

FRONTIER

Presents:

THE ROUGH GUIDE TO ALL THINGS FRONTIER



Issue Date: May 2015

Revised: October 2018
September 2022
February 2023
May 2023

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, 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 200 employees. With offices in Winnipeg and Toronto as well as warehouse and brokerage service hubs in Chicago and Seattle 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

Where to Go.....

Most of our employees will work out of Frontier's Head Office which is located at:

310-555 Hervo Street
Winnipeg, MB
R3T 3L6

Getting There.....

- By Car: We are a block from Chevrier Road – turning South on Hervo St.
- By Bus: We are serviced by Route 94 and various routes on Pembina Hwy.
- By Foot: We are a 10-15 minute walk from Hervo & Chevrier, or from Pembina directly.
- By Plane: From the Winnipeg International Airport the easiest route is to take Route 90 South to McGillivray Ave. Then turn left (east) at Waverly. Then turn left (east) at Chevrier. Then turn right (south) at Hervo Street. Drive through the gates until you arrive at our building.

Where to Park.....

Angled parking is available in 2 rows directly in front of the building and is located between the building and the main roadway. Cars should enter the parking area from the east side of building. Access can be made directly from the main road, then turning 45 degrees right into the marked stalls, or access may be made from the fire lane directly in front of the building, then turning 45 degrees left into the marked stalls. Four stalls directly in front of the main doors is reserved for Handicap and Visitor parking. Please do not park there if possible. All other parking is on a first come, first serve basis – and it is absolutely free to all employees. Warehouse employees or Visitors requiring access to the Warehouse may park at the rear of the building.

When to Go....

Frontier's hours run from 7:00 am to 1:00am during the week days. Hours on the weekend run from 10:00 am to 6:00pm. The majority of our employees tend to work normal daytime hours from Monday to Friday. Employees are also on site during most recognized general and statutory holidays. A modified work force and modified work hours will be applied to noted general and statutory holidays. As part of your offer of employment you would have been advised of your normal scheduled start and finish times. Occasionally the need to change these hours of work will occur in order to meet operational demands. Your manager will discuss any schedule changes with you prior to the change to ensure that the changes will work for everyone.

All regular full-time employees are required to work 7.5 hours per day not including any time taken for breaks (either meal or otherwise).

What to Wear....

At Frontier we have a casual approach to office attire. This means that jeans, runners etc. are perfectly acceptable to wear to work, if you so desire. We realize, as an organization, that most of our employees have very little face to face contact with our clients or even the general public. While we expect professionalism in all our dealings with our clients we don't believe that is hindered by the clothes people wear to work.

As with any good thing, however, it is important to use it wisely or risk losing it altogether. So keep in mind the following when determining what to wear:

- Use your good judgment and common sense when deciding what to wear to work. Although jeans and runners are allowed, things SHORT shorts, halter tops, tank tops, flip flops and t-shirts with offensive slogans are NOT allowed.
- All clothes should be clean and in good repair. Clothes with rips, tears and holes are not appropriate for work.
- On occasion clients may be visiting our offices. When a client is expected in everyone will be notified in advance and business dress will be required that day(s).
- Those employees who meet with clients or potential clients regularly are expected to dress in business attire for those meetings. Whenever anyone is meeting face to face with clients the rule should always be business dress.
- **Also some employees may be more adversely affected by scents than others. As such Frontier tries to promote a "scent free" environment. Out of consideration for those employees that are more sensitive to fragrances please try to be judicious in your use of perfumes, colognes and other scented products while in the office.**

Getting Around....

As part of your first day on-boarding you will be given a full tour of our facilities and introduced to all your fellow Frontiers. A floor plan map will also be provided to help you find your way around quickly!

Where to Stay.....

On your first day with Frontier you will be assigned your own workstation along with your own phone and computer. There is a general supply area where you will find an assortment of office supplies for your day to day use. If there is something you require that is not there please ask the Finance department if they can order it. Also if you are taking the supply.

Where to Eat.....

There is an employee lounge/kitchen on the mezzanine floor of the Winnipeg Head Office. There is a fridge, microwaves, and a toaster to assist you in any meal preparation you may have. There is also a limited amount of options to purchase from a vending machine.

Tea and coffee is provided free of charge to everyone at Frontier. Whitener and sugar is also supplied. Many employees will bring in their own milk or dairy products to supplement their tea and coffee.

For those wanting to go out to eat there are an abundance of eating establishments a short drive away. Restaurants within the Kenaston Common area are a five minute drive away and includes such restaurants as: McDonalds, Wendy's, Joey's, Moxie's, Tim Horton's, Starbucks, Subway, and Mongo's Grill. Other restaurants such as Tony Roma's, Barley Brother's, North Garden, Sun Fortune, Applebees are a short drive/walk on Pembina Hwy.

Keeping the Frontier Clean and Presentable.....

It is everyone's responsibility at Frontier to ensure that we keep the workplace including the kitchen clean. This means the following:

1. **CLEAN UP AFTER YOURSELF**—if you use a dish wash that dish, if you spill on the counter or in the microwave wipe the spill up, trash goes in the trash can.
2. **WE SHOULD NOT BE PRODUCING PENICILLIAN IN THE FRIDGE**— be sure to throw out any of your old leftovers that have been residing in the fridge for more than a few days.
3. **RESPECT OTHERS FOOD**— that means making sure you don't mash,

mangle or in any other way wreck someone else's lunch as you try and make room for your own. It also means not helping yourself to someone else's food, condiments etc. without asking them first.

4. **WHEN THE TRASH CAN IS FULL IT IS FULL**— that means do not attempt to pile just a bit more garbage on the overflowing heap. Instead seal up the bag and put an empty bag in its place—hint: there is a supply of bags under the kitchen sink.

Money and Banking.....

Payday's at Frontier occur every other Friday and covers all the time you have worked through to the end of the pay week. All employees' pay is directly deposited into their bank accounts and they then receive an itemized statement of wages via e-mail (your password to access this file is the last four digits of your Social Insurance Number). 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 Monday of the payroll week as our payroll is transmitted on Tuesday morning.

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.

Meet the Frontier People....

A list of all Frontier employees and their work phone extensions can be found on the phone extension list provided to you on your first day. As part of your on-boarding process you will be introduced to everyone during your first day with us. As well there will be many opportunities both during and outside of work hours to get to know your co-workers better through the various social functions we put on. A company floor plan will also be provided to you to help get a feel for everyone's names and where they sit.

Facility Access and Controls....

Employees may access any of our four corporate facilities located in Winnipeg, MB, 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 indicate 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 unauthorised 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 once you have completed your 3 month probationary period and the costs of the plan are shared between yourself and Frontier. Below is a brief summary of each of the main benefits - full details can be found in the Employee Benefits Manual provided to you as part of your New Employee Onboarding package.

Extended Health Care

Frontier's plan provides employees and their dependents access to a wide variety of benefits including prescription drug coverage, eye exams, and paramedical services including chiropractors, massage therapists, physiotherapists, podiatrists, osteopaths, naturopaths, speech therapists and psychologists. It also provides comprehensive travel health coverage, private duty nursing, ambulance, medical equipment and hearing aid coverage.

Regular full-time employees must participate in the health insurance plan, unless spousal coverage is maintained.

Dental Care

Frontier's dental plan provides employees and their dependents with 80% coverage for basic services and supplementary basic services, plus 50% coverage for dentures and major restorative services. There is an annual calendar year benefit limit of \$1500 for all four services combined.

Regular full-time employees must participate in the dental insurance plan, unless spousal coverage is maintained.

Life Insurance

Frontier's plan provides a basic life insurance plan for eligible employees as well as dependent life insurance coverage.

Accidental Death and Dismemberment (AD&D) insurance is provided as part of the basic life insurance plan.

Regular full-time employees must participate in the life insurance plan subject to all terms and conditions of the agreement between Frontier and the insurance carrier.

Long-Term Disability

Frontier's long term disability plan helps you cope with an illness or injury that results in a long term absence from employment. It is designed to ensure a continuing income should you become disabled and unable to work. Regular full-time employees must participate in the LTD plan subject to all terms and conditions of the agreement between Frontier and the insurance carrier.

Company Pension Plan...

Frontier has a voluntary RRSP based pension plan where the company will match your contributions up to 1% of your base salary. All contributions are done through payroll deduction each pay period. You are eligible to join the plan after you have completed your 3 month probationary period. Full details of the plan as well as investment options are included in information binder provided to you as part of your New Employee On-boarding package.

"I Need To Be Away"

Medical Leave...

ALL Canadian Employees can accrue up to a maximum of 10 days of paid medical leave with pay per calendar year. These days will be earned gradually while continuously employed (any unpaid days will void the medical day earned). Employees can start to use the time as soon as it is earned (no 3 month waiting period).

Who is Eligible for Paid Medical Leave:

- All continuously employed employees are entitled to medical leave with pay. This includes part-time, casual, and fixed-term contract employees

Earning Paid Medical Leave:

- Three days will be earned after the employee completes a 30-day qualifying period of continuous employment* (i.e., Start date is February 5th, 3 days will be received on March 5th)
- If the Employee is active on December 01 and work the 30-day qualifying period ending December 31, they will receive 3 paid medical days on January 01 the year following

- After completing the initial 30-day qualifying period, employees can continue to earn 1 day of paid medical leave after completing the next full month of continuous employment
- This day is earned on the first day of the following month (see example 1)
- Once the 10 days are used, Employees cannot earn any more time in the calendar year
- If the employee has an unpaid unplanned absence in that month, this will void their earned medical day for that whole month

Carry-over of Unused Paid Medical Leave:

- Any unused but accrued medical leave in the year will be credited to the beginning of the following year; however, employees may not accrue more than a maximum of 10 days of paid medical leave per year
- For example, an employee who has never taken any paid medical leave in 2023, could have their 10 days available at the start of 2024, but would not be able to accrue any more days in the year 2024. Should they take the 10 paid medical leave days at the start of 2024, they would not be able to accrue more days in 2024

When to use Paid Medical Leave:

Employees can use accrued days for days they are scheduled to work or are expected to be available for assigned work for any of the following reasons:

- Personal illness or injury of the employee
- Organ or tissue donation from the employee
- Medical appointments for the employee during working hours
- Quarantine of the employee

How to Calculate Paid Medical Leave:

- The average of the employee's daily earnings (exclusive of overtime hours), for the 20 days they have worked immediately before the first day of the period of paid leave.
- If part time employee this is calculated the same way; by the average of the employee's daily earnings (exclusive of overtime hours), for the 20 days the employee has worked immediately preceding the first day of the period of paid leave.

When a Medical Certificate is required:

- An employer may require that the employee provide a certificate issued by a health care practitioner certifying that the employee was incapable of working for the period of their medical leave with pay.
- The employer may require this when the employee has used 5 or more consecutive days of medical leave with pay.

What Happens if you Leave the Company:

- Unused paid medical leave is not paid out upon the Employee's resignation or termination of employment.

- If management has approved paid medical leave in advance (exception only), and then leave the company before the actual medical leave has been earned, the company will deduct from your pay (in any of the payrolls preceding your final day of work), the corresponding dollar amount for any time taken but not yet accrued.

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 Medical 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 1st of each new calendar year and it is expected that the employee will use all of their vacation time before December 31st 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 4th 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 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).

Statutory Holidays...

Statutory holidays for the upcoming year are published in January and are paid days off for every employee. Frontier's 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 Day – December 25
- Boxing Day – December 26
- New Year's Day – January 1
- Good Friday – Friday just prior to Easter (date changes annually)
- Victoria Day – third Monday in May
- Canada Day – July 1
- Labour Day – first Monday in September
- National Day for Truth & Reconciliation – September 30
- Thanksgiving – second Monday in October
- Remembrance Day – November 11

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. The in lieu date will be advised prior to the 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).

Leave of Absence Without Pay...

The most common reasons for a leave of absence are listed below; if you require a leave for some other reason please contact your supervisor directly.

Maternity/Parental Leave

Ontario and Manitoba Employment Standards entitle an employee, employed by the same employer for at least seven consecutive months to be eligible for either maternity or parental leave. Birth mothers are able to combine the 17 weeks of unpaid maternity leave with the 37 weeks of parental leave for a total of 54 weeks of leave (although it should be noted that Employment Insurance does not cover the entire 54 week period). In order to claim maternity leave, an employee must provide the company with a certificate from a qualified doctor certifying that she is pregnant and the employee must give not less than four weeks of notice stating the date on which the leave will begin and the date on which they will return to work unless there is a valid reason i.e. the baby comes earlier than expected. Parental leave can also be taken by the father or adoptive parents for a period of up to 37 weeks of unpaid parental leave. Parental leave must commence within 52 weeks of the child's birth or adoption and they must be taken in one consecutive period.

Compassionate Care Leave

Ontario and Manitoba Employment Standards entitle an employee, employed by the same employer for at least 30 days, to compassionate care leave of up to eight weeks to provide care or support to a seriously ill family member.

For an employee to be eligible for leave, a physician must issue a certificate stating that:

1. A family member of the employee has a serious medical condition with a significant risk of death within 26 weeks from the day the certificate is issued, or if the leave was begun before the certificate was issued, the day the leave began; and
2. The family member requires the care or support of one or more family members.

An employee who wishes to take a compassionate care leave must give the employer notice of at least one pay period, unless circumstances necessitate a shorter period.

The employee must give the employer a copy of the physician's certificate as soon as possible.

For full details on this leave please refer to the Manitoba Employment Standards

Family Leave

Employees may take unpaid time off to deal with family responsibilities or personal illness, without fear of job loss. Manitoba Employment Standards legislation provides three unpaid days per year as family leave.

Jury Duty

If you receive a jury duty summons you should advise your manager as soon as possible so that arrangements can be made to accommodate your absence. Jury duty is considered unpaid leave although you will continue to receive all of your health insurance benefits and you will also continue to accrue your normal vacation and medical leave time. Either you or the company may request an excuse from jury duty if, in the company's judgment, your absence would create serious operational difficulties or if the unpaid leave would cause undue financial hardship to the employee.

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...

Frontier provides a workers' compensation insurance program to all 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 immediate manager, Human Resources, and facility health & safety representative. 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.

Warehouse Traffic...

With all the freight we have moving through our warehouse on a regular basis it is a definite safety hazard to have people going through the warehouse. Obviously you may occasionally need to access the warehouse to get paper or to ask the warehouse staff a question but all other traffic through the warehouse is not allowed.

We realize that on cold days it takes more effort to go to the front of the building but for workplace safety reasons we ask that you do so and stay out of the warehouse except for purely work related reasons.

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.

Performance Management...

At Frontier performance management is an on-going process. At the beginning of each month managers hold one on one checkpoint meetings with each employee to informally review performance results from the previous month. These meetings give both the manager and the employee an opportunity to highlight performance successes, plan for the completion of assigned goals and discuss any areas of concerns.

Semi-annually managers will complete a formal written performance review assessing the employee's performance over the previous six months. The formal performance review periods are January 1st to June 30th (with the evaluation being completed in August) and July 1st to December 31st (with the evaluation being completed in March). These reviews evaluate a number of different performance criteria including things like productivity, quality, communications, attitude etc. The reviews also outline specific short term and long term goals that the employee will be working towards over the review period.

At Frontier we have a company bonus plan that all Full Time and Permanent Part Time employees participate. The ultimate bonus payout is based on a combination of personal performance (as indicated through the performance review process) and company performance (based on a financial ratio that looks at overall revenue versus production costs). These bonuses are determined at performance review time and are paid out in March and August each calendar year.

[How is the bonus percentage broken down?](#)

Employees can earn up to 3% of their regular salary based on individual performance as reflected in the performance review. Up to an additional 2% can be earned based on the financial goal. This 2% can potentially go even higher based on how well the company performed financially over the review period.

How is the bonus paid out?

The bonus is paid out as a percentage of your base salary. So assuming you earned a bonus of 4.3% and you made \$27,000 per year your bonus would be calculated as follows:

$\$27,000 \text{ divided by } 2 \text{ (to represent 6 months worth of salary)} = \$13,500$

$\$13,500 \text{ multiplied by } 4.3\% = \580.50 which would represent your lump sum bonus payout

These bonuses would be added to your regular pay cheque in March and August and are subject to normal income tax and other source deductions. Please note that your salary as of December 31st is used for the March bonus calculations and your salary as of June 30th is used for the August bonus calculations.

What if I am a newer employee and start part way through a bonus period? Am I eligible to earn a bonus while on probation?

Employees do not earn a bonus while they are on probation. Any bonus paid out will be pro-rated for the number of months in the review period where the employee was working but not on probation. So for example if an employee started on February 1st they would be on probation for February, March and April but would be eligible to earn a bonus for May and June. With the review period being 6 months in duration (from January to June) the employee would have their August bonus pro-rated to reflect 2 out of 6 months of bonus.

What happen if I complete the bonus review period but leave the company before the bonuses are actually paid out?

In order for you to receive your full performance bonus payout (individual and financial portion) you must be an employee of the company at the time that the bonus is actually paid out. So if the bonus is being paid out on the March 9th payday you must be an employee that day to receive the full amount.

If you end your employment before the actual date that the bonus is scheduled to be paid out but within a 30 day time period proceeding this date then you would be entitled to the individual portion of the bonus only. So for example if the bonus is scheduled to be paid out on the March 9th payday you would need to officially

still be an employee on February 8th or later to receive your individual portion of your performance bonus. Should you end your employment prior to that date you would not be eligible for any bonus payout.

What about salary increases?

At Frontier individual salaries are reviewed twice a year in conjunction with the performance review process and the completion of assigned goals. While all salaries are reviewed at those times employees should understand that increases are not automatic. Many factors go into determining salary increases including not only individual performance (goal attainment, taking on new duties, overall performance) but company financial performance as well. As such all salary increases are subject to management approval and overall financial performance.

Keep Learning

Frontier's Educational Assistance Policy...

At Frontier Supply Chain Solutions Inc., we strongly believe that our employees are our most important asset and we are firmly committed to developing their potential. We support and strive to provide educational, training and learning opportunities for our employees through a range of sources, including educational institutions.

Our Educational Assistance Policy program provides eligible employees with reimbursement of all or part of their tuition and book fees for the successful completion of courses (subject to prior company approval)

Eligibility

All full time employees who have completed one full year of service are eligible to apply for educational assistance. All employees receiving educational assistance must agree to sign an educational assistance agreement outlining the terms and conditions of the assistance.

Reimbursement Breakdown and Provisions

1. Management Initiated Courses

Where Frontier specifically requests an employee to take a specific course the costs of the course will be paid 100% by Frontier at time of enrollment. Payment may be made directly to the institution or reimbursed to the employee.

If the employee fails to complete the course (i.e. drops out) or fails to

achieve a passing grade the employee will be required to either (a) re-take the course at their own expense at the next available opportunity or (b) reimburse the company for the cost of the program (either via lump sum payment or payroll deductions over a period not to exceed six (6) months).

Should the employee elect to terminate their employment prior to the completion of the course, the employee agrees to reimburse Frontier for the full cost of the course through payroll deduction on their final pay cheque (this does not apply to management initiated terminations).

2. Employee Initiated Courses

Should an employee wish to take a course that could benefit their skill development in their present job or potentially a job within the company that they aspire to, they can initiate a request for educational assistance. Once approved, the employee is required to pay for the course initially and then upon successful completion (and submission of corresponding grades) they will be reimbursement for the amount based on the initial approval. Courses that are deemed directly related to the employee's current job will be reimbursed at 100%. Courses that relate to future job potential but not necessarily the employee's current position will be reimbursed at 50% of the total cost. Human Resources reserves the right to determine the relevancy of a particular course and level the course will be funded at if approved.

Should Frontier or the employee elect to terminate their employment prior to the completion of the course, Frontier will not be responsible for reimbursing any portion of the course costs.

3. Educational Assistance in Excess of \$1000 Per Calendar Year

Where Frontier is providing educational assistance in excess of \$1000 per calendar year (or 12 month period for consecutive courses), the employee will also be required to sign an agreement requiring them to continue to work for Frontier for a period of not less than one (1) year following the date of reimbursement. Should they fail to work this one (1) year period then the employee agrees to reimburse Frontier for the full cost of the course through payroll deduction on their final pay cheque (this does not apply to management initiated terminations).

Some Other 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 from 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, SIN 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, EI, CCP), directly depositing your pay into your bank account, arranging for your set up on the benefit plans and tracking holiday/medical 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, EI, CPP remittances, 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
Privacy Officer 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 Privacy Commissioner of Canada.

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 medical 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 unfavourable 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.

Michael Butterfield
President and CEO

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

This 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.