

Employee Handbook

**ArborCare Tree Service Ltd.
Box 105 Site 6 RR5 Calgary, AB T2P 2G6**

Section I: Foreword

These policies of ArborCare Tree Service Ltd. are general guidelines of our current policies. They are not inflexible rules or requirements. They may be changed by the company at any time without notice, or modified as individual circumstances require in the best interest of efficient management of the company. Nothing in the policies as they now exist or may in the future be revised, is intended or should be construed as a contract of employment, express or implied, nor a promise of employment for a specific period of time, nor a requirement that any specific procedure be followed in handling the personnel issues.

Section II: Background

Welcome!

Welcome to the ArborCare Tree Service team of tree care professionals! We hope that your work experience with ArborCare Tree Service will be as pleasant and rewarding as possible.

Most of us are here not only because we have found this profession to be financially rewarding, but also because we enjoy working outdoors with trees. ArborCare Tree Service strives to provide a satisfying and productive work environment to its employees. Your salary and rate of advancement in the company will keep pace with your duties and your ability.

This manual outlines the basic personnel policies of ArborCare Tree Service. Please take the time to read it and familiarize yourself with it. If you have any questions about this personnel policy, please do not hesitate to ask your supervisor, or the person who hired you.

Our Company

You are now employed by a firm dedicated to the professional care of trees and shrubs as well as to the satisfaction of its clients throughout Alberta and surrounding areas. ArborCare Tree Service was founded in 1980 and incorporated in 1983 by Mr. Jim Fisher in Calgary.

In 1998, ArborCare opened the Edmonton branch of our operation. ArborCare proudly opened the doors to our new millennium building in June of 2000.

ArborCare Tree Service is a full service tree care company. In the peak of the season, we provide tree care services to residential, commercial, municipal, and utility clients. We are a service – oriented business that prides itself on customer satisfaction and professionalism. We will strive to uphold the highest standards of safety and productivity using only the most modern methods. We expect no less of our employees.

Section III: Employment

Recruitment And Hiring

It is ArborCare Tree Service's policy to treat all job applicants and employees fairly and base hiring on promotion decisions on individual qualifications and/or past performance. We fully support the principal of equal employment opportunity for all.

Job Descriptions

All employees are legally obligated to uphold all relevant Occupational Health and Safety regulations. It is the shared duty of all employees to perform work safety and provide a safe work environment for all.

Beginning Tree Worker/Grounds person

This person is responsible for maintaining safe work conditions on the ground, security for passers by and the client's property. Ground Workers must be alert at all times and will be required to communicate with the Climber or Crew leader and assist in aspects of their work as requested.

Climber

This person is responsible for safe daily production including but not limited to tree climbing, pruning and tree removal. The Climber is under direct supervision of the Crew Leader and will assist the crew as a team player whenever called upon.

Crew Leader – Lead Hand

This person is responsible for daily activities and daily supervision of the crew. The Crew Leader shall report problems, incidents, and accidents to the supervisor. The Crew Leader is responsible for all assigned equipment and enforces the equipment maintenance program. The Crew Leader trains all new employees on the crew and makes sure that each member of the crew works safely and efficiently.

Superintendent/Safety Officer

Has full responsibility for all operations including polices and procedures, staffing, quality control and crew discipline. The Superintendent/Safely Officer will investigate and document all serious injuries, incidents, and accidents.

Estimator

Develops proposals and estimates for work required by clients. First hand knowledge of safe work practices, job procedures and equipment maintenance practices are needed in order to communicate effectively with both crews and clients. Estimator provides detailed sketches, estimated production times and job site hazard analysis for our staff. For our customers, Estimator provides an accurate and timely assessment of each client's tree care needs. Quality advice regarding real potential hazards associated with tree care or the lack thereof are also communicated to the customer and the estimator may frequently be called upon the make site visits and assist crews in performing work as specified, following up on a deficiencies, investigating injuries, damage and accidents. Some Saturday and evening appointments are required, especially during the busy season. All estimators will handle their customer callbacks and complaints.

Sales Supervisor

Schedules Estimator site visits and sales calls in conjunction with the Superintendent and/or Production supervisor, as necessary. Monitors quality of estimates, both for accuracy of diagnosis and production

tome. Provide training for staff in sales, follows up customer complaints and performs regular estimator duties.

APM Supervisor

Is in charge of scheduling spray and fertilizer crews during the season, handling complaints and callbacks. Accurate record keeping an inventory stock control is required. Crew assistance and snow removal duties are required in the off-season. APM supervisor must coordinate with the Production Supervisor.

Production Supervisor

In charge of daily and weekly production schedules in consultation with all other supervisory and management staff. Responsible for:

- Scheduling proper equipment and personnel to complete tasks as safely and efficiently as possible.
- Notifying crew leaders of potential site hazards, followed up by Estimator;
- Mitigating site hazards by contacting electrical utility hot spotting crews prior to sending in our crews;
- Notifying estimators when jobs requiring on-site supervision come up;
- Avoiding site conflicts with other ArborCare crews or other companies;
- Notifying owners and clients when work is scheduled.

Data Entry/Customer Care Agents

Assists in daily office procedures. Duties include: telephone, data entry, customer service, customer callbacks, collections as well as the accurate completion of proposals/work orders and customer follow-up when required. These positions communicate and facilitate orderly daily operations with fellow agents and customers.

Customer Care Agent Level One

The primary responsibility of this position is to ensure exceptional customer service standards are met by the following: Being the primary inbound call operator and facilitating the requests put forth, entering pertinent data in to customer files timely and efficiently, taking or proposal information and generating them within the computer system, customer follow up calls when required on an ongoing basis and assisting the Accounts Receivable Supervisor with collection calls. This position may be expanded to accommodate the needs of the business to various other office related functions.

Customer Care Agent Level Two

The primary responsibility of this position is to ensure exceptional customer service standards are met by the following: Being the primary data entry person for the proposal process, being the secondary inbound call operator and facilitating the requests put forth, being the secondary data entry person for work order generation when required, customer follow up calls when required on an ongoing basis. This position may be expanded to accommodate the needs of the business to various other office related functions.

Customer Care Agent Level Three

The primary responsibility of this position is to ensure exceptional customer service standards are met by the following: Being the primary work order input person and generator of said orders in a timely and efficient manner, communication effectively and efficiently with the A.P.M. & Production Co-ordinators to maintain the efficient dispersal of work to the crews, communicating effectively with estimators/clients to resolve any discrepancies or to clarify work required. This position may be expanded to accommodate the needs of the business to various other office related functions.

Customer Care Supervisor

Assist in daily office procedures. Duties include: work orders, data entry and customer service. Supervises fellow agents to ensure accurate data entry completion. Meets regularly with Vice President to discuss collections and office issues.

Accounts Receivable Supervisor

Responsible for maintaining accurate and ongoing account receivable records and reports directly to the Controller, Vice President, and President.

Vice President

Assists the President in overseeing all aspects of the operation with the emphasis on administration. The Vice President oversees all office supervisors and meets regularly with the Controller, Accounts Payable, A/R Supervisor and Customer Care supervisor on a regular basis.

President

The President assists and oversees all aspects of operation and meets with the Vice President, Superintendent and other Supervisors on a regular basis.

Section IV: Employee Status**Performance Evaluation And Wage/Salary Review**

A performance evaluation and salary review will take place sometime near the end of three months employment at the discretion of management.

The crew leader must properly train all new (inexperienced) field employees in safe operation of all equipment. The employee may be required to demonstrate his/her capabilities prior to undertaking any work in the field.

Unsatisfactory Performance

ArborCare Tree Service will strive to provide a work environment that is comfortable, safe and conducive to productivity. If there is dissatisfaction with your performance, your supervisor will work with you to resolve the problem. However, the company reserves the right in the interest of safety and efficient administration of its business, to discipline or terminate any employee, at its discretion, with or without cause, and with or without following the above procedures.

Employee Records

Your personnel file contains important information on your job classification and employment status. It also includes past performance evaluations and your leave history.

These records are confidential and are maintained in the standards as outlined in the Privacy Act of 2004.

Voluntary Termination

Employees who plan to resign are requested to give written notice in accordance with Section 59 of Employment Standards Code of Alberta.

Involuntary Termination

Either the employee or the Company may terminate employment at any time, as per Section 68(1) of Employment Standards Code of Alberta.

Section V: Employee Hours

Work Hours

ArborCare Tree Service's standard work hours for field personnel are from 7:30 a.m. to 5:00 p.m. Monday through Friday. Saturday work may be required to make up for bad weather losses during the week. Office employees' hours are 8:00 a.m. to 5:00 p.m. and may be staggered to accommodate the seasonal aspect of the business.

Tardiness and unexcused absenteeism will not be tolerated. An employee must notify the office prior to being late or absent. Any employee who does not notify the office is subject to disciplinary up to and including dismissal.

A one-half hour unpaid lunch break is to be taken at any appropriate time. Lunches and non-alcoholic beverages will be brought with the employee and eaten at the job site. A paid 10 to 15 minute break may be taken by the employee every 4 hours worked in a day. Typically this works out to one morning and one afternoon break.

Performance Payroll System

ArborCare uses the payroll Performance Payroll System to facilitate our payroll. Upon employment you will be introduced to the P.P.S. All employees are required to read and follow the guidelines and policies outlined by the P.P.S; a copy of the guidelines and full explanation of this system is provided prior to employment commencing, and will be discussed with you by your supervisor. ArborCare Tree Service requests a signed copy of the P.P.S. prior to employment.

Overtime/Show-Up On Time

As the workload requires, you may be requested to work additional hours or Saturdays during the busy season. It is your responsibility to check with your Supervisor each week of the busy season to see if your crew is working that Saturday.

Storm cleanup is a unique situation beyond the employer's control and may require overtime from the crews performing the work. Your Supervisor will notify your crew when overtime will be required.

Overtime will not be allowed unless approved by management prior to working the shift. Overtime pay will only be permitted when agreed upon with the customer, and forms part of the contractual agreement.

In the event of inclement weather, the employee must contact the office before coming to work. Do not assume that bad weather days are off days, you could be assigned to other projects, or maybe required to start at a later time.

Unexcused Absence Policy

In response to an increasing number of incidents of unexplained absenteeism, ArborCare has been forced to adopt the following disciplinary policy regarding suspected alcohol or substance abuse cases.

- ?? **First Violation:** Written reprimand warning after unexplained or inexcusable absence from work, detailing consequences of unacceptable behaviour.
- ?? **Second Violation:** Suspension of Duties for one to five days without pay, or termination of employment.
- ?? **Third Violation:** Suspension until proof of Admission to an Alberta Government Detoxification Facility. Failure to comply constitutes voluntary termination.

Please have consideration for yourself, our customers, the company and your fellow employees! Employees caught consuming alcohol, or illegal drugs on the job will be subject to immediate disciplinary action from suspension, demotion, up to and including dismissal.

Stat Holidays

ArborCare observes nine paid statutory holidays for full time employees as follows:

New Year's Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Remembrance Day
Good Friday	Labour Day	Christmas Day

You are eligible for holiday pay after 30 days of continuous full-time employment. You must work the scheduled workday immediately prior and after a scheduled holiday in order to collect holiday pay. In the event where confusion surrounds which day is the day off, a schedule will be posted.

Maternity Leave

Maternity leave is treated as per the Alberta Labour Standards Code.

Leave Without Pay

Leave without pay will only be granted if a minimum of 3 working days notice has been given to the production supervisor.

Please be aware that your absence places added burden on other employees who must handle the workload that you would normally handle. It is for this reason that ArborCare Tree Service reserves the right to refuse leave without pay or limit the duration of that leave.

Section VI: Compensation/Benefits

Payday

Cheques are deposited directly to your chequing or savings account via ADP payroll services. A void or cancelled cheque submitted, along with the tax information provided with this manual, is required for this service. If you cannot supply us with your electronic account information, a cheque will be issued for you manually, but you can expect a two to three working day delay, in most cases.

Properly completed daily time sheets and service orders, must be turned in each day. Hours not substantiated by service orders will not be paid.

Employees will be paid holiday pay of 4% of their regular hours, and 6% when entitled to it. All employees will receive their holiday pay with each paid deposit.

By law, ArborCare Tree Service is required to deduct federal and provincial income tax, unemployment insurance tax and Canada Pension Plan from your pay. The following deductions will be made when authorized by you:

1. Personal protective equipment or tools.
2. Employee Benefit Plan (see below)
3. Fines, damages
4. Group RSP (see below)

The Company does not grant pay advances or personal loans.

Employee Benefit Plan

After six months of continuous employment, and/or at the discretion of management, new employees may become eligible for coverage under our Employee Benefit Plan. This plan covers such things as medical, dental, disability, and life insurance expenses. The plan is flexible and extendable to your spouse and family, if required.

Group RRSP

ArborCare provides a Group RRSP for retirement and tax purposes. Employees are eligible for this RRSP after three months of continuous employment. An appointment can be made with our financial planner to discuss your individual needs.

Vacation Allowance Accrual Schedule

Years of Continuous Employment	Vacation Allotted
1.	2 weeks
5.	3 weeks

Arrangements for taking vacation time must be made well in advance of the anticipated time off. First preference of vacation time slots will be granted on a seniority basis. No vacation time is permitted from May 15 to August 1; ArborCare reserves the right to restrict the use of vacation time during times of the year that are especially busy.

Incentive Program

ArborCare Tree Service tries to give special recognition to all employees whose on-the-job safety, performance, dependability, and leadership is exemplary. This recognition may be in the form of cash bonus or other tangible token of ArborCare Tree Service's appreciation. Such awards are generally given at the end of the calendar year. ArborCare Tree Service reserves the right to make more than one, or no award during the year, or to change the amounts of an award or type of award.

Clothing Allowance

Long pants and shirts must be worn at all times. No shorts or muscle shirts are permitted. Company issued clothing must be purchased on a 50% cost basis, the amount to be authorized for deduction from paid wages. Only company clothing is to be worn on the jobsite. Any article of personal clothing can be imprinted with the ArborCare logo, free of charge.

Travel And Other Job-Related Expenses

You may be required to travel in your personal vehicle in the performance of your jobs duties, or make cash purchases of material needed in the performance of your job duties. In such cases, ArborCare Tree Service will reimburse you, but such expenses must be pre-approved and supported with documentation and receipts. These must be submitted to the President for approval. If you use your personal vehicle for authorized company travel, you must provide your own insurance. You will be reimbursed at the rate of 25 cents per kilometre. This does not cover travel to and from work, lunchtime or any personal business performed on company time.

Employee Training

Employees who are attending, on behalf of Arborcare Tree Service Ltd, a seminar, tradeshow, or learning facility, will be paid a maximum of eight hours per day. No exceptions.

Section VII: Employee Rules

Safety Requirements

All production employees are required and expected to provide their own basic personal protective equipment (PPE). Basic PPE is to consist of steel toed work boots, A “forestry type”, hard hat, complete hearing protection and face shield, safety glasses or prescription eye wear, gloves and a reflective traffic vest. Additional of specialized PPE equipment, such as fall arrest, climbing gear, respiratory or chainsaw chaps will be provided by ArborCare. It is generally advisable that any protective equipment of a personal nature, I.E chainsaw pants or a climbing saddle, be purchased by the employee.

Strict compliance with our safety program is required of everyone, as are Occupational Health and Safety rules. In general:

- ?? Everyone at ArborCare has the duty and responsibility to maintain a safe work environment for themselves and their fellow workers.
- ?? Everyone at ArborCare has the right and responsibility to refuse work that they consider to be dangerous or beyond their ability.

The following are mandatory company rules for safety:

1. Hard hats, safety boots and eye protection are to be worn at all times in all work areas.
2. All unsafe acts, unsafe conditions and near-miss incidents are to be reported immediately.
3. All accidents are to be reported immediately.
4. All work is to be performed in accordance with safe work practice and your supervisor’s direction
5. Good housekeeping is to be maintained in all work areas, including trucks, storage areas and buildings.
6. All vehicles and mobile equipment are to be operated in accordance with site rules and highway regulations.

Prohibitions:

1. Possession or consumption of alcohol of illegal drugs.
2. Possession of firearms.
3. Fighting, horseplay or practical jokes.
4. Theft or vandalism.
5. Damaging, disabling or interfering with safety, fire fighting and first aid.
6. Arriving at work or remaining on the job when your ability the work safety is impaired.

Attendance at company safety meetings is mandatory and forms part of your permanent safety record.

Accidents

Report all accidents, however small, to your supervisor. If you require medical attention but the injury is not life threatening, call the office before you go to the doctor. In the event of bodily injury or accident, the employee involved must fill out a Worker’s Compensation Report within 48 hours.

If you are involved in a motor vehicle accident with a company vehicle, call the office, but do not under any circumstances leave the scene of the accident. Pull your vehicle off to the side of the road if

necessary, and assist any victims as best you can, but do not leave until a police officer has arrived and filled out an accident report.

It is your responsibility to provide the office with accurate paperwork and a detailed accident report. This requires the names of the other involved, name of the insurance company, policy numbers, and insurance agent. Telephone numbers are required for all.

Grievances

All grievances, complaints and/or suggestions should be brought to the attention of the employee's immediate supervisor or the person who hired the employee. The President, Vice President and Superintendent will review all matters.

Sexual Harassment

ArborCare Tree Service is vigorously committed to maintaining a working environment free of sexual harassment.

Scope of Policy

1. Sexual harassment is (a) any form of sexually offensive touching or verbal conduct, including, but not limited to, requests for sexual favours, unwelcome sexual advances, or sexually offensive comments, that create a hostile or offensive environment, and (b) the use of, or inference that, an employee's submission to or rejection of such conduct, is or may be used, as a basis for employment decisions affecting the employee.
2. The above prohibitions apply to all supervisors, all non-supervisory employees of the Company, and to visitors of the Company. Thus, for instance, this policy prohibits non-supervisory employees creating a hostile working environment for fellow employees, as well as prohibiting offensive supervisory conduct.

Dress Code

Office Personal: The dress code shall be in accordance with appropriate office attire. Extremes in attire shall be avoided. Slacks are permissible, but sweat pants are not allowed. If in doubt, ask your supervisor.

Production Personal: Employees shall wear clothes appropriate for safe tree work. Clothing shall consist of clean shirts and pants, and steel toed work boots, in good repair. Clothing that is ripped on the job shall be repaired before it is worn again. Employees shall not wear imprinted T-shirt other than those with the ArborCare Tree Service logo. Ball caps will be provided free of charge no others may be worn while on the job. Shorts are not permissible for pruning crews and those working around chippers or spraying, or where requested by Occupational Health and Safety.

Moon Lighting/Conflict Of Interest

Solicitation of outside jobs during work, using ArborCare Tree Service equipment for personal use, and working independently for established ArborCare Tree Service customers are grounds for immediate dismissal. ArborCare Tree Service will pay you a 5% finders fee for any work you bring in. There may be

a 5% fee for capturing any work while on the job. Please advise your supervisor before you intend to “upsell” on the job. This is a restricted privilege and must not be abused.

Use Of Company Vehicles/Equipment

Employees shall only use ArborCare Tree Service vehicles and equipment when working on company time. Non-employees are not allowed to use company equipment or drive company vehicles at any time. You are expected to exercise due care in your use of company property and use such property only for authorized purposes. Negligence in the care and use of company property may be considered cause for suspension and/or dismissal.

Worn out or broken tools must be turned in for replacement. All equipment and vehicle repairs must be noted on the daily work summary and your immediate supervisor notified. Negligence in the care and use of company property is a safety violation and can be considered cause for suspension and/or dismissal.

The company will not pay for traffic violations or equipment infraction tickets due to employee neglect or carelessness. This includes unsecured loads and tools, overloading, speeding and parking tickets or other traffic violations. Mechanical violations such as burnt lights will be the driver’s liability if not checked, noted or fixed during the morning inspection.

Telephone Use

All telephone calls should be handled promptly and courteously. Telephones should be answered with a greeting such as: “Good morning (afternoon), ArborCare Tree Service”. If you take a message, you should pass it on as quickly as possible to the person to whom it was directed.

Incoming and outgoing personal telephone calls are discouraged. However, ArborCare Tree Service realizes that there are times that such calls are necessary. We ask that you keep these calls to a minimum and not let them interfere with your work. Try to place personal calls on your breaks or at lunch. Long conversations on unimportant matters may result in disciplinary action.

Personal Conduct

Remember that you are the person at this company who our customers talk to on the telephone or see at their property. You represent this company, so it is very important that you provide a public image of integrity and professionalism. Bad mouthing and downgrading our competitors should be avoided. Your conduct in public should always be discreet, ethical and polite. Our business and your job depend on it!

Section VIII: Conclusion

It is our hope that this personnel policy manual will assist you with your job at ArborCare Tree Service. Please feel free to discuss any aspect of this manual with your supervisor. We value your opinion, and welcome your suggestions.