



## **Sick Leave**

Frontier allows every employee up to five days a year of paid sick time (once you have completed your probationary period). This time is there for you in the event that you or family member is ill and you are unable to come into work. Although paid sick time is not required under employment legislation we believe, as an organization that it is in everyone's best interest that you are able to get well at home.

### Do I automatically have 5 sick days as of January 1st in any given year?

Sick days are actually accrued on a monthly basis meaning you earn about .4 of a day each month. Since the main flu season is early in the calendar year we generally do give people sick time in advance of actually earning it. This way if you get sick in January and need to miss a few days you will still be covered even though you haven't yet earned the time. The only time this becomes an issue is if you use all your sick leave in advance of earning it and then quit. We would then have to make arrangements to try and use accrued vacation to cover off the unearned sick time.

### What happens if I use all 5 sick days early in the year and then get sick again?

If you have used all of your sick days before the year is up and find yourself in need of being away sick there are a few options open to you. These include:

- (1) Using vacation time to cover off the time you are away
- (2) Taking the time as unpaid
- (3) Making up the time missed.

If you elect to make up the time you have missed you will need to work out a schedule with your manager as to how the time will be made up so that they will be able to keep track of this for their records. When making up missed time the following timeline will apply:

For absences of 1 day or less the time must be made up within the 2 weeks following your return to work.

For absences of 2 to 3 days the time must be made up within the 4 weeks following your return to work.

If more than 3 days are missed at a time and there is no sick leave available then a combination of the 3 options above would be recommended. Also remember that an absence of 3 or more days does require you to bring in a doctor's note.

# FRONTIER

If you elect to make up the time but do not do so in the agreed upon time frame then the time will either be recorded to vacation or as a leave without pay if that is your preference.

Unfortunately, we do not allow employees to “borrow” from next year’s sick leave bank to cover off the time.

## If I do not use all of my 5 days of sick leave do they roll over into next year’s sick leave bank?

No, unlike unused vacation that does roll over into next year’s bank if it is unused, sick leave does not.

## What do I do if I am sick and cannot come into work?

If you are ill and unable to come into work it is important to contact your manager as soon as you can to let them know—before the start of your shift that day if at all possible. This way they can manage your workload in your absence and ensure that service is not impacted. If you are not able to talk to them directly leave a voicemail (or email) but follow up with them directly shortly after to ensure that they did get the message. On rare occasions it has happened where the manager was away sick themselves so no one got the voice mail message that the team member was also sick.

## What if I have to be away sick for an extended period of time?

Frontier does not carry Short Term Disability coverage. In the event that you have an illness lasting beyond 7 days you are able to apply for EI Sick Leave benefits to carry you through the 3-month waiting period for Frontier’s Long Term Disability coverage. Please contact Human Resources directly if you feel you may need to be away for an extended period of time.

## **Personal Appointments...**

Employees are encouraged to schedule appointments outside of company hours. Where this is not realistic, time off for doctor and dentist appointments will be allowed for all regular full-time employees. Two days’ notice should be provided to your manager on upcoming appointments and every effort should be made to make up any time missed.



## **Vacation**

Frontier understands the importance of having time off to regenerate and relax. As such all regular full-time employees are eligible to earn and use vacations days starting from their first day of employment with the company (but after they have completed their three month probationary period).

At Frontier our vacation year follows a normal calendar year meaning we earn vacation time between January and December of each year for use during the year it is earned. The amount of paid vacation time employees receive each year increases with the length of their employment as follows:

- For the first four years of continuous service employees are entitled to 10 vacation days each year.
- After the completion of four years of continuous service employees are entitled to 15 vacation days each year.
- After the completion of 9 or more years of continuous service employees are entitled to 20 vacation days each year.
- After the completion of 19 or more years of continuous service employees are entitled to 25 vacation days each year.

The vacation entitlements will be added to the employee's vacation bank on January 1<sup>st</sup> of each new calendar year and it is expected that the employee will use all of their vacation time before December 31<sup>st</sup> of that year.

Employees who start with the company part way through the year will be eligible for a pro-rated number of days based on their start date. For example if an employee starts on July 1, 2008 then they will have 5 vacation days to use by December 31, 2008 since that will represent the amount they will have earned between their start date and the end of the year.

Employees who complete their fourth or ninth, or nineteenth, year of service part way through the year will also be eligible for a pro-rated number of additional days based on their anniversary date. For example, if an employee reaches their 4<sup>th</sup> anniversary on August 1, 2014 then they would be entitled to an additional 3 days of vacation to be used that year. Then on January 1, 2015 they would have 15 days in their vacation bank for use by December 31, 2015.

### How do I book vacation?

Employees wishing to schedule vacation should first receive approval from their immediate supervisor. While we will try to accommodate all requests for the vacation



time, Frontier reserves the right, based on business activities, to limit the number of employees taking vacation at the same time. Requests will be reviewed based on factors including business needs, staffing requirements and seniority. To ensure everyone has equal access to preferred vacation times, no employee will be allowed to take more than two weeks of vacation at any given time. Paid vacation time must also be used in minimum increments of one-half day.

#### What if I am unable to use all of my vacation days within the year?

Frontier encourages all of its employees to use their full vacation entitlement each year. If you are unable to take all of their vacation time due to work related circumstances then on the recommendation of their supervisor, you will be allowed to carry unused time forward into the next vacation year. All other requests to carry forward unused vacation time must be approved by management and will be granted based on exceptional circumstances only.

#### What happens to my vacation days should I leave the company?

In the event that your employment with Frontier should come to an end any vacation time earned but not taken will be paid out on your final pay cheque. Conversely any vacation time taken but not yet earned will be deducted from your final pay cheque.

Part time, temporary and casual employees will receive their vacation pay on each pay cheque. Vacation pay will not be accrued and the employees are not eligible to take paid vacation.

### **Extended Vacation Policy**

Generally speaking we prefer that our employees limit the length of vacation time they take at any one time to 2 consecutive weeks. We do realize, however, that from time to time the situation may arise where an employee may wish to take an extended vacation (in excess of 2 consecutive weeks) in order to take a special trip etc. While Frontier has always tried to accommodate these requests, we find that as we grow we are receiving more and more of them. Given the nature and size of our business it was determined that certain guidelines needed to be created and followed in order to ensure appropriate coverage for our clients and fairness to all of our employees. The following guidelines will be applied for all extended vacation requests:

- Employees must notify their manager at least 3 months prior that they wish to take an extended vacation (anything more than 2 consecutive weeks) – unless

# FRONTIER

the leave is related to a family emergency. All vacations in excess of 2 consecutive weeks require manager approval.

- Given the seasonality of our business it is preferred that extended vacations be scheduled in the months of December to April (for non-finance employees) wherever possible. Finance employees should try not to schedule extended vacations between January and April due to year end accounting requirements. Further notice periods of up to 6 months may be required for extended vacation requests outside of these months.
- Requests for extended vacation will generally only be granted once every 2 years. Requests to go more frequently than this must be approved by senior management and are subject to operational requirements and other requests for extended leave.
- Requests for additional unpaid time to use for extended vacations must be made at the same time as the extended vacation is requested and subject to senior manager approval. Requests for additional unpaid time will only be considered once every 2 years otherwise the employee's vacation time is limited to the amount of vacation time they normally accrue. Unless agreed to by senior management additional unpaid time will be capped at 2 weeks.
- The unpaid time option is available for extended vacation requests only.
- Some options may exist to bank additional time to use for extended holidays. These requests to bank time must be approved by your manager and are subject to operational requirements and overall needs. Employees cannot bank time unless there is sufficient work to warrant the working of extra hours. Banked time will be capped at 5 days.
- Total extended vacation will be capped at 4 weeks (comprised of a combination of paid and unpaid leave).