



EMPLOYEE HANDBOOK
FOR ALL GBS TECHNOLOGIES EMPLOYEES

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SECTION 1 - INTRODUCTION

This manual is designed to introduce you to GBS Technologies by providing information about working conditions, benefits, and policies affecting your employment.

The information contained in this manual applies to all employees of GBS Technologies. Compliance with the policies outlined in this manual is a requirement for continued employment.

However, nothing in this manual alters an employee's status. The contents of this manual shall not constitute nor be viewed as a promise of employment or contract between GBS Technologies and any of its employees. The manual is a summary of our policies and can be referenced at any time.

You are responsible for reading, understanding, and complying with all provisions listed within this manual. Our objective is to provide you with a work environment that is conducive to both personal and professional growth.



1.1 WELCOME FROM THE PRESIDENT

Welcome to GBS Technologies.

We are fortunate to share a unique environment here at GBS Technologies with a dedicated, highly skilled workforce who has a solid foundation built on mutual respect. GBS Technologies has always valued our employees as our most important asset. Each of us brings unique skills and has a measurable and essential contribution to make to help achieve our common goals. Our team is dynamic and enthusiastic, and we know you will enjoy working and growing with us.

Our strength is based on open communication and cooperation and you are encouraged to bring matters of concern forward to be addressed by your respective supervisor/manager. Above all, while working safely, we must focus on continuously achieving quality standards in everything we do to meet and exceed our customer's expectations.

We trust you will experience both challenge and satisfaction in your work assignments and we anticipate you will assist us in maintaining a positive and productive working environment.

Sincerely,

Eli Hage
President

1.2 CHANGES IN POLICY

This updated manual supersedes all previous employee manuals and memos that may have been issued on content covered in the following sections.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of any potential changes. Changes will be effective on dates determined by the company, and after those dates all previous policies will be null.

No individual supervisor or manager has the authority to change company policy. If you are uncertain about any policy or procedure, speak with your direct supervisor or manager.

SECTION 2 – HIRING PROCEDURES

2.1 NON-DISCRIMINATION

To provide equal employment and advancement opportunities to all individuals, employment decisions at GBS Technologies will be based on merit, qualifications, and abilities. GBS Technologies does not discriminate in employment opportunities or practices because of race, color, ethnicity, religion, sex, sexual orientation, national origin, age, or disability.

GBS Technologies will make reasonable accommodations for qualified individuals with known disabilities unless doing so results in undue hardship. This policy governs all aspects of employment including: selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their manager. Employees can raise concerns and make reports without fear of reprisal. Any individual found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

2.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained within your employment application. Any misrepresentations, falsifications, or material omissions of any information or data may result in exclusion of the individual from further consideration for employment, or if the person has been hired, termination of employment.

2.3 EMPLOYMENT RELATIONSHIP

You enter into employment voluntarily and are free to resign at any time for any or no reason. Similarly, GBS Technologies is free to conclude its relationship with any employee at any time for any or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy (See Section 5.11, Employment Termination).

2.4 BACKGROUND CHECKS

Prior to being hired as a GBS Technologies employee or Contractor, a criminal background check must be completed through My Back Check before the hiring process will commence. If a background check comes back as 'Clear', that employee or Contractor will be able to be hired. If the check comes back as 'Not Clear' the hiring process for that employee or Contractor will be terminated.

SECTION 3 - ORIENTATION

3.1 NEW EMPLOYEE ORIENTATION

Orientation is a formal welcoming process that is designed to make new employees feel comfortable, informed about the company, and prepared for their position. Orientation includes an overview of the company history, an explanation of the organization's core values, vision, mission, goals and objectives. In addition, the new employee will be given an overview of GBS Technologies policies and procedures and complete any necessary paperwork. Employees are presented with all codes, keys, and procedures needed to operate within the workplace. The new employee's supervisor or manager then introduces the new hire to staff throughout the company, reviews their job description, explains the company's evaluation procedures, and helps the new employee get started on specific tasks.

3.2 PROBATIONARY PERIOD FOR NEW EMPLOYEES

The probationary period for regular full-time and regular part-time employees lasts at least 90 - 180 days from date of hire. During this time, employees have the opportunity to evaluate our company as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the company have the right to terminate employment without advance notice.

Upon satisfactory completion of the probationary period, a review will be given, and benefits will begin when appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain company standards for job performance and behavior (See Section 6, Standards of Conduct).

3.3 DRESS CODE & PERSONAL HYGIENE POLICY

GBS Technologies requires all employees to present themselves in a professional manner regarding attire, personal hygiene and appearance. These standards are in line with our organizational practices of appropriate business conduct, professionalism and dress code.

GBS Branded Uniform

All Retail GBS employees are required to be in GBS uniform at all times. Full time reps will be issued two GBS branded uniforms. Part time will be issued one GBS Technologies branded uniform. All retail reps will be required to wear black or kakis dress bottoms, and black full shoes. CSSR's will also be issued a name badge that must be worn at all times. If you lose, misplace or damage your name badge, it is your responsibility to let your manager know immediately so he/she can issue you a replacement.

Hygiene

GBS Technologies employees are expected to meet hygiene requirements during regular business hours for the duration of their employment. Please ensure to:

- Maintain personal cleanliness.
- Not wear heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some employees.
- Employees are requested to wear non-scented deodorants.
- Have clean and trimmed fingernails.
- Wash hands after eating or using the restrooms.

Personal Grooming

- Clothing/Uniform must be clean, pressed, in good condition and fit appropriately.
- Socks or hose must be worn with shoes.
- Neat and well-groomed hair, sideburns, mustaches and beards (no artificial colors e.g. pink, green, etc. that would be deemed unprofessional).
- Moderate make-up.
- Limited jewelry and no dangling or large hoop jewelry that may create a safety hazard to self or others. A general rule of thumb is that if a pencil can be passed through a hoop earring it is deemed inappropriate for business wear.
- Visible body piercing is unacceptable, unless demanded by religion / culture.
- Tattoos that are perceived as offensive, hostile or that diminish the effectiveness of the employee's professionalism must be covered, and not visible to staff, customers or visitors during working hours.

Inappropriate Attire

The following items are not permitted in any area during normal working hours:

- Sweat or yoga pants
- Jogging pants
- Sleeveless shirts
- Hoodies or sweatshirts
- Pants that expose the midriff or underwear or leggings
- Shorts
- Low-cut top
- Halter tops
- Spaghetti strap tops
- Sneakers
- Tops that expose the midriff or underwear
- Any form of clothing that is mesh, sheer, see-through or otherwise revealing
- Any form of clothing that is generally offensive, controversial, disruptive or otherwise distracting
- Any form of clothing that is overtly commercial, contains political, personal or offensive messages
- Plastic flip-flops or sandals
- Beach footwear

Clarification

- Every GBS employee is responsible for exercising sound judgment and common sense for his or her attire at all times. If an employee is deemed to be wearing inappropriate attire, his/her Manager is responsible for coaching the employee accordingly.
- Individual situations relating to appropriate workplace attire may be addressed on a case-by-case basis. If you have questions about these guidelines or a business area's dress requirements, contact your manager.

Compliance

- Departure from appropriate grooming, hygiene and attire standards will result in employee counseling and/or disciplinary action up to and including termination of employment.
- Theme days are occasionally approved by the institution and/or appropriate department when a deviation from these guidelines is appropriate, and when the business necessities will not be affected.
- Personal appearance standards may be reviewed periodically and updated as deemed necessary.
- Every Friday, GBS will participate in "Casual Friday." If an employee chooses to participate, \$2.00 will be deducted per pay. Employees are permitted to wear jeans with their GBS branded uniform. The \$2.00 will be donated at the end of the year to a worthwhile charity.

Please direct any further questions that you may have in this regard to your supervisor.

SECTION 4 – DEFINITION OF EMPLOYEMENT STATUS

4.1 EMPLOYEES DEFINED

An "employee" of GBS Technologies is an individual whom regularly works on a wage or salary basis. "Employees" may include exempt, non-exempt, regular full-time, regular part-time, temporary persons, and others employed with the company whose positions are subject to the control and direction of GBS Technologies.

Regular Full-Time

Employees who have completed the probationary period and who are regularly scheduled to work 30 or more hours per week.

Regular Part-Time

Employees who have completed the probationary period and who are regularly scheduled to work less than 30 hours per week.

Temporary (Full-Time or Part-Time)

Applies to individuals whose performance is being evaluated to determine whether further employment in a specific position or with the company is appropriate, or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change; they are not eligible for any of the company's benefit programs.

4.2 CONTRACTORS DEFINED

The Contractor is not an employee of GBS Technologies, and thereby is not entitled to the benefits normally provided to employees, including, but not limited to, medical insurance and/or participation in any pension or profit-sharing plan.

The Contractor shall perform his/her services for GBS Technologies in accordance with the business and ethical standards applicable and customary to the industry and profession, and at no time will the Contractor try to mislead customers or conduct him or herself in any way that could be potentially damaging to the company, its reputation, or members of the GBS team.

Notwithstanding the foregoing, the Contractor shall make his or her best faith to comply with all of GBS Technologies' policies, marketing philosophies, standards, guidelines, and procedures in effect, and shall comply with the highest ethical and business practices and procedures in the performance of all activities and services pursuant to the Contractor Agreement. Any acts to the contrary will result in immediate termination of the Contractor by GBS Technologies, with no compensation.

SECTION 5 – POLICIES & PROCEDURES

5.1 NON-DISCLOSURE/CONFIDENTIALITY

The protection of confidential business information and trade secrets is vital to the interests and success of GBS Technologies. Such confidential information includes, but is not limited to:

- Compensation data
- Financial Information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes
- Personnel/Payroll records
- Conversations between any persons associated with the company

All employees are required to sign a confidentiality agreement as a condition of employment. Employees who improperly use or disclose confidential business information will be subject to disciplinary action, including termination of employment and potential legal action; even if they do not benefit from the disclosed information.

5.2 OFFICE HOURS

The standard work-week is up to 40 hours of work (see Section 7.3, Overtime), unless a manager makes prior arrangements with the employee. Store hours may vary during specific time periods throughout the year. GBS Technologies complies with each location's respected Provincial Legislation regarding holiday or special hours.

**Please note that location hours are subject to change.*

5.3 LUNCH PERIODS

Employees are allotted a half hour lunch break when working a shift exceeding 5.5 hours. Lunch breaks generally are taken on a staggered schedule so that your absence does not create a problem for co-workers or clients.

5.4 BREAK PERIODS

It is GBS Technologies policy that employees are granted a break period, however, breaks will be granted during times that will not leave staff in a difficult position. Break periods should not exceed fifteen minutes at any one time, be limited to two per day and should be near the middle of the first and/or second half of the workday. Break periods shall include any time taken in preparation for the break as well as going to and from a specific break area. If for any reason the employee does not receive a rest or break period, they cannot use lost break periods to prolong current ones. This means that the employee cannot combine two break periods, nor can a break period be used to leave work early, or to make up time, or to extend the length of a lunch period, vacation, or vacation leave.

If employees have unexpected personal business to take care of, they must notify their direct supervisor or manager to make any necessary arrangements. Personal business must be conducted on the employee's own time. Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

5.5 PERSONNEL FILES

Employee personnel files include: job description, résumé, records of participation in training events, salary history, records of disciplinary action, documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of GBS Technologies, and access to such information is restricted. Management personnel who have legitimate reasons to review specific files can do so.

An Employee who wishes to review their own file should contact their manager. With reasonable notice and in the presence of a manager, employees may view their personnel file. Personnel files and information cannot leave the company premises.

5.6 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify their supervisor or manager of any changes in personnel data such as:

- Mailing address
- Telephone numbers
- Name and number of dependents
- Individuals to be contacted in the event of an emergency

An employee's personnel data should be accurate and current at all times.

5.7 INCLEMENT WEATHER/EMERGENCY CLOSINGS

In the event of severe weather conditions, fires, power failures, etc., GBS may elect to close operations for the day, and re-open when it is deemed safe to do so.

In the event of a closure due to weather conditions, GBS employees will be informed via their GBS email address or contacted by their direct supervisor. In the event of a closure due to weather conditions, employees will be expected to arrive at work the following day, unless notified otherwise.

Unless notified otherwise, or pending a Police ordered road-closure, employees of GBS Technologies are expected to arrive, on-time, for regularly scheduled work.

If road conditions, or weather conditions, create a situation where the employee deems it unsafe to report to work for their regularly scheduled shift, the employee should use his/her own judgment. In this event, the employee will be expected to contact his/her immediate supervisor to inform them of their absence due to weather conditions.

Time off from scheduled work due to emergency closings will be unpaid for all employees but employees may use time from their vacation accrual for these days if desired.

5.8 PERFORMANCE REVIEW & PLANNING SESSIONS

Managers will conduct performance reviews and planning sessions with all regular full-time and regular part-time employees after six months of service. Managers may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the manager and the employee to discuss current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, the manager and employee will discuss ways in which the employee can accomplish goals and learn new skills. The planning sessions are designed for the employee and his or her manager to create new goals, skills, and identify room for improvement.

New employees will be reviewed at the end of their probationary periods (see Section 3.2, Probationary Period for New Employees). After the initial review, the employee will be reviewed according to the regular semi-annual schedule.

5.9 OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with GBS Technologies. Unless an alternative work schedule has been approved by GBS Technologies, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

GBS Technologies office space, equipment, and materials are not to be used for outside employment or schoolwork.

5.10 CORRECTIVE ACTION

GBS Technologies holds each of its employees to certain work rules and standards of conduct (See Section 6, Standards of Conduct). When an employee deviates from these rules and standards, GBS Technologies expects the employee's manager to take corrective action.

Corrective action at GBS Technologies is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence for corrective actions includes a verbal warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a manager will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, GBS Technologies considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, unauthorized visits to company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by management, untruthfulness about personal work history, skills, or training, divulging company business practices, and misrepresentations of GBS Technologies to a client, a prospective client, the general public, or an employee.

5.11 EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

Resignation – voluntary employment termination initiated by an employee.

Termination – involuntary employment termination initiated by GBS Technologies.

Layoff – involuntary employment termination initiated by GBS Technologies for non-disciplinary reasons.

When a non-exempt employee intends to terminate his/her employment with GBS Technologies, he/she should give GBS Technologies at least two (2) weeks written notice. Required notice for termination of employment depends on many factors; therefore, GBS Technologies complies with Provincial Legislation regarding such situations.

Since employment with GBS Technologies is based on mutual consent, both the employee and GBS Technologies have the right to terminate employment at will, with or without cause during the Probationary Period for New Employees (See Section 3.2, Probationary Period for New Employees).

Any employee who terminates employment with GBS Technologies must return all files, records, keys, and any other materials that are property of GBS Technologies. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Also, all employee uniforms must be passed in immediately to receive your

final pay; if they are not returned, pay will be held until they have been returned. Furthermore, any outstanding financial obligations owed to GBS Technologies will also be deducted from the employee's final check. Employee's benefits will be affected by termination in the following manner: All accrued vested benefits that are due and payable at termination will be paid on the employee's final cheque.

5.12 SAFETY

GBS Technologies will act in compliance with the Occupational Health and Safety Act. GBS provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training Sessions
- Team Meetings
- Memorandums

Each employee is expected to obey safety rules and exercise caution as well as common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor or manager. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor immediately (See Section 5.14, Employee Requiring Medical Attention).

5.13 HEALTH-RELATED ISSUES

Employees who become aware of any health-related issue that would result in an inability to perform regular duties as outlined in his/her job description, should notify their supervisor or manager immediately. This policy has been created strictly to protect the employee.

A written "permission to work" from the employee's doctor may be required at the time or shortly after notice has been given. The doctor's note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees must notify their supervisor or manager.

5.14 EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee's emergency contact must be notified immediately. If it is necessary for the employee to be seen by a doctor or go to the hospital, the employee's emergency contact will be called to transport the employee to the appropriate facility. If any situations should arise requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges.

Furthermore, GBS Technologies employees will not be responsible for transportation of another employee due to liabilities that may occur. A physician's "return to work" notice may be required.

5.15 BUILDING SECURITY

All employees who are issued keys to the office are responsible for their safekeeping. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on company property after hours without prior authorization from management.

5.16 INSURANCE ON PERSONAL ITEMS

Management never recommends bringing any item of personal value to work. GBS Technologies assumes no liability for any loss or damage to personal property while on company premises.

5.17 SUPPLIES, EXPENDITURES, & OBLIGATING THE COMPANY

Only authorized persons may purchase supplies in the name of GBS Technologies. No employee whose regular duties do not include purchasing shall incur any expense on behalf of GBS Technologies or bind GBS Technologies by any promise or representation without written approval from management.

5.18 EXPENSE REIMBURSEMENT

Expenses incurred by an employee must have prior approval by a manager. Reimbursements will be included in the employee's next regular pay check only if an expense reimbursement form is filled out with proper detailed receipt documentation. All completed reimbursement request forms should be submitted to a supervisor or manager as soon as possible. ***See Expense Reimbursement Form.***

5.19 PARKING

Employees must park their cars in areas indicated and/or provided by the company. GBS Technologies is not responsible for any parking charges that may occur unless otherwise approved by management.

5.20 TRAVELLING

Employees will be reimbursed for travel expenses when traveling to and from training courses or other authorized events. The amount of reimbursement varies. Employees will be informed of the reimbursement amount prior to traveling. Employees will *not* be reimbursed for expenses they incur when traveling to and from locations they are scheduled to work at.

5.21 TECHNOLOGY FEE

GBS Technologies will continue providing dealer devices and lines to our team members. A monthly technology fee will be automatically deducted off your pay. This fee will assist in the cost of equipment exchanges and demo hardware maintenance, and allows us to continue providing a phone to you that is to be used both for work and personal life. Keeping in mind this hardware is property of GBS Technologies, so any damage to the hardware will be at the expense of the hardware user.

5.22 DEMOLINE OPPORTUNITY

Staff will be offered to have demo line access after a minimum of 6 months of employment. Charges including overages are payroll deducted directly for the employee. For specifics on the plan features and coverage please inquire with your manager.

5.23 WORKING FROM HOME POLICY

GBS Technologies does not provide the option to employees to be able to work from home and all scheduled hours must be worked on site. In extreme cases only when deadlines must be met, working from home may be permitted but is not a universal privilege, and will be arranged on a case-by-case basis between individual employees and their respective managers.

In the event whereby the employee has been granted approval to work from home, the employee remains obligated to comply with all company rules, policies, practices and instructions that would apply if the employee were working at the regular company worksite.

Work products developed or produced by the employee while working from home remain the property of the company.

SECTION 6 – STANDARDS OF CONDUCT

GBS Technologies rules and standards of conduct are important and treated very seriously. Every employee is urged to become familiar with all rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (See Section 5.10, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records (See Section 7.2, Timekeeping).
- Working under the influence of alcohol or illegal drugs (See Section 6.6, Substance Abuse). Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 6.6, Substance Abuse).
- Fighting or threatening violence in the workplace. Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of company-owned or customer-owned property.
- Insubordination or other disrespectful conduct. Violation of safety or health rules.
- Smoking in the workplace.
- Sexual or other unlawful or unwelcome harassment (See Section 6.3, Harassment, Including Sexual Harassment).

- Excessive absenteeism or any absence without notice (See Section 6.1 Attendance/Punctuality and 6.2, Absence without Notice).
- Unauthorized use of telephones, or other company-owned equipment (See Section 6.4, Telephone Use).
- Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage).
- Unauthorized disclosure of business “secrets” or confidential information.
- Violation of company policies and procedures. Unsatisfactory performance or conduct.

6.1 ATTENDANCE/PUNCTUALITY

GBS Technologies expects every employee to regularly attend work in a punctual and professional manner. This means being in the office, ready to work, at their starting time each day. Employees must arrive at the store 10 minutes before the scheduled start of their shift. Absenteeism and tardiness place a burden on other employees and on the company.

If you are unable to report for work for any reason, notify your supervisor or manager before regular starting time. You are responsible for speaking directly with your supervisor or manager about your absence. It is not acceptable to leave a voicemail, text message, or email except in extreme emergencies. In the case of leaving a voice mail message, a follow-up call must be made later that day. Should undue tardiness become apparent, disciplinary action may be required, which may result in termination. Employees who are absent for three (3) or more consecutive working days are required to submit a note from a licensed physician or medical practitioner. This note should include a return to work date if applicable.

6.2 ABSENCE WITHOUT NOTICE

If you do not report for work and the company is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor or manager.

6.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT

GBS Technologies is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual’s sex, sexual orientation, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. GBS Technologies enforces a strict zero tolerance policy against any form of harassment.

What is sexual harassment?

1. Sexual harassment can be defined as objectionable, coercive or vexatious comment or attention of a sexual nature to a person or persons, which is known or ought reasonably to be known as unwelcome.
2. Actions or communications with a sexual connotation or component, which are directed at no person, but which create an intimidating, demeaning, or offensive work environment.

Examples of Sexual Harassment include:

- Unwanted sexual request or advance, inappropriate touching, or sexual assault.
- Persistent leering at a person's body.
- Persistent, unwanted social invitations.
- Displaying pornographic, offensive or derogatory pictures or text.
- Any implied or expressed reward for complying with a sexually oriented advance or request.

*What Is **NOT** Sexual Harassment?*

Sexual harassment does not refer to the normal conversational “give and take” that frequently occurs in the work environment, as long as the parties involved and affected find such conduct acceptable. Nor does it refer to flirtation or “offices romances,” provided that such relationships are freely entered into without intimidation or coercion. *Sexual harassment differs from these interactions in that it is one sided rather than consensual, and is unwelcome, unsolicited, and offensive to the recipient.* GBS Technologies is committed to providing a safe, comfortable, and professional work environment for all employees. If any aspect of an inter-office relationship begins to affect the GBS Technologies work environment, corrective action, including termination may take place. GBS Technologies discourages inter-office relationships throughout the entire organization.

What Can I Do If I think I am Being Harassed?

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal. Any employee who becomes aware of possible harassment should promptly advise their manager who will handle the matter in a timely and confidential manner.

6.4 TELEPHONE USE

GBS Technologies telephones are intended for the use of serving clients and conducting company business. Personal telephone usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone lines. All mobile phones must be set to vibrate or silent mode to minimize interruptions; failure to do so will be subject to disciplinary action (See Section 5.10, Corrective Action).

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours. If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See Section 5.10, Corrective Action). All employees must answer the phone in a professional manner. Please use the following greeting “Thank you for calling GBS Technologies, your authorized TELUS Dealer, (name) speaking”.

6.5 PUBLIC IMAGE

A large part of our business requires employees of GBS Technologies to deal directly with the public; therefore, employees must be well groomed and dress appropriately for a business environment. Employees must be outfitted in professional attire at all times. Appropriate attire consists of, black collared dress shirts, and black, charcoal, khaki dress pants or dark colored jeans that are not frayed, ripped or torn. Visible undershirts must be solid black or white. In the case of resignation or termination, employees must return all company property before a final pay cheque is issued. Items include, but are not limited to: uniforms, keys, internal documents, and confidential documents. Employees are responsible to maintain a professional appearance.

6.6 SUBSTANCE ABUSE

GBS Technologies is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drug abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of GBS Technologies while they are on company premises or elsewhere on company business.

The manufacturing, distribution, possession, sale, or purchase of controlled substances on company property is strictly prohibited. Being under the influence of illegal drugs, alcohol, or substances of abuse on company property is prohibited. Working while under the influence of prescription drugs that impair performance is prohibited.

6.7 TOBACCO PRODUCTS & MEDICAL MARIJUANA USE

The use of tobacco products is not permitted anywhere on the GBS Technologies premises except in authorized or designated locations. Employees must follow all rules posted in designated smoking areas and adhere to all regulations associated with this policy. (See Sections 5.4, Break Periods and 5.12, Safety). Employees who use tobacco products during break periods must wash hands and ensure there is no odor or evidence of such products on your person prior to returning from break.

Employees may only use medical marijuana with a license in their name from a physician. If an employee is required to use medical marijuana while at work, he/she must inform Human Resources. An employee is not required to disclose his/her specific medical diagnosis; however, he/she is required to provide a note from his/her doctor and a copy of the possession license. If an employee is taking medical marijuana during regular working hours, he/she is expected to use it in moderation, only at the recommended level of dosage and the applicable frequency of the doses in locations ONLY where smoking is permitted.

6.8 ACCEPTABLE COMPUTER USE

All computers and other technical equipment is the sole property of GBS Technologies. Company equipment is intended for business use only. Employees are responsible for using company resources in an ethical and lawful manner. Unacceptable usage includes, but is not limited to the following:

- Personal use of computers or other company equipment.
- Alteration of computer casing, peripheral devices, or general setup.
- Accessing GBS Technologies network with a personal computer not authorized by the system administrator.
- Using computer programs for personal tasks.

GBS Technologies reserves the right to access and monitor all activity occurring on its computer network. Each employee is accountable for their actions while using equipment belonging to GBS Technologies. Violations of the aforementioned conditions are subject to corrective action, which can lead to termination. Employees must seek approval from management before making *any* changes to company equipment. All questions and concerns should be brought to the attention of your store manager.

INTERNET USE

Internet usage occurring on the GBS Technologies network is monitored daily. Using the internet for activities not directly related to business operations is strictly prohibited. GBS Technologies reserves the right to block access to specific websites that may cause potential harm to its computer network. Unacceptable usage includes, but is not limited to the following:

- Accessing websites that are not directly related to business operations or are unauthorized by management (such as Facebook, Twitter, YouTube, etc.).
- Accessing personal email accounts. (hotmail, yahoo, gmail)
- Downloading any unauthorized third-party applications, programs, or attachments. Sharing of confidential information with unauthorized parties.
- Obligating or using the GBS Technologies name without permission.

Failure to meet the previously mentioned conditions will result in disciplinary action which can lead to termination. Please contact your manager with any additional questions or concerns.

COMPANY EMAIL

Each location will be equipped with an email address. These emails should be checked at least two times per day and responded to, if need be, in a timely fashion. Store addresses are used for business purposes only. Personal correspondence through this account is strictly prohibited. Company emails containing confidential documents, information, or attachments are the property of GBS Technologies. Management reserves the right to monitor email usage to ensure correct policies are being adhered to.

6.9 SOCIAL MEDIA POLICY

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with each other.

The following principles apply to professional use of social media on behalf of GBS as well as personal use of social media when referencing GBS.

- Employees need to know and adhere to the GBS Code of Conduct and company policies when using social media in reference to GBS.
- Employees should be aware of the effect their actions may have on their images, as well as that of GBS. The information that employees post or publish may be public information for a long time.
- Employees should be aware that GBS Technologies may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to GBS Communications, its employees, or customers.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with the Human Resources Department and/or their supervisor.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to authorized GBS Technologies spokespersons.
- If an employee encounters a situation while using social media that threatens to become antagonistic, they should disengage from the dialogue in a polite manner and seek the advice of a supervisor.
- Employees should get appropriate permission before referring to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.

- In the event a new social channel is created under the GBS Technologies brand, Employees must hand over any passwords or logins used to Human Resources Department and/or supervisor.
- Subject to applicable law, after-hours online activity that violates Code of Conduct or any other company policy may subject an employee to disciplinary action or termination.
- If employees publish content after-hours that involves work or subjects associated with GBS Technologies, a disclaimer should be used, such as this: "The postings on this site are my own and are not a representation of GBS Technologies positions, strategies or opinions."
- It is highly recommended that employees keep GBS Technologies related social media accounts separate from personal accounts, if practical.
- In the event a current employee is released from their position, all passwords & logins must be handed over to Human Resources Department and/or supervisor.
- Ex-employees are no longer able to access or post on behalf of GBS Technologies.
- Employees must remove all current employment references to GBS Technologies on personal social media sites within five (5) Business Days.

6.10 WORKSPACE CLEANLINESS

All employees are required to maintain a high level of standard regarding workspace cleanliness. The workspace is defined as any counter or desk area where the client discusses products, services, and/or activates a wireless account. Employees who do not adhere to the Workspace Cleanliness Policy will be subject to disciplinary action, including termination.

Although each store has a different workspace, the following list describes the various characteristics to adhere to:

- No food may be placed in the workspace
- Beverages must have tight fitting lids and be placed out of client's line of sight.
- Jackets, purses, knapsacks etc., are to be placed in designated areas not in workspace. No item of personal nature may be housed in at workspace
- All paperwork not in use must be filed away appropriately.
- All office/business equipment (pens, calculators, etc.,) are to be placed in designated areas within workspace.
- All discarded or undesirable material is to be placed in trash can. Trash cans are to be emptied on a regular basis or as needed.
- Empty boxes are to be broken down and placed in appropriate area daily.
- Counter tops, display areas and glass doors on cabinets are to be free of dust and finger prints at all times.
- Counter and display areas are to be free of clutter.
- Collateral material must be displayed in an organized manner.

6.11 CODE OF ETHICS POLICY

GBS Technologies is committed to conducting business in an open and ethical manner. We accomplish this by creating a workplace built on the strength of trust, accountability, and integrity in all our business practices. It is the responsibility of every employee to build and maintain this code of ethics by supporting, and actively participating in the process.

Here at GBS Technologies, we strive to protect all of our employees, vendors, customers, and the company itself from any illegal or damaging actions committed by individuals, whether knowingly or unknowingly.

GBS Technologies will not tolerate any wrongdoing or impropriety, and will immediately take the appropriate disciplinary actions to correct the problem.

Management & Executives

- These company officials are expected to set a prime example. In all their business dealings, honesty and integrity shall be required.
- Shall have an open-door policy allowing for the free discussion of suggestions and concerns from employees.
- Must report any conflicts of interest regarding their position at GBS Technologies.
- Must report suspected violations.

Employees

- All employees are expected to work together to promote a workplace built on trust, accountability and openness.
- Must disclose any conflicts of interest regarding their position at GBS Technologies.
- Must report suspected violations.

**Retaliation against employees who use these reporting mechanisms to raise genuine concerns will not be tolerated.*

Unethical Behaviour

- GBS Technologies will not be party to the intent or appearance of unethical or compromising practices in its business relationships.
- Harassment or discrimination will not be tolerated.
- Improper use of company trade secrets (as outlined in the Confidentiality agreement) will not be tolerated.
- Employees shall not use corporate assets or business relationships for personal use or gain.

Violations

In the event that a violation of this policy occurs, GBS Technologies will employ disciplinary measures that reflect the severity of the offence up to and including termination of employment.

Some violations may indelibly affect our business in a negative fashion. In this case, punitive measures, including legal action may be pursued.

SECTION 7 – WAGE & SALARY POLICY

7.1 WAGE OR SALARY INCREASE

Increases will be determined based on performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals (See Section 5.8, Performance Review and Planning Sessions). Reviews may be conducted for a newly created position or a recent promotion. GBS Technologies does *not* grant “cost of living” increases. Wage increases are not guaranteed at time of employee reviews; performance is the key to wage increases.

7.2 TIMEKEEPING

Accurate recording of time worked is the responsibility of every employee. Time worked is the time spent on a job(s) performing assigned duties. GBS Technologies does not pay for extended breaks or time spent on personal matters. Authorized personnel will review time records each week. Any changes to an employee’s time record must be approved by his/her supervisor or manager. Any falsifications of timekeeping (for example punching in for other staff members when they are not present, etc.) will be subject to disciplinary action, including termination.

7.3 OVERTIME

Overtime compensation is paid to non-exempt employees in accordance with Provincial Legislation. Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, vacation time does not constitute hours worked. All overtime work performed by an hourly employee must have prior approval from a supervisor or manager. Overtime worked without prior authorization from the supervisor or manager may result in disciplinary action.

7.4 PAYDAYS

Employee hours are calculated at straight hourly rate for the following pay periods: 6th to 20th and 21st to 5th. Employees are paid on the 15th and end of each month. If pay date falls on a weekend, pay date will be on a Friday. Commission pay will be issued monthly for past months sales. The distribution of this payment is dependent on the release of the commission report by TELUS.

SECTION 8 – BENEFITS & SERVICE

GBS Technologies offers a benefits program for its regular full-time employees. However, the existence of these programs does not signify that an employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

8.1 HEALTH & DENTAL INSURANCE

After one full year of continuous employment, full-time employees may be eligible for health and dental benefits. Please note that this is a buy-in program where the employee is required to pay 50% of the monthly premiums.

8.2 VACATION

All employees must use their allotted vacation time in full every year. The following policy statements are intended to guide paid vacation procedures for employees.

Employees are required to submit a written notification of their wish to take vacation time at least two (2) weeks in advance. Time off requests during peak vacation seasons (e.g. summer, spring break, Christmas, etc.) must be submitted at least four (4) weeks in advance. Notification must include departure date, return-to-work date, and the number of vacation days or weeks required. Vacation may only be taken once approval is received from their supervisor/manager.

If a mutually acceptable time for vacation cannot be found, GBS reserves the right to schedule vacations for employees as a method of ensuring that banked vacation time is utilized prior to year-end. The employee will receive at least two weeks written notice of the start date of their vacation.

Vacation time allotments / policies are in accordance with Provincial Legislation and the Employment Standards Act.

8.3 RECORD KEEPING

GBS Technologies keeps accounts of payroll records; however, each employee is responsible for verifying his/her pay stub to make sure the correct amounts of hours are recorded. Management is responsible for accurately maintaining record of all sick, vacation, and personal days and all other time away from work taken by direct reports as well as verifying the accuracy of all time keeping records. Upon hire employees must immediately complete and submit required federal and provincial income tax forms, direct deposit banking information and all other associated payroll paperwork. The employee is also responsible for advising the payroll administrator immediately of any changes to their banking information, home address, etc.

8.4 HOLIDAYS

GBS Technologies recognizes the following paid holidays per year. Not all employees qualify for these holidays. To have a day off with pay for these holidays, an employee must meet all the eligibility requirements governed by Provincial Legislation.

Nova Scotia:

- New Year's Day
- Good Friday
- Canada Day
- Labour Day
- Christmas Day
- Heritage Day

Newfoundland:

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

New Brunswick:

- New Year's Day
- Family Day
- Good Friday
- Canada Day
- New Brunswick Day
- Labour Day
- Remembrance Day
- Christmas Day

Prince Edward Island:

- New Year's Day
- Islanders Day
- Good Friday
- Labor Day
- Remembrance Day
- Christmas Day
- Canada Day

SECTION 9 – EMPLOYEE COMMUNICATION

9.1 BULLETINS

Bulletins posted on the Partners web site contain important information relating to TELUS policies and procedures. GBS Technologies employees are responsible for reading bulletins posted on the Partners web site daily. Failure to do so can result in disciplinary action (See Section 5.10, Corrective Action).

Employees will be held responsible for negligent conduct deviating from the policies and procedures outlined in this manual. GBS Technologies reserves the right to hold any employee accountable for negligence causing financial loss. Negligence can be defined as, but not limited to:

- Selling product for any price not outlined by GBS Technologies/TELUS.
- Providing discounts not approved by management.
- Errors in policy that cause financial loss for the organization.

Contact your manager with additional questions or concerns.

9.2 PROCEDURE FOR HANDLING COMPLAINTS

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor or manager. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem, GBS Technologies encourages employees to contact management.

PLEASE SIGN & RETURN TO HR

ACKNOWLEDGEMENT & AGREEMENT

I, _____, acknowledge that I have read and understand the Policy Manual of GBS Technologies. Further, I agree to adhere to this Policy Manual and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate the rules or procedures outlined in this Policy Manual, I may face corrective action, up to and including termination of employment.

NAME

SIGNATURE

DATE

PLEASE SIGN & RETURN TO HR

CASUAL FRIDAYS

___ **YES**, please enroll me for casual Friday. I understand that \$2.00 per pay will be deducted off my pay and be donated to a worthwhile charity annually. If I chose to be removed from this program, it is my responsibility to contact payroll in writing.

___ **NO**, Please **DO NOT** enroll me for casual Friday, I acknowledge that by not enrolling I am not permitted to wear jeans on Fridays.

I understand that if I want to enroll at a later date, I need to contact my manager and payroll directly to have this changed.

NAME

SIGNATURE

DATE

PLEASE SIGN & RETURN TO HR

CONFIDENTIALITY AGREEMENT

This form is a Confidentiality Agreement between the employee and GBS Communications. It is designed to ensure the best possible experience for our current & future clientele as well as to protect GBS Technologies & our Intellectual Property.

AGREEMENT:

In consideration of being employed by or representing GBS Communications, the undersigned hereby agrees and acknowledges:

- That during the course of my employment or representation there may be disclosed to me certain confidential information of the company; such as:
 - Technical information: Methods, processes, formulae, compositions, inventions, machines, computer programs and research projects.
 - Employee Information: Personal information; salary & wage; etc.
 - Business information: Client lists; pricing data; sources of supply; and marketing, production, or merchandising systems or plans.
- That I will be personally bound to strictly adhere to the GBS Competitive Non-solicitation agreement during the course of my employment duties.
- I shall not during, or at any time after the termination of my employment or representation with GBS Communications, use for myself or others, or disclose or divulge to others any trade secrets, confidential information, or any other data of the Company in violation of this agreement.
- That upon the termination of my employ from GBS Communications:
 - I shall return to the Company all property (laptop, cell phones, demo gear etc.) and any documents relating to Company, including but not necessarily limited to: reports, manuals, correspondence, client lists, computer programs, and all other materials and all copies thereof relating in any way to the Company's business, or in any way obtained by me during the course of my employment. I further agree that I shall not retain any copies of the foregoing.
 - GBS Technologies may notify any future or prospective employer of the existence of this agreement.
 - This agreement shall be binding upon me and my personal representatives and successors.
 - The unenforceability of any provision to this agreement shall not impair or affect any other provision.
 - In the event of any breach of this agreement, GBS Technologies shall have full rights to terminate employment.
 - I will remove all employment references on social media sites (ie. LinkedIn, Facebook, etc.) to GBS Technologies within five (5) business days of leaving the employment of GBS Technologies.
 - I will not solicit to any of GBS Clients Services or Products in the same industry upon termination for a 12-month period.

 NAME SIGNATURE DATE

 WITNESS NAME SIGNATURE DATE

By signing this document, you understand and agree to GBS Technologies Confidential Information Agreement.