

# FRONTIER

**Presents:**

THE ROUGH GUIDE TO ALL THINGS FRONTIER  
USA Edition

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## Welcome to Frontier

Congratulations on your decision to join Frontier and on behalf of everyone here we would like to welcome you to our company!

Often times when we start at a new company it can feel like we are entering a whole new world. The office set up may be different, there's a new organizational culture to learn, new rules to follow, new people to meet, and there may even be a different company language with its own set of acronyms or terminology.

When we created this employee guide we decided to model it after the infamous "Rough Guides" travel books. Basically it will provide you with a good cross section of information to help you quickly learn the way of the land here at Frontier. Of course if there is something you still need to know that isn't covered, please JUST ASK – the locals are very friendly and helpful!

### A Word from the President...

As one of Frontier's founders, I'd like welcome to you to our organization.

Frontier Supply Chain Solutions Inc. was incorporated in Winnipeg, Manitoba on September 18, 2006 and is a privately held specialty provider of international trade services including customs services, logistics management and trade consulting. Over a very short time span we have grown from a company of three people working out of a small office by the airport to a modern supply chain solutions centre with more than 100 employees. With offices in Winnipeg, Toronto, and Seattle, as well as warehouse and brokerage service hubs in Chicago and other strategic locations we are able to provide our clients across North America with the effective and responsive service they deserve.

The core of Frontier's success is our people. Frontier is driven by a group of employees committed to service excellence and teamwork. We believe that having the right people, in the right jobs with the right training and support provides limitless opportunities for growth – both from a company perspective and an individual career perspective. As you grow, the company grows; and together we have the potential to achieve so much more.

Again welcome to Frontier – we are looking forward to a long and successful working relationship together.

Michael Butterfield  
CEO  
Frontier Supply Chain Solutions

## **The Essentials**

### **Money and Banking.....**

Payday's at Frontier occur every other Friday and cover all the time you have worked through to the end of the pay week. All employees' pay is directly deposited into their bank accounts. When you first start at Frontier you will be asked to complete some payroll related forms and provide a blank voided cheque. Any payroll related information (i.e. overtime hours, part time hours etc.) needs to be into payroll by the end of the day Thursday of the week preceding a payroll week as our payroll is transmitted on the Friday afternoon.

### **The Frontier Lingo.....**

At Frontier one of the first things you will notice is how many acronyms we use in our daily work life. Getting a handle on all of these different terminologies can seem a bit daunting but not to fear. We have a full glossary of terms available to help you interpret and learn the Frontier Lingo. It can be found in the Appendices at the end of this document.

### **Facility Access and Controls....**

Employees may access any of our six corporate facilities located in Winnipeg, MB, Regina, SK, Saskatoon, SK, Vaughan, ON, Itasca, IL (USA), or Kent, WA (USA). Access is permitted upon positive identification upon presentation of Frontier issued identification cards. While in each facility, the identification card must be clearly visible. The identification cards clearly identify the individual via their name, employee number, position, facility office, and head shot photo.

The issuance of identification cards is controlled by Human Resources. Requests for new identification cards, cards to indication changes of employment status or role, or replacement lost cards are completed by senior management, human resources of the employee's immediate manager.

Temporary "staff" cards will be assigned to the personnel until their identification card is ordered and received from the printing vendor. Alternatively, temporary "visitor" cards may be assigned to the personnel if all "staff" cards have been assigned. Employees will have their photo taken during their orientation process.

### **Reporting unknown/suspicious people or activities...**

Frontier will provide will provide a work environment that is reasonably free of hazards, and threats of violence which may cause damage to people or property.

It is also the company's policy to maintain an effective and continuous safety and security program that incorporates education and monitoring procedures.

All Managers are responsible for ensuring that their employees are trained in appropriate security and suspicious activity reporting procedures.

Employees share in the responsibility to observe and report any suspicious or unusual activity that threatens the safety or security of our facility of other employees. Employees are expected to understand and adhere to the following company suspicious activity reporting/challenging procedures.

Reporting Procedures... Employees are expected to use common sense and good judgement when assessing the threat potential of any suspicious activity. Depending on the situation, employees are expected to report any suspicious activity to their supervisor, manager or proper authorities.

**Reporting and/or Challenging suspicious activity include, but is not limited to the following situations:**

- Unidentified persons(s) attempting to gain access to property, freight, equipment, or facilities.
- Unidentified person(s) in any area of the company, office, compound or parking lot.
- An employee, unescorted vendor, or supplier visiting a part of the company for unknown reason(s).
- Any unescorted or unaccompanied visitor anywhere in the company, office, compound, or parking lot.
- Any person (employee or other) who appears to be hiding something or is acting nervous, anxious or secretive.
- Any employee or visitor making unusual or repeated requests for sensitive or important company documents or information. This includes dispatch instructions or load information.
- Any person asking an employee to make an unauthorized movement of freight, equipment, or cash/cheque.
- Any person or group loitering.
- Any person claiming to be a representative of a utility company but who cannot provide valid identification.
- Any person carrying a weapon, such as a knife or gun.
- After hours, any vehicle driving past the yard with its headlights off in the dark.
- Any unknown occupied or unoccupied vehicle parked outside the compound, or in the parking lot or near the building for a long period of time.

The above list is not all-inclusive. It is meant to provide examples of suspicious activities.

If a suspicious activity is identified, the next step is to act. Employees are encouraged to challenge unauthorized or identified person(s), however **"IF"** there is **no eminent risk**.

Managers are then required to report incident to their senior manager. Senior Managers are then required to report incident to the authorities.

Border Watch Line @ 1-888-502-9060 and local police detachment. In the event of an emergency please call 911.

## Keeping Healthy

### Drugs, Smoking, & Alcohol...

Alcohol consumption is not permitted within the building or on property. Under the influence of alcohol for any role, more specifically those of a safety sensitive nature (such as courier or long haul driving, operating heavy equipment) is not permitted. Discipline up to and including termination of employment will occur for repeat offences.

To encourage a healthy work environment, Frontier provides a smoke free workplace. As such no smoking or vaping is allowed within the building. Should you wish to smoke / vape you may do so outside the building in designated areas.

Specific policies regarding cannabis & alcohol are noted below:

Cannabis laws vary by province, territory and state. Frontier will not support the consumption &/or possession, &/or transport of recreational cannabis at any Frontier facility or vehicles, at work related social events, client events, or meetings and when working remotely, including from home or other locations.

Examples:

- For consumption in any Frontier facility or parking lot or employee patio. ie. Drugs: Smoking, vaping, ingestion, or topical application. Alcohol: consumption.
- For transport or storage in any Frontier property such as but not limited to our trucks, trailers, fleet vehicles, office or warehouse.
- For possession in any Frontier facility. Cannabis substances (including but not limited to edibles, vape products, oils, balms, patches), drugs and alcohol
- Driving under the influence of cannabis, drugs or alcohol while at work will be subject to corrective action.

Employees will participate in pre-employment drug testing and on-going random drug & alcohol testing may be required. Employees will be notified in advance of their required participation. Positive results in any test may lead to immediate termination of employment.

Impairment is not tolerated in our workplaces and is not limited to cannabis or alcohol. Employee behavioural or performance issues related to cannabis or alcohol use or impairment will be addressed through appropriate process including action plan for improvement, intervention, corrective action, and dismissal as appropriate.

### **Your Benefit Plan...**

Frontier is please to offer all of their employees access to medical, dental, life and disability insurance through their company group plans. You are eligible to join the plans on the first of the month following 30 days of service. The eligibility date for each provider may be altered accordingly. The costs of the plan are shared between yourself and Frontier. A summary of plan coverages will be provided to you.

### **Company 401(k) Plan...**

Frontier has a 401(k) plan where enrolment is mandatory after a 3 month waiting period. Enrolment is 3% of your gross wages, deducted on a biweekly basis from your payrolls. You may waive your enrolment upon changing your 401(k) contribution on the 401(k) web platform from 3% to 0%. You may also increase/decrease your contribution at any time on the 401(k) web platform and saving the change. The company will complete matching contributions to your biweekly contribution up to 1% of your base salary. Full details of the plan as well as investment options will be emailed to you from our 401(k) provider.

## **"I Need To Be Away"**

### **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 (in your same residence) is ill and you are unable to come into work personally or to provide direct care for your family member. 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.

Paid sick leave is provided after the completion of 3 months of consecutive service.

[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 .4167 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. Managers will be provided with the discretion to allocate paid sick time in advance of accrual.

#### 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.

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. Medical notes may be requested at any 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 vacation 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 4 years of continuous service employees are entitled to 10 vacation days each year.
- After the completion of 4 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, 2020 then they will have 5 vacation days to use by December 31, 2020 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 year, 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, 2020 then they would be entitled to an additional 3 days of vacation to be used that year. Then on January 1, 2021 they would have another 15 days added to their vacation bank for use by December 31, 2021.

#### 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.

### **Statutory Holidays...**

Statutory holidays for the upcoming year are published in January and are paid days off for every employee. Frontier's US office will be closed on the following statutory holidays (except where customer service requirements dictate a need for a small support presence to maintain service levels):

- Christmas Eve – December 24
- Christmas Day – December 25
- New Year's Day – January 1
- Good Friday – Friday just prior to Easter (date changes annually)
- Memorial Day – last Monday in May
- Juneteenth Day – June 19
- Independence Day – July 4
- Labour Day – first Monday in September
- Thanksgiving Day(s) – fourth Thursday and Friday in November

When one of these days falls on a weekend, the holiday will be granted on the first work day immediately preceding or following the actual holiday.

### **Bereavement Leave...**

In the unfortunate event that you need to take bereavement leave, you will be entitled to up to 3 days of paid leave for a death in the immediate family. Immediate family is defined as your spouse, child, parents or spouse's parents, siblings or spouse's siblings. For a death within the extended family, one day of paid leave is available. Extended family includes your relatives or your spouse's relatives (i.e., aunts/uncles, cousins, grandparents).

## **Keeping Safe**

### **Workplace Health and Safety Committee...**

To assist in providing a safe and healthful work environment for employees, customers and visitors, Frontier has established a Workplace Health and Safety Committee. Their role is to regularly inspect the workplace for potential hazards and follow up on these to ensure they are rectified as quickly and as safely as

possible. The current members of the committee as well as other safety related information can be found on the bulletin board outside of the main warehouse door.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor or directly with the Workplace Health and Safety Committee. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes.

Each employee is expected to obey the safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action. A copy of Frontier's Workplace Health and Safety Policy and our Emergency Procedures and Evacuation plan can be found in the Appendices at the end of this document.

### **Workers' Compensation Insurance...**

As required by law, Frontier provides a workers' compensation insurance program to all our employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment.

Employees who sustain work-related injuries or illnesses should inform their manager and Human Resources immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately to enable an eligible employee to qualify for coverage as quickly as possible.

### **Use of Equipment & Vehicles...**

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury.

## Keeping Motivated

### **Probationary Period...**

The probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the position meets their expectations. Frontier uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Frontier may terminate the employment relationship at any time during, with or without cause or advanced notice.

All new employees begin with a minimal 3 month probationary period.

During the probationary period, new employees are eligible for those benefits that are required by law. After satisfactory completion of the probationary period, they may also be eligible for other Frontier-provided benefits, subject to the terms of conditions of each benefit program.

## Some Rules of the Road

### **Computer & Network Use...**

The technology as well as other corporate assets should be reversed exclusively for corporate business. However, there is room for flexibility within this general guideline.

For example, from time to time we all need to make or receive a personal phone call. This is of course not a problem, unless personal phone calls become disruptive to getting job tasks completed in an acceptable time frame, or the calls are long distance and cost the company money.

A similar mind set should be employed when using corporate technology. For example, occasionally you may exchange e-mail with friends and family. This is also acceptable as long as the amount of time spent doing such activities does not interrupt normal work periods or cause undue risk to the company.

Keep in mind that all computers, computer files, the e-mail system and company furnished software are the property of Frontier and intended for business use. As such Frontier reserves the right to access all computer files, e-mails and internet search records found on company supplied hardware and software systems. Frontier prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others or harmful to morale.

Finally never install any software on your computer without the knowledge of the IT department. This opens us up to the threat of licensing violations, possible software conflicts and virus attacks (this includes screen savers, wallpapers etc.) Signing up for e-mail services that send you updates each day or large audio and

video files would not be acceptable. Such files expose Frontier to the threat of viruses and tend to unnecessarily bog the e-mail system down.

### **Protecting Your Privacy – Our Privacy Code...**

Frontier is committed to protecting your privacy and ensuring your personal information remains confidential. We have created a comprehensive Privacy Code to keep you informed about our privacy protection practices and our reasons for collecting your information. Our Privacy Code applies to all aspects of handling your information, including collection, use, retention and disclosure. A brief summary of the code is below. For the complete version please refer to appendices at the back of this manual.

Frontier collects personal information about you. Your personal information is collected, used and disclosed for the following purposes: payroll; employee benefits; statutory deductions and remittances such as income tax; general employment purposes such as calculating length of service and for information relating to the initiation, management and termination of the employment relationship.

Frontier only discloses your personal information with third parties as required and for the purposes noted above or as required or permitted by applicable law. For example, Frontier must disclose certain personal information with the Income Tax authorities and with third party providers of employee benefits.

You are entitled to review and correct personal information Frontier has collected about you. To do so, you should communicate with Human Resources.

### **Respectful Workplace Policy...**

A respectful workplace is one that values the diversity and human rights of others related to their race, national or ethnic origin, colour, religion, age, sex, marital status, any physical or mental disability and sexual orientation. It values a workplace that recognizes the dignity of the person and treats everyone with mutual respect, fairness and equality.

Frontier understands its responsibility to build and maintain a diverse, respectful workplace, where all employees enjoy an environment in which the dignity and self respect of every person is valued and which is free of offensive remarks, materials or behavior.

We recognize that workplace conflicts and disrespectful behavior can jeopardize an individual's dignity, self esteem and well being and possibly undermine work relationships, friendships and productivity.

A truly respectful workplace requires the cooperation and support from each and every employee in the organization. Everyone has a responsibility to set a positive example and behave in a manner, which will not offend, embarrass or humiliate others, whether deliberate or unintentional. Together we can ensure that every individual is treated respectfully and courteously.

### **Workplace Harassment...**

Frontier is committed to providing a work place environment in which all employees are treated with respect and dignity. Each employee has the right to work in a professional atmosphere, which promotes equal opportunities and prohibits discriminatory actions.

The company will not tolerate harassment. Any employee, regardless of seniority or position, who has been found to have engaged in conduct constituting harassment faces severe disciplinary action, which may include dismissal.

Frontier recognizes that its employees may be subject to harassment from supervisors, co-workers, clients, or others who have business dealings with the firm. In any of the circumstances, the Company acknowledges its responsibility to support and assist the person who is subject to such harassment. For a complete version of our Harassment Prevention Policy including the complaint process please refer to the appendices at the back of this document.

## **Other Odds and Ends**

### **Business and Travel Expenses...**

Frontier will reimburse employees for reasonable business expenses and travel expenses incurred while on assignments away for the normal work location. All business expense must be approved in advance by the immediate supervisor. Employees are expected to limit expenses to reasonable amounts.

When travel is completed or expense incurred, employees must submit expense reports within 30 days of the completion of their trip. Reports must be accompanied by all receipts (credit card receipts alone are not sufficient) for all individual expenses.

## FRONTIER'S PRIVACY CODE

Frontier is committed to protecting your privacy and ensuring your personal information remains confidential.

The purpose of our Privacy Code is to inform you about our privacy protection practices and our reasons for collecting your information. Our Privacy Code applies to all aspects of handling your information, including collection, use, retention and disclosure.

### **What is personal information?**

Personal information means information about an identifiable individual such as; name, address, age, marital/family status, SSN number, employment information, compensation/benefit information and financial/banking information. It would also include information such as job performance.

Personal information does not include information that does not identify particular individuals, like aggregate statistics that may be used in market compensation surveys or employee opinion surveys.

### **Why do we collect, use, retain and disclose your information?**

We collect, use, retain and disclose your personal information for the following purposes:

- To administer the terms of your employment agreement including (but not limited to) paying remittances on your behalf to the government (income tax), directly depositing your pay into your bank account, arranging for your set up on the benefit plans and tracking holiday/sick leave entitlements.
- To assist in making decisions regarding your professional development including training needs.
- To ensure a means of contacting you or your emergency contact person in the event of an emergency.
- Should your personal information be used for reasons other than those listed above you will be notified via e-mail of the change and your consent will be requested prior to the information being used.

### **How do we collect your information?**

When you first join the company we must obtain specific information from you including personal information. We obtain most of this information directly from you. We collect this personal information voluntarily through written, verbal or electronic contact with you. Your consent may be express or implied, depending on the nature of the personal information being collected.

We may have also collected personal information about you from your previous employers by way of reference checks prior to being offered a position with Frontier.

Information on your overall performance is collected twice a year through the performance review process.

### **When do we disclose information?**

We may disclose your personal information in the following circumstances:

- We may disclose your personal information to government regulatory bodies where required by law (i.e. income tax, IR, 401K, Human Rights Commissions).
- We may disclose your personal information to our benefit providers (i.e. Manulife, GWL) in order that they may administer your benefit plans.
- We may disclose limited personal information (i.e. home phone number) to your direct supervisor in the event they have an immediate business related need to contact you at your place of residence.
- In the event of a proposed promotional opportunity we may disclose performance related information to the supervisor/manager involved in the recruiting process.
- We may disclose personal information about you to third parties (including auditors and lawyers) on a confidential basis for the purposes of managing Frontier's business.
- We will not disclose financial information to lending institutions (for mortgage or loan approval) without your consent.

### **How do we protect your personal information?**

We will take all reasonable safeguards that are necessary to protect your personal information, including the following:

- We limit access to your personal information to only Human Resources and payroll.
- All information store on-line is password protected and can only be accessed by HR and Payroll. Hard copy records are kept in locked file cabinets with only HR and Payroll have key access.
- We try to limit the sending of confidential information via e-mail and will password protect the content when required so only the intended recipient can have access to it.
- Confidential information will only be printed at designated HR and Payroll printers.



We will protect the confidentiality of your personal information when dealing with other persons and organizations, by ensuring they are bound, as appropriate, to maintain your confidentiality and not use your personal information for any unauthorized purpose.

We will retain your personal information only as long as it is reasonable required. The retention period may extend beyond the end of your relationship with us but only for so long as it is legally necessary for us to have sufficient information to respond to any issues that may arise at a later date. When your personal information is no longer needed, we arrange to destroy, delete, erase or convert it to an anonymous form.

### **How do we keep your information accurate?**

We will make every reasonable effort to keep your personal information accurate and up-to-date. At any time you may advise us of changes of personal information we have about you in our file so that your information can be updated.

Your personal information should be as accurate, complete and up-to-date as possible in order for us to provide you with the best possible service.

We will make appropriate corrections and make sure they are conveyed to anyone we may have misinformed.

### **How may you access your information?**

At your request we will confirm the nature of your personal information that has been collected, the purpose for which it is being used, to whom it is being disclosed and how long it will be retained. Access to both your hard copy personnel file and our on-line information will be granted to you at your request.

### **How many you withdraw your consent?**

We will collect, use, disclose and retain personal information for the purposes described in this Privacy Code.

However, you have the choice to withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. To do so you must contact Human Resources.

Please be aware that in certain circumstances, withdrawing your consent may limit or restrict our ability to administer the terms of your employment contract.

### **How do you make privacy related inquiries?**

By becoming an employee of Frontier Supply Chain Solutions Inc. you agree to allow your personal information to be collected, used, retained and disclosed as outlined above.

However, if you have questions about privacy or confidentiality, or any concern about the way your personal information is being handled, please contact:

Valerie Chan  
Human Resources  
for Frontier Supply Chain Solutions Inc.

We will investigate the matter promptly and will respond to you within 30 days of receiving your inquiry.

If the issue is not resolved to your satisfaction, you may file a complaint in writing to the applicable government agency.

## FRONTIER'S HARASSMENT PREVENTION POLICY

At Frontier Supply Chain Solutions Inc., we are committed to providing a safe and respectful work environment for all staff and customers. No one may be harassed and no one has the right to harass anyone else, at work or in any situation related to employment with this organization.

This policy is a step toward ensuring that our workplace is a respectful and safe place for all of us, free from harassment.

### **What is Harassment?**

There are two main types of harassment. One type includes inappropriate conduct in any form about a person's:

- Age, race
- Creed, religion
- Sex, sexual orientation
- Marital status, family status, economic status
- Political belief, association or activity
- Disability, size, weight, physical appearance
- Nationality, ancestry or place of origin

A second main type relates to what is sometimes referred to as "bullying" behavior that may involve:

- Repeated humiliation or intimidation that adversely affects a worker's psychological or physical well being
- A single instance so serious that it has a lasting, harmful effect on a worker

Harassment may be written, verbal, physical, a gesture or display, or any combination of these. It may happen only once, but often happens repeatedly.

### **What is not Harassment?**

Reasonable, actions by managers or supervisors to help manage, guide or direct workers or the workplace are not harassment. Appropriate employee performance reviews, counseling or discipline by a supervisor or manager is not harassment.

## **Employee Rights and Responsibilities**

Employees are entitled to work free of harassment at Frontier.

Employees have the responsibility to treat each other with respect. We ask that any employee who experiences harassment or sees another person harassed reports it to Human Resources at Frontier.

Employees are responsible to co-operate in the investigation of a harassment complaint. Anyone who investigates or gives evidence in a complaint investigation is asked to keep details confidential until the investigation is complete.

All employees have the right to file a complaint with the Manitoba Human Rights Commission.

## **Employer Responsibilities**

Management at Frontier must ensure, as much as possible, that no employee is harassed in the workplace.

Management will take corrective action with anyone under their direction who harasses another person.

Management will not disclose the name of a complainant or an alleged harasser or the circumstances of the complaint to anyone except where disclosure is:

- Necessary to investigate the complaint
- A part of taking corrective action
- Required by law

The harassment prevention policy at Frontier does not discourage or prevent anyone from exercising their legal rights.

Frontier, its managers and supervisors are responsible for keeping a safe work environment, free of harassment. If you are a manager and you become aware of harassment you must do everything in your power to stop it, whether or not a complaint is made.

Courts presume that employers and managers are responsible for being aware of harassment in their organizations and may penalize them accordingly. Managers who ignore harassment leave themselves and their employer open to legal consequences, and will be disciplined at Frontier.

## **Procedures Applying to Complaints of Harassment**

If you are harassed, the first thing to do is tell the person harassing you to stop, if you feel comfortable doing that. You can do this in person or in writing. If you feel unable to deal with him or her directly, you can speak to your supervisor or to Human Resources.

There may be informal ways to handle your complaint. Your supervisor may speak to the harasser. Your supervisor may also arrange for mediation, in which a neutral third party helps the people involved reach an acceptable solution. If the informal route does not succeed or is not appropriate, Frontier supports its employees in filing a formal complaint.

The complaint will be investigated thoroughly and promptly by an independent party (either within the organization or outside of it) trained to investigate such matters. When the investigation is complete, the investigator will provide a written report for management.

Human Resources will inform the person who filed the complaint and the harasser of any remedies or disciplinary action.

## **Corrective Action for Harassers**

Employees who harass another person will be subject to corrective action by the employer. In most cases, the harasser will also be required to attend workplace behavior training.

If the investigation does not find evidence to support the complaint, no record will be kept in the file of the alleged harasser. When the investigation finds harassment occurred, the incident and the corrective action will be recorded in the harasser's personnel file.

## **Confidentiality**

The company and its managers will not identify a complainant, an alleged harasser or any circumstances about a complaint, to anyone, except:

- When it is necessary in investigating the complaint
- If it is part of disciplinary action
- Where required by law

## **Retaliation**

Anyone who retaliates in any way against a person who has complained of harassment, given evidence in a harassment investigation or been found guilty of

harassment, will be considered to have committed harassment and will be subject to corrective actions described previously.

### **Education**

Frontier commits to making sure all of its employees and managers learn about harassment and the company's harassment policy.

### **Monitoring**

Frontier will monitor this policy and make adjustments whenever necessary. If you have any concerns with this policy, please bring them to the attention of Human Resources.

### **Remedies for the Harassed Worker**

Employees who have been harassed may be entitled to one or more of the following remedies, depending on the severity of the harassment and its effects:

- An oral or written apology from the harasser and Frontier
- Compensation for any lost wages including any lost employment benefits such as sick leave
- A commitment they will not be transferred, or have a transfer reversed unless they choose to move
- A job or promotion that was denied because of the harassment

No record of the complaint, investigation or decision will go in the employee's personnel file if the complaint was made in good faith. Any unfavorable work review or comments that were placed in the complainants personnel file because of the harassment will be removed from the file.

# FRONTIER

## WORKPLACE HEALTH AND SAFETY POLICY

At Frontier Supply Chain Solutions, the health and safety of our employees comes first. We are committed to doing everything possible to prevent injuries and to maintain a healthy work environment.

To this end:

- The company is committed to maintaining a workplace health and safety program to ensure the goals of this policy are met.
- Every person in the company must integrate good workplace health and safety practices into their daily activities.
- All employees are required to support the workplace health and safety program.
- Management is responsible for enhancing health and safety consciousness.
- Management must ensure that employees are trained in healthy and safe work procedures allowing for the work to get completed without accident and injuries.
- A workplace health and safety committee will be created with effective employee representation to ensure that a comprehensive program is completed and maintained.
- All employees are accountable for helping to implement this program and following any procedures, policies or practices created as part of the program.

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Michael Butterfield

President and CEO

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Date

# FRONTIER

## EMERGENCY PROCEDURES AND EVACUATION PLAN

### Introduction:

Workplace safety is important business. It is one sure method to contribute to the success of our organization by minimizing the risks of fire and accidents, by being vigilant and safety conscious. As an organization it is Frontier's responsibility to protect our people and our physical assets. This document outlines the plan to maintain a safe workplace, to prevent workplace accidents and to deal with emergencies when necessary.

### **In Case of a Fire:**

This procedure is applicable to any event that would necessitate an emergency evacuation of the building – whether it be fire, bomb threats, gas leaks etc.

#### If you discover a fire:

- (a) **For Small Fires** – Frontier has fire extinguishers situated around the building and warehouse. If you feel confident operating the fire extinguisher, attempt to extinguish the fire by aiming the extinguisher at the base of the fire. Call for other employees to assist you and have someone advise a Fire Marshal. They will contact the fire department for any fire inside the building, even if the fire is fully out.
- (b) **For Larger Fires (or smoky, chemical or propane fires)** – In the event a fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard to the operator, then ensure that there is no one in the area and close the door to the area to confine and contain the fire. Leave the fire area, immediately advise a Fire Marshal to contact the fire department and to evacuate the building.

#### If you hear a Fire Alarm or Evacuation Announcement:

- (a) Leave the building immediately using the nearest exit. Walk, Do Not Run.
- (b) If you encounter smoke, consider taking an alternate exit. Heat and smoke rise leaving cleaner air near the floor. Crawl low under the smoke.
- (c) Pay strict attention to your Fire Warden for any specific instructions.
- (d) Proceed immediately to the front of the building and assemble on the front parking lot, a safe distance away from the building. Move clear of the property so as not to impede access by fire fighting personnel and equipment.



- (e) If you are the last person out of the area, close the doors behind you to contain the fire.
- (f) The Fire Marshal will be taking attendance; please ensure you have been accounted for by reporting your presence to them.
- (g) **DO NOT LEAVE THE ASSEMBLY AREA. DO NOT ATTEMPT TO RE-ENTER THE BUILDING!** In the case of inclement weather, the Fire Marshal will advise you of the appropriate location to move to. Proceed to this location and remain there until advised. Only re-enter the building when cleared to do so by a Fire Marshal or the Fire Department.

#### Fire Marshal Duties in the Event of a Fire:

- Ensure the fire alarm has been activated
- Notify the fire department of the emergency situation
- Supervise the evacuation of the department staff and visitors
- Take attendance to ensure everyone is out of the building
- Upon arrival of the firefighters, inform them of the conditions in the building and the staff that have not been accounted for.
- Provide access and vital information to the firefighters.

#### Everyone's Responsibilities in Regards to Fire Safety:

- Know who the Fire Marshal is for your area.
- Advise the Fire Marshal or call the Fire Department immediately upon discovery of an emergency situation.
- Know the correct building address.
- Know the location of the fire extinguishers.
- Leave the building safely and quickly.

#### **FIRE PREVENTION:**

- Do not put burning material, such as cigarettes, into garbage containers.
- Do not dispose of flammable liquids or aerosol cans in garbage containers.

- ☑ Avoid unsafe practices such as loose hanging clothing around flame sources.
- ☑ Do not use unsafe electrical equipment: frayed extension cords, over-loaded outlets or extension cords, in place of permanent wiring.
- ☑ Avoid careless smoking. Use ashtrays.

## In Case of a Medical Emergency:

In the event of a medical emergency you should:

- (a) Assess the situation and take charge.
- (b) Call out for help to attract bystanders. Ask a person to get the Emergency First Aid Kit and to call for an ambulance (if necessary). If you are not a trained First Aider, ask the person to get a trained First Aider after calling 911.
- (c) Employees with first aid training are posted on the Workplace Health and Safety Board and are available at the front desk and in the warehouse.
- (d) Make the area safe for yourself and others. Find out what happened; if you suspect a head or spinal injury, do not allow them to move unless you must do so to get them out of immediate danger.
- (e) If you do not suspect a head or spinal injury attempt to move them into the recovery position shown below.
- (f) Look for a medical alert bracelet or pendant. This may give you clues about the person's condition. If qualified to do so, administer First Aid.  
REMEMBER: **Airway** (clear the airway), **Breathing** (listen for a heartbeat, feel for a pulse), **Circulation** (control bleeding with direct pressure – treat for shock).

## Adult Recovery Position

**T**his position helps a semiconscious or unconscious person breathe and permits fluids to drain from the nose and throat so they are not breathed in.

***Do not use the recovery position if the person has a major injury, such as a back or neck injury***



- 1.** Kneel next to the person. Place the arm closest to you straight out from the body. Position the far arm with the back of the hand against the near cheek.
- 2.** Grab and bend the person's far knee.



- 3.** Protecting the head with one hand, gently roll the person toward you by pulling the far knee over and to the ground.
- 4.** Tilt the head up slightly so that the airway is open. Make sure that the hand is under the cheek. Place a blanket or coat over the person (unless he or she has a heat illness or fever) and stay close until help arrives.

Any accident, incident, injury or illness occurring on Frontier's premises **MUST** be reported to the Workplace Health and Safety Committee. The details should include, as a minimum, nature of the accident/incident/injury/illness, time and location, individuals involved, actions taken, root causes (if known).

A record of these instances will be maintained by the committee and reviewed at least once every six months, as part of the regular group's meeting agenda.