle, and

(iii) have no opening large enough to permit any of the load to pass through;

(b) at least one tiedown that meets the requirements of subsection 2(1) for each 3.04 linear metres of lading or fraction thereof, and as many additional tiedowns that meet the requirements of subsection 2(1) as are necessary to secure each part of the load, either by direct contact between the load and the tiedown or by contact between the load and dunnage; or

(c) any other means that prevents a load from shifting or falling that is like and at least as effective as the means specified in clause (a) or (b).

(2) *A tiedown or dunnage in contact with exterior, topmost items of a load and securely holding each interior and lower item shall be deemed to comply with the requirements for contact in clause (1) (b).*

(3) If the load may shift in transit, the load must be blocked, restrained, or contained in such a manner that it will not shift in a forward direction when the vehicle decelerates at a rate of six meters per second per second or more and must be,

(a) securely blocked or braced against the sides, sideboards, or stakes of the vehicle; or

(b) secured by devices that conform to the requirements set out in clause (1) (b) or (c).

Tiedowns

6. (1) *The working load limit of a tiedown shall be deemed to be the working load limit of its weakest component.*

(2) tiedown Revoked

(3) The strength of anchor points must be at least as strong as the tiedown when the connector is loaded in any direction in which the tiedown may load it.

(4) A tiedown shall not be used if,

(a) the active portion has knots in it;

(b) any component of it exhibits stretch, deformation, wear, or damage beyond the limits specified by the manufacturer; or

(c) it has been repaired or shortened other than in accordance with the manufacturer's specifications.

(5) Where an "over-the-centre" type of tiedown tensioner is used, the handle must be locked in place and secured by an adequate secondary means to prevent its inadvertent release.

(6) Except in the case of steel, fibre or synthetic strapping that is permanently crimped, tiedowns used on a commercial motor vehicle to secure the load against movement in any direction must be designed, constructed, and maintained in such a manner that the driver of the vehicle can tighten the tiedown in transit.

Material used for load securement.

7. *Material used on or in a vehicle as dunnage, chocks, or cradles or for blocking or bracing must be strong enough that it will not be split or crushed by the load or the tiedowns.*

☐ Oriole requires the driver to comply with the following requirements:

- ☐ Follow the HTA maximum vehicle-including-load widths, lengths, and heights.
- ☐ Anything that sits in the box of a truck and comes up above the sides needs to be strapped.
- ☐ Strap down lumber and wrap ends with shrink wrap.
- ☐ Use carpet pieces below straps on material that has sharp or damageable edges.
- ☐ Straps need to lie flat and be straight across load – no angles.
- ☐ Stone and skids of stone/precast need to be wrapped with shrink wrap and strapped.
- ☐ Trees are strapped across the thickest/highest part of the root ball.
- ☐ Ratchet trees down as root ball will shift and loosen with movement of vehicle.
- ☐ Trees are strapped to secure in two ways – the vertical lifting of the root ball and horizontal shifting within the truck box
- ☐ Tarp all live goods
- ☐ Tarp all loads using tarps attached to truck box.
- ☐ Check that the following are secured:
 - Dump latch closed.
 - Side doors closed.
 - Asphalt chute closed.
 - Tool bins locked.
 - Truck tarp secured.

- ☐ Store the following on truck
 - Straps
 - Chains
 - Safety cones
 - Safety vests
 - Caution tape for flagging material/overhanging material

7.6 Loading & Parking Safely

- ☐ Transporting Goods
- ☐ Load over concrete apron
- ☐ Park Truck to allow for passage of other vehicles
 - When loading/unloading the truck, always set up the machine to load using a 3-point turn or v-style for maximum efficiency
 - Use a spotter and traffic controller whenever loading/unloading is happening near or on a pedestrian or vehicular area
- ☐ Parking Vehicles
 - Turn wheels into curb on slopes and always apply parking brake
 - Check parking brake tension on crane trucks prior to leaving vehicle
 - Use and obey spotter where possible
 - Always use traffic cones around parked Oriole trucks and trailers

8.Trailer Training

***New drivers must be chaperoned for a minimum of 3 days by Crew Leader or certified oriole driver.**

8.1 Trailer Paperwork Orientation

☐ Trailer Documentation (located in plastic container in tongue storage) *always check paperwork prior to hooking up trailer to confirm that it is up to date)

- CVOR
- Safety Certificate
- Insurance
- Ownership

8.2 Trailer Numbering System & Yard Parking Location

☐ Trailer 100 series

- Maximum trailer GCWR with G license is 4600 kg or 10120 lbs including trailer and weight of contents.
- Parked at the back of the yard against curbs numbered with trailer number

Oriole Trailers

Trailer makes and models, along with capacities, weights, and restrictions, will be updated annually and posted on the **Employee Notice Board**.

8.3 Load Security

If you are uncomfortable or unsure of the security of your load, ask for a second opinion from an experienced and trained Oriole employee.

According to the Ontario Highway Traffic Act (Sect. 64(5)),

“Every trailer or semi-trailer having a gross weight of 1,360 kg (3,000 lbs) or more, when shall be equipped with brakes adequate to stop and hold the vehicle.”

☐ Connecting the Trailer

- Raise trailer tongue to the height of the truck pintle
- Once truck is positioned, close pintle hook and put safety pin through
- Hook chains up and make sure they’re crossing below hook-up (acts as cradle so if hook-up breaks it’ll slow the trailer from hitting the road)
- Connect electrical
- Raise trailer jack so trailer is resting on truck pintle
- Test lights & brakes (use a spotter if possible)

☐ Trailer Brakes: always test the brakes with or without a load and adjust the trailer braking power according to the weight. When pressing on the truck brake, adjust the trailer brakes and release foot from the brake pedal. Allow the truck to drive 5-10Kms, then apply only the trailer brake. Truck and trailer should come to a safe stop with the trailer brakes alone.

☐ Loading the Trailer

- Ensure 10 – 15% of the load's weight is resting on the trailer tongue/truck; the rest of the weight to be centered over trailer tires
- Nothing extends over the sides of the trailer – only off the back and then it must be tagged (red danger tape)
- Strap down lumber and wrap ends with shrink wrap
- Stone needs to be strapped, skids need to be strapped and wrapped with shrink wrap, trees are strapped across thickest part of root ball and really ratcheted down as the root ball will shift a little
- Trees have root ball at truck-end of trailer (watch weight on tongue)
- Tarp all live goods
- Use carpet below straps on material that has sharp edges
- Use bear claws for securing machines
- Chains looped around C parts need to lie flat and straps need to be straight across load – no angles
- Use straps with chain ends for the 4 Ton High Deck
- ☐ Checking the Brakes
 - Set brakes for appropriate weight on trailer before driving on road including aggressiveness of brakes (strength of brake & speed/delay of application)
- ☐ Ontario Ministry of Transportation tiedown Rules, excerpt from Landscape Ontario.

National Safety Code Standard 10 – Cargo Securement:

Requirement to use tiedowns marked with Working Load Limit

Updated May 2016

Rating and Marking of Tiedown Strength

(NSC 10 - Part 1, Division 3, Section 11 (4))

National Safety Code Standard 10 Part 1, Division 3, Section 11 (4) states:

“On and after Jan. 1, 2010, a person shall not use a tiedown, or a component of a tiedown to secure cargo to a vehicle unless it is marked by the manufacturer with respect to its working load limit.”

Rating and Marking of Tiedown Assemblies – Frequently Asked Questions

1. Is there a requirement for the manufacturers of trailers to rate the tracks that winches are mounted on?

No, there is currently no requirement to rate and mark the strength of anchor points.

2. If a tiedown is made up of a strap, winch, and ratchet, do all three pieces require a rating?

If the manufacturer has provided a Working Load Limit for the complete tiedown assembly, it is not necessary to provide strength ratings for individual components which are permanent parts of the assembly.

3. Some ratings on winches are on the inside, if all three pieces are required to be rated, will inspectors require the tiedown to be taken off the load to see the rating on the winches?

Not for winches that serve as anchor points and are attached to the trailer, or where a strength rating is provided for the complete tiedown assembly.

4. What information is required for marking the WLL of tiedown assemblies? (e.g. name of manufacturer, date, etc.)

A tiedown or a component of a tiedown should be marked in accordance with the appropriate standard referred to in Part 4 of NSC Standard 10.

5. Can ratings only be provided by manufacturers?

Yes, recognizing that a manufacturer would include individuals or companies that assemble tiedowns using components fabricated and sold by others.

6. What are the requirements for establishing the strength rating of a tiedown?

The Working Load Limit of a tiedown or a component of a tiedown should be established in accordance with the appropriate standard referred to in Part 4 of NSC Standard 10.

7. Do bungee cords need to be rated and marked with a WLL?

tiedown Bungee cords and tarp straps are not suitable for use as tiedowns and are equally unsuited to having an assigned Working Load Limit. There is no intention to prohibit the use of these devices as supplementary restraint for lightweight cargo & equipment.

8. What are the requirements for rating and marking the strength of rope tiedowns?

A rope tiedown should be rated and marked in accordance with the appropriate standard referred to in Part 4 of NSC Standard 10.

9. Are knots permitted in ropes used as tiedowns?

A rope tiedown should be used in accordance with the provisions of the appropriate standard referred to in Part 4 of NSC Standard 10, including any restrictions on the use, or presence, of knots.

10. Do devices used in conjunction with a securing device to prevent a tiedown from becoming loose, unfastening, opening, or releasing while the vehicle is in transit require a WLL marking (eg. metal rod on load binder).

No.

11. Do the markings need to be a numeric marking or will a manufacture code be sufficient?

Marking of Working Load Limits should be in accordance with the provisions of the appropriate standard referred to in Part 4 of NSC Standard 10.

12. Is there a durability requirement for marking by the manufacturer with respect to its working load limit?

No, but the absence of a legible marking from the manufacturer indicating the strength of a tiedown will cause it to be assigned a default WLL of zero.

8.4 Trailer Circle Check

- ☐ Daily Circle Check (ReadyChek: do at the same time as the truck circle check)
 - Do a complete rotation, walking around the trailer
 - a) Tire pressure
 - b) Check force-bearing welds (trailer hitch and chain welds especially)
 - c) Load ramp stowage
 - d) Lights and electrical
 - e) Brakes

- f) Strap & Chain Load Ratings
- g) Trailer Hitch

Note: it is the responsibility of the driver to confirm the safe driving condition of the trailer. Should you switch to a different trailer, it is recommended that you do your own circle check of the trailer.

8.5 Loading Equipment on a Trailer

The way you load a trailer will determine how easily you will tow it. While loading, keep in mind that the tongue weight should be 10% to 15% of the overall trailer weight. One of the main causes of trailer sway is not having a large enough percentage of trailer tongue weight compared to gross trailer weight. To help prevent the trailer from swaying back and forth, a few things can be done. Try placing heavier cargo in the front of the trailer, ahead of the trailer's axle. Also center the cargo left-to-right and use tie-downs to keep the load from sliding

- ☐ Trailer Ramps
 - Are to be stowed under trailers and made secure with safety pins
 - Check ramps for any damage/broken welds/metal fatigue (structural integrity)
 - Ensure ramps are placed on trailer so that ramps do not fall off during loading and are spaced correctly for machine
- ☐ Spotter
 - Ensure that bystanders/spotter are far enough away from the trailer that a tipping trailer, with machine, is out of their range
 - Spotter must be highly visible and wearing a safety vest/shirt
 - Spotter must never stand out of site of the machine operator or behind the machine or vehicle
 - All spotters and machine/vehicle drivers must use and obey the same hand signals
- ☐ Loading
 - Trailers must not have any loose debris that can fall off during transit (gravel, mud etc.)
 - Ensure trailer is secured to truck
 - Trailer jack is raised and trailer weight is resting on the truck
 - Truck's parking brake is on and wheels are straight
 - Block wheels of trailer (if it cannot be connected to the truck) to prevent movement/weight shifting during loading/unloading
 - Always load on level ground where possible
 - Ensure ramps are secured, spaced correctly and straight
 - Ensure machine has enough throttle to prevent stalling when climbing ramps
 - Excavators should be backed onto trailer with bucket on ground to assist in weight distribution
 - Skid steers can be loaded in either direction
 - Ensure the weight of the machine is distributed equally over the axles of the trailer and 10-20% of the weight is on the tongue of the trailer
 - Take care to consider turning radius of truck so excavator arms do not interfere with truck mobility
 - Make sure there is no loose debris on the trailer and check all securing points for structural integrity
 - Make sure equipment is loaded evenly, in both directions on the trailer
 - Make sure the straps and chains are rated for the load

☐ Trailer Brakes

Always test the brakes with or without a load and adjust the trailer braking power according to the weight. When on the truck, adjust the trailer brakes and release foot from the brake pedal. Allow the truck to get to 5-10kms, then apply only the trailer brake. Truck and trailer should both come to a safe stop with the use of the trailer brakes only.

8.6 Driving with a Trailer

☐ Driving with a Trailer

The addition of a trailer adds weight and length to the tow vehicle. More weight means more time to speed up and more importantly, slow down. Overall handling is also affected.

- Allow for extra space when switching lanes and passing other vehicles
- Allow extra time and lots of space when stopping; trailer brakes will assist in slowing down
- The extra length can cause problems on turns: because the trailer does not follow the exact path as the vehicle on turns, remember to swing out wider when traveling around bends and corners.
- Travel at moderate speeds, faster speeds increase wind resistance and reduce gas mileage, and increase the chance of trailer sway
- Be extra cautious of potholes and other large bumps as they can damage the tow vehicle, trailer hitch and trailer
- If trailer sway occurs:
 - a) Gradually reduce speed
 - b) Steady the steering wheel – sudden turns can cause more sway
 - c) Apply only the trailer brakes to help reduce trailer sway
- When towing a trailer, do NOT do the following:
 - a) Do Not slam on the brakes – jackknifing could occur
 - b) Do Not attempt to steer out of a sway situation
 - c) Do Not increase speed – trailer sway increases in faster speeds
 - d) Do Not tow a trailer that continues to sway
- Reload the trailer if it repetitively sways or there are load balance issues

☐ Backing Up a Trailer

- The trailer is going to go in the opposite direction of the steering wheel of the truck
- When backing up a trailer, if possible, start with the truck and trailer straight
- Use gentle, small corrections to the steering to direct a trailer
- Use a spotter
- Hand signals are as follows:

8.7 Trailer Maintenance & Storage

☐ Chains & Straps

- Do not remove from trailer
- Stored rolled up in tongue compartment
- Lubricate ratchets as required
- Check the integrity of the straps (if there are holes with a diameter any bigger than a quarter, put the strap in the garbage, reuse ratchet)

- ☐ After Unloading a Trailer
 - Stow ramps away (lock all pins)
 - Back trailer into correct # spot
 - Ensure chains and electrical plugs are off the ground
 - Trailer location can be adjusted using the yard machine and trailer hitch (EXCEPT when the trailer is loaded)

9. Fuel Safety

Oriole regularly uses diesel, dyed diesel, straight gas and mixed (2-stroke) gas in our daily operations. We also use propane, natural gas and acetylene.

Only staff with current certified training can fuel and operate heating equipment.

Handling Fuel

- ☐ Only store the minimum amount of gasoline needed.
- ☐ Store containers at room temperature, away from sources of heat or ignition (e.g., sun, furnace, hot water tank, portable heaters, sparks, flames, etc.), and in a well ventilated area.
- ☐ Remember, gasoline vapors are flammable, are heavier than air, and can travel long distances to an ignition source.
- ☐ Never siphon gasoline by mouth. It is harmful and may cause death if swallowed. If ingested, do not induce vomiting. Get medical help immediately.
- ☐ Do not smoke.
- ☐ Avoid prolonged or repeated skin contact with fuel. Wash skin thoroughly with soap and water in case of contact.
- ☐ Avoid breathing vapors or mists.
- ☐ Remove any clothing that is wet with fuel. Allow fuel to evaporate completely outdoors before washing. Thoroughly clean clothing before reuse.
- ☐ Never use gasoline as a cleaning agent.

Fueling Vehicles

- ☐ Identify and know how to operate emergency fuel cut offs.
- ☐ Know location and operation of fire extinguishers.
- ☐ Always shut off engine while fueling.
- ☐ Remove twists and small loops in the fuel delivery hose. These can cause the hose to fail or catch on bumpers as vehicles move around the pump islands.
- ☐ Insert delivery hose nozzle firmly into the fill pipe of the vehicle. Maintain contact with the tank until the delivery is complete to reduce possibility of static electricity sparking.
- ☐ Avoid spills by not over-filling the tank.

- ☐ Reinstall the cap on the fill pipe when delivery is complete. Hang the hose in place on the pump.
- ☐ Do not use the gas cap or other objects to hold the fuel delivery nozzle open.

Filling & transporting a portable gas container

- ☐ The operation of moving equipment in the immediate area of a fueling operation shall be suspended
- ☐ Welding and cutting operations within 3 metres must be stopped prior to fueling and during
- ☐ Turn off all sources of ignition (engine, lawn mower, etc.).
- ☐ Use only approved portable containers.
- ☐ Place the container on the ground.
- ☐ Keep the fuel nozzle in contact with the container to avoid static electricity.
- ☐ Avoid breathing vapors while filling.
- ☐ Fill the container slowly.
- ☐ Do not over-fill a container. Leave 5% extra space to allow for expansion.
- ☐ Tighten caps on fuel cans when transporting and make sure cans are secured on truck in upright position and away from oxidizing materials (fertilizers etc.).
- ☐ When fuel cans are on site and in storage, loosen cap to allow for pressure release with temperature changes

Types of Fuel and Equipment Used For:

Diesel

- ☐ Trucks (crew)

Dyed Diesel

- ☐ Heavy equipment

Straight Gas

- ☐ Trucks (F150's, office vehicles)
- ☐ Equipment
- ☐ Hand Powered Equipment

2-Stroke

- ☐ Hand Powered Equipment

Propane

- ☐ Soldering
- ☐ Tiger Torch
- ☐ Heater & BBQ

Natural Gas

- ☐ Heater & BBQ

10. General Heavy Equipment Safety Orientation

- ☐ Do not walk under the arms unless they are secured
- ☐ Shut engine off if exiting machine
- ☐ Entering machine with 3 points of contact
- ☐ Engage parking brake on machine (if applicable)
- ☐ Ensure ROPS is on all machines (do not use if not working/present)
- ☐ Operate machine on level ground if possible

- ☐ No horse play
- ☐ Handle equipment transmissions with care
- ☐ Drive cautiously and responsibly
- ☐ Watch for pinch points and turning parts
- ☐ Hydraulic fluid leaks are dangerous – procedure to check for leaks
- ☐ Tipping Loads (center of gravity) & Maximum load capacity
- ☐ Hydraulic Extensions

Fueling Equipment

- ☐ Shut engine off prior to fueling
- ☐ Ensure you are putting fuel in the correct spot
- ☐ Ensure you are using the correct type of fuel for the machine
- ☐ Do not leave fuel spout unattended
- ☐ Ensure cap is put back on
- ☐ Put fuel canister away when you are done
- ☐ If there is a minor spill, use cat litter to absorb any spilled fuel
- ☐ Fuel is to be kept out of the dust and a minimum of 3 meters away from sparks and open flame

General Heavy Equipment Maintenance

- ☐ Oil Check
- ☐ 10HP and over circle check info
- ☐ Track loaders –Track tension, and cleaning tracks properly

General Small Engine Safety

- ☐ 10HP and over circle check

11. Heavy Equipment Training

Articulated Loaders

- ☐ Operate machine with low center of gravity
- ☐ Articulate only when load is close to the ground
- ☐ Keep loads low to the ground when travelling
- ☐ Do not overload bucket/forks

Track Skid steer Loaders

Excavators

- ☐ Same as track loader – check track tension, clean track regularly

Power Wheelbarrows and Boxer

Stump Grinder

Cement Mixers

- ☐ Principles of safety & operation on these

Maintenance on each above type

- ☐ Air filter
- ☐ Fuel filter

12. General Power Tool Training

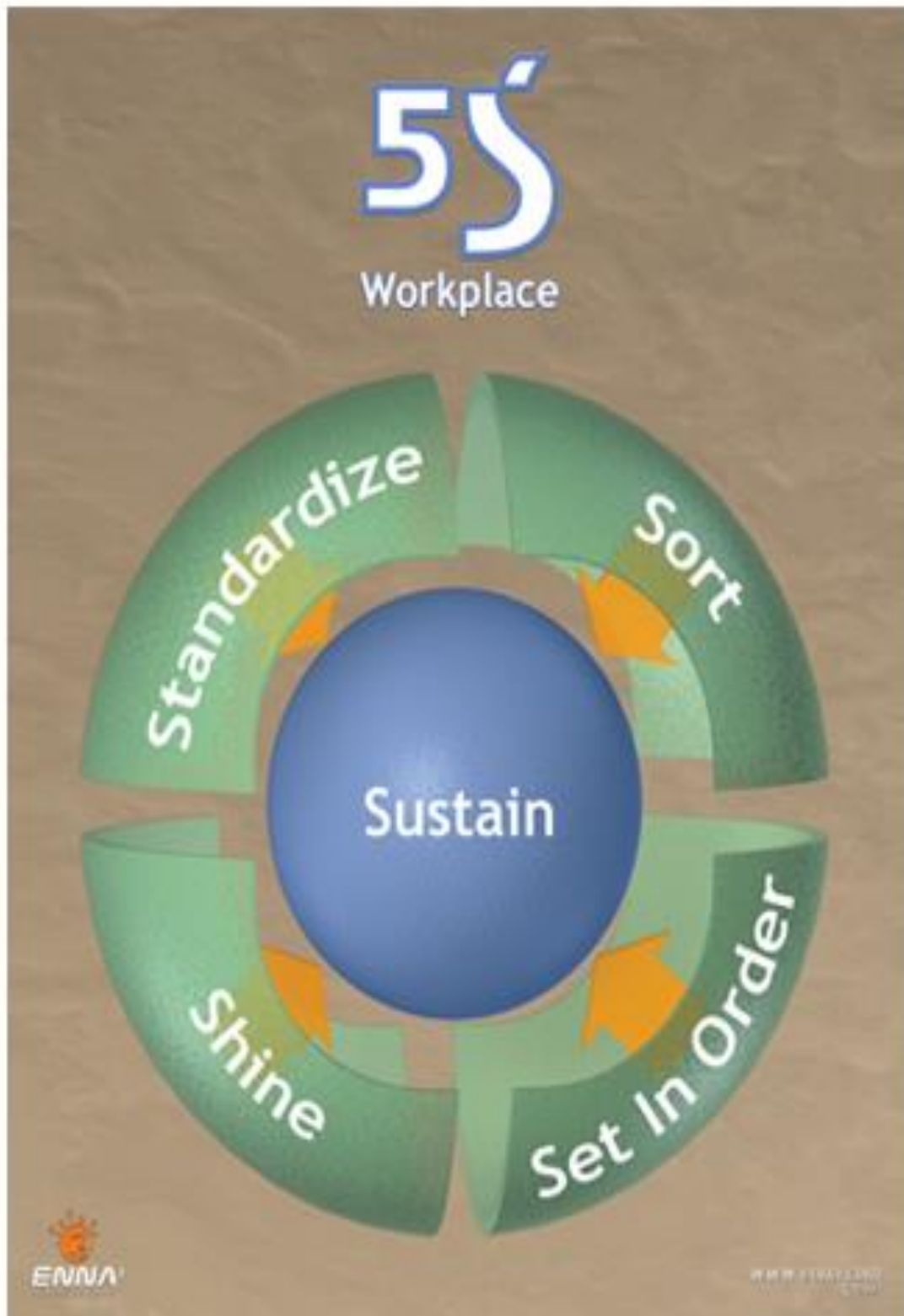
- ☐ Loose clothing is a hazard
- ☐ Kickback
- ☐ Use safety gear (PPE) appropriate to each job
- ☐ Dull blades - will increase binding, kickback
- ☐ Check for loose nuts/bolts
- ☐ Check for proper tension of chains and drive belts
 - Chainsaw specifically – make sure chain bar oil is full with the correct viscosity oil depending on the season
- ☐ Safe transport
- ☐ Extension cords
- ☐ Keep equipment dry to prevent electrical hazard
- ☐ Stone Saw
- ☐ Chain Saw
- ☐ Table Saw
- ☐ Drills
- ☐ Grinder
- ☐ Compound Miter Saw

13. 7 TYPES OF WASTE:

When working, there are many ways to improve on efficiency in your job. Review the following list of common wastes found in the workplace. Oriole's goal is to reduce and eliminate the waste that occurs during the design/build process.

1. **Overproduction** – too many people on the job, giving more quality than needed, doing work that is not in the work order
2. **Waiting** – People standing around because of lack of information, preparedness of Crew Leader, disorganization, or site conditions
3. **Transport** – Unnecessary movement of materials or equipment
4. **Extra Processing** – Reworking because of lack of information, materials, or equipment
5. **Inventory** – too much material delivered to a site; wasted materials or resources. Overstock of parts or supplies
6. **Motion** – Unnecessary steps taken by employees or equipment because of poor planning, communication, or processes.
7. **Defects** – Machine breakdowns, poor quality of materials and ultimately service calls and replacements.

14. 5S – Organization & Maintenance of the Workplace





EMERGENCY ACTION PLAN



ORIOLE'S EMERGENCY RESPONSE TEAM:

Fire Warden: Adrian Mitchell

Muster Location Chief: Shaun Herre

Right to Disconnect Policy

Purpose

This procedure is intended to reduce and limit the amount of time spent responding to work-related correspondence outside of normal working hours.

Scope

This procedure is applicable to all employees at Oriole Landscaping, who are otherwise expected to be responsive to customers, suppliers, supervisors etc.

Roles and Responsibilities

Employer:

- To provide workers with a clear framework regarding the communication policy
- To provide workers with proper training as stated in this procedure
- To ensure all employees are provided with a healthy workplace

Employee:

- To make sure they are aware of potential risks and hazards relating to overwork, stress, and general health when unable to disconnect from work.
- To ensure no work is done that does not follow the steps laid out in this procedure.
- To ensure all training is understood and up to date and to inform Oriole management immediately if this is not the case.
- To complete work with care and consideration of fellow workers.

Procedure

- When possible, limit emails and phone calls outside of normal work hours.
- 'Normal' work hours for Oriole Landscaping Ltd include startup at the yard at 6am and often continues until 8pm with any scheduling adjustments.
- There may be some situations where a critical path event or question requires a response outside of these times. All staff and management will limit these communications, and never initiate or expect a response before 5am or after 11pm.
- In the event communication is received outside of normal hours, and the information is not critical path, it is perfectly acceptable and expected that staff will not respond until the following workday during normal hours.
- An example of Critical Path information includes but is not limited to a sudden change in staff availability, a sudden change in work destination for the following workday, an emergency at a worksite requiring immediate attention.

Communication

A copy of this procedure will be posted on the Health and Safety Bulletin board.

All workers will be informed of this procedure during orientation and at each re-orientation every spring.

Training

All staff are encouraged to support this policy by limiting communication regarding work to the hours defined. Staff are asked to notify the office, their manager or the JHSC rep if this policy is not being adhered to by another staff member.

Evaluation

The owner and JHSC will evaluate this procedure annually to ensure it is implemented and effective. The evaluation will be documented, dated and records will be kept.

The Right to Disconnect will be evaluated annually during a performance appraisal. The performance appraisal will address the following competencies:

- Enforcing OHSA & legislative requirements.
- Enforcing Oriole requirements.
- Taking every reasonable step necessary to protect the health & safety of the workers.

Make Improvements/Acknowledge Success

Acknowledgement of successes and plans for improvement will be communicated through Joint Health and Safety Committee minutes and summarized at the annual all staff meeting.

Additional Resource(s)

<https://www.ontario.ca/document/your-guide-employment-standards-act-0/written-policy-disconnecting-from-work>

ADDENDUM

As you know consumption of recreational marijuana becomes legal across the country October 17. Oriole Landscaping has a responsibility to outline a revision to our policy on this matter to ensure a safe work environment for all.

Marijuana has shown through research to affect critical areas of the brain, including the motor control areas.

Driving skills may be impaired for weeks after THC (the active ingredient in marijuana) usage. THC can alter coordination, ability to pay attention, reaction time, decision-making abilities and abilities to judge distances. One can even develop a mental illness if one uses cannabis frequently.

The consumption of recreational cannabis is not permitted in workplaces, public places or motor vehicles, and a zero-tolerance policy is in effect for commercial drivers.

Employers and supervisors have the legal responsibility to take every reasonable precaution to protect the safety of all workers.

Employees have the responsibility to report any hazards, and that includes impairment, to their supervisor or employer.

It is in everyone's best interest to adhere to these guidelines.

To give us a more concrete idea, see followed what the Ministry of Defence shares on its website:

"Cannabis is fat-soluble and therefore moves from the bloodstream into the tissues more rapidly, and is eliminated from the body more slowly, than many other intoxicating substances.

Traces of cannabis may remain in the human body for up to 28 days or more following consumption and therefore:

cannabis consumption can cause significant impairment in the ability to perform complex tasks in casual users up to 24 hours after the consumption.

cannabis consumption can be harmful to health, especially to the neurological development of persons under 25 years of age, including fetal exposure in utero; and cannabis consumption can be addictive."

The OHSA (Occupational Health and Safety Act) supports the fact that medicinal or recreational marijuana represents as great a danger in the workplace as any other drug or alcohol. **In case of impairment doubt, for any reason, we would all benefit from an employee's honesty within the company to come forward and request a change of task that day** (e.g. from driving the truck or equipment, to catching a ride and laying bricks or other simple tasks once on site). Otherwise, failure to come to work in a sober or unimpaired state as stated on page 11 of the employee manual may lead to immediate termination. Please take care of yourselves.

It is reasonable to ask that no one consumes recreational cannabis 24 hours prior to working for Oriole Landscaping.

The observations that can lead to suspicion of consumption are:

- the odour of cannabis;
- glassy or red eyes;
- unusual talkativeness;
- slow reaction;
- inattention;
- lethargy;
- unsteady gait;
- poor coordination; and
- anxiety

References:

<http://forces.gc.ca/en/about-policies-standards-defence-admin-orders-directives-9000/9004-1.page#pbosc>
communication@landscapeontario.com