



**EMPLOYEE HANDBOOK
CANADA**

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OUR PRIVACY COMMITMENT TO EMPLOYEES

Handbook Introduction

Singer Valve

Welcome to Singer Valve. We're a dynamic and creative group, dedicated to high standards of excellence and service to our customers. We value each of our employees and we hope that you find your work here rewarding and satisfying.

About Us

Singer Valve designs and manufactures automatic control valves for the global water industry. Since 1957, our pilot operated diaphragm control valves have been installed on virtually every continent around the world. Whether it is water loss management in Southeast Asia, water conservation concerns in Saudi Arabia or urban distribution demands in the United States, we provide water management solutions to governments, cities, companies and contractors around the world.

Our Vision

To be the preferred provider of the most innovative, reliable water control solutions in the world

Our Mission

We are innovative designers and manufacturers of high quality differentiated control valves with excellent technical support and service to our customers

Purpose of this Handbook

We believe that employees can be more successful and add more value if they know what they can expect working at Singer Valve and what Singer Valve expects from them.

We expect you to incorporate the handbook information into your day-to-day job performance, striving to meet Singer Valve's mission and values in everything you do.

The remainder of this handbook will familiarize you with the responsibilities and benefits of being an employee at Singer Valve.

At Singer Valve, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement this handbook and policies from time to time. Nothing in this handbook is a contract or a promise.

We are always looking for ways to improve communications with our employees. If you have suggestions for ways to improve this handbook in particular or employee relations in general, please feel free to bring them to your Manager.

Be Sure to Check Out Our Bulletin Boards

You can find important information about Singer Valve and your employment posted on the bulletin board located in the main office and on the shop floor.

Jobs are posted on the bulletin boards and on our website.

We expect all employees to read the information on the bulletin boards periodically.

Hiring

Commitment to Equal Opportunity

Singer Valve believes that all people are entitled to equal employment opportunity.

We do not discriminate against employees or applicants on any basis that is prohibited by applicable law, including race, ancestry, place of origin, colour, religion, political belief, age, sex, sexual orientation, marital status, family status, disability and criminal conviction unrelated to employment.

Recruitment

We know that we are only as good as our employees, so we search for talented and motivated individuals to fill positions in our Company. Our recruitment methods include in-house recruitment & promotion, advertising, employee referral and online recruiting.

We encourage our employees to share with us their ideas about what more we can do to find and recruit talented and motivated individuals. We conduct all recruiting in a fair and nondiscriminatory manner.

In addition to looking outside Singer Valve for new hires, we also look within. After all, we already know the value and quality of our current employees. We post all internal job openings on the employee bulletin board.

If you see a posting for a job that interests you, we encourage you to apply for it by following our *Internal Application Procedures* (see below). We also encourage employees to recruit and refer external applicants for open positions.

Internal Application Procedures

Sometimes, the best person for a job is already part of our team. As a result, we encourage current employees to apply for vacant positions that interest them.

To apply for a position, send an email directly to the hiring Manager. You should update your resume and attach a copy of it to your email.

Please advise your Manager before applying for an internal posting.

Hours of Work

- Full time employees are hired for a 40 hour work week. Hours of work may be changed based on business requirements.
- Hourly Employees – shifts times are established by their Manager
- Salaried Employees – start times are established by their Manager
- Based on function, other defined schedules will be assigned
- Part time employee hours of work are set by their Manager
- The 8 hour work day includes two paid 15 minute rest breaks - one in the morning and one in the afternoon.
- The lunch break is unpaid

Overtime

- All overtime requires pre-approval by your Manager
- Overtime will be compensated based the BC Employment Standards Act

Probation Period

- All employees will have a 3 month probation period (480 hours of work). During the probation period, Singer Valve or the employee may end the employment relationship without any penalty.
- If there are performance issues, the probation period may be extended up to an additional 480 hours without any penalty.

Employee Education & Training

Each department Manager has a provision for training in their annual budget. Your continued development and training will be coordinated with your Manager for review and approval.

Performance Reviews

Annual reviews are completed in January

Termination of Employment

Singer Valve may terminate an employee without cause with sufficient notice or payment in lieu of notice, in compliance with the BC Employment Standards Act.

Termination for “just cause” does not require any notice or severance payment. “Just cause” is a result of serious wrong doing – here are some examples:

- use of drugs or alcohol that interfere with your job performance
- intentionally disobey your Supervisor / Manager
- theft or fraud
- are disloyal to your employer or put yourself in a conflict of interest
- ignore a clear workplace policy, procedure, or rule
- are dishonest about something important

Pay Policies

Payday

- All employees are paid by direct deposit into personal bank accounts and receive a pay advice form with deductions and final pay amount
- Hourly employees are paid every two weeks, 26 pay periods per year
- Salary employees are paid twice each month, 24 pay periods per year
- If there are any changes to your personal account, it is your responsibility to notify the Controller of the change.

Payroll Deductions

Your pay advice form reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions.

Mandatory deductions are deductions that we are legally required to take. This includes federal and provincial income tax, employment insurance (EI), and the Canada pension plan (CPP).

Voluntary deductions are deductions that you have authorized. An example is additional income tax.

If you have any questions about your deductions, or wish to change your federal or provincial tax withholding, contact the Controller.

Benefit Plans

Singer Valve provides benefit plan coverage for employees and their dependents. Health benefits become effective after the 480 hour probation period. Participation in the Retirement Savings Plan is after 12 months of continuous full time employment.

A summary of all benefit plans is available through the Controller.

Expense Reimbursement

Employees may incur expenses on behalf of Singer Valve. We will reimburse you for the actual work-related expenses you incur, as long as those expenses are approved. You must follow these procedures to get reimbursed:

- Get permission from your Manager before incurring an expense
- Spend Singer Valve's money wisely - make an effort to save money and use approved vendors if possible
- Keep a receipt or some other proof of payment for every expense
- Submit your receipts, along with a summary, to your Manager for approval within 30 days of incurring an expense
- Once approved, submit it to the Controller
- Remember that you are spending Singer Valve's money when you pay for business-related expenses. We expect you to get the best value for the money wherever possible. Your Manager can assist you in deciding whether an expense is appropriate.

Professional Association Reimbursement

Employees, who are required to maintain a professional association membership for their position, will have their annual fees reimbursed by the company.

Travel Expenses Reimbursement

You must obtain approval of all travel expenses from your Manager and follow the travel procedures to have your expenses reimbursed.

Under exceptional circumstances, travel advances approved by your Manager will be provided by the Controller.

Mileage Reimbursement

Before using a personal vehicle for work-related purposes, employees must demonstrate that they have a valid driver's license and adequate insurance coverage.

Employees who use their own vehicle for Singer Valve business must have pre-approval and will be reimbursed at the rate determined by the Controller.

Employees are not entitled to separate reimbursement for gas, maintenance, insurance, or other vehicle-related expenses - the reimbursement rate is intended to encompass all of these expenses.

To claim mileage reimbursement, you must follow these procedures:

- Obtain approval authorization from your Manager
- Keep a written record of your business-related travel, including the total mileage of each business trip, the date of travel, the location to which you traveled, and the purpose of your trip
- If you anticipate having to travel an unusually long distance, get your Manager's approval before making the trip.
- Add your mileage to your expense summary

Singer Valve does not reimburse employees for their commute to and from the workplace.

Gifts and Benefits

- Soliciting or accepting gifts, gratuities, favors or benefits from potential suppliers and other persons interested in Singer Valve, may compromise or appear to compromise our ability to conduct our business with the highest standards of integrity.
- From time to time, we may receive gifts that have monetary value. Gifts will be distributed to all employees in a fair process.
- Examples include: gift certificates, event tickets, services, or other items of substantial value (over \$50.00)
- Donations or gifts solicited for approved company events will be given to the event organizer for distribution at the event.

Leaves of Absence

Vacation:

The company vacation policy is founded on the concept that all employees need time to relax away from their working environment. In order to maintain a healthy workplace, Singer Valve encourages and expects all employees to exercise his or her earned annual vacation days each year. There may be, however, operational requirements that will inhibit some employees from being

granted vacation requests during specific periods of time. If it is not possible to use all of your annual accrued vacation you will be required to obtain pre-approval from your Manager to be allowed to carry forward five (5) days of accrued vacation into the following calendar year.

The Employment Standards Act of British Columbia requires an employer to give at least 2 weeks of paid vacation after 12 consecutive months of employment.

I. Accrual of the employee's vacation, on a monthly basis, is based on the following:

- a. 2 weeks of annual vacation = 0.85 days per month
- b. 3 weeks of annual vacation = 1.25 days per month
- c. 4 weeks of annual vacation = 1.87 days per month
- d. 5 weeks of annual vacation = 2.08 days per month

II. During the employee's 3 month probationary period, no vacation will be granted.

III. Accrual of vacation begins at the date of hire. Upon the employee satisfying the 3 month probationary period, the employee is then at liberty to request vacation that has been accrued.

IV. All vacation requests must be made to the Manager of the employee's department by completing the Time Off Request Form; obtaining authorization from the Manager and then forwarding the form to HR who will be responsible to record all requests.

V. If at any time your employment is interrupted and are on unpaid leave by way of extended illness, pregnancy, parental or other forms of Leaves of Absence, you do not accrue paid vacation time. In the event your employment is terminated, voluntary or involuntary, any unpaid vacation pay or accrued vacation time will be calculated and included with your final pay.

VI. In the event your employment is terminated, voluntary or involuntary, by either the employee or employer, any vacation taken and not yet accrued at the date of termination will be deducted from your final pay.

VII. Singer Valve will increase your vacation entitlement by one (1) week for each five (5) years of service to a maximum of 5 weeks' annual vacation.

Requesting Vacation

It is your responsibility to schedule your annual vacation, with Manager's approval, within each calendar year. Vacation time off is subject to operational requirements.

To request vacation, complete the Time off Request Form and have it approved by your Manager. Keep a copy for your records and forward the original to the Controller.

Annual Carry Over

With pre-approval, employees may carry over 5 days of vacation to be taken the following calendar year.

Paid Leave

Holidays Recognized by Singer Valve - 12 Annually

- | | |
|---|---------------|
| 1. New Year's Day (Jan. 1) | Nationwide |
| 2. Family Day (2 nd Mon in February) | Provincial |
| 3. Good Friday (Fri. before Easter) | Nationwide |
| 4. Easter Monday (Mon. after Easter) | Discretionary |
| 5. Victoria Day (Mon. before May 23) | Provincial |
| 6. Canada Day (July 1) | Nationwide |
| 7. BC Day (Mon. after 1 st Sun. in Aug.) | Provincial |
| 8. Labour Day (1 st Mon. in Sept.) | Nationwide |
| 9. Thanksgiving Day (2 nd Mon. in Oct.) | Provincial |
| 10. Remembrance Day (Nov. 11) | Provincial |
| 11. Christmas Day (Dec. 25) | Nationwide |
| 12. Boxing Day (Dec. 26) | Discretionary |

Sick Leave

Sick leave is an insurance program that provides for paid leave in the event of an illness or non-work related injury. Time off for medical appointments must be pre-approved by your Manager.

If the sick leave exceeds 3 consecutive days, a doctor's note may be required to be submitted to your Manager.

Our Insurance Policy Manual – available online – provides details on what qualifies as disability and how it works for more serious illnesses or health issues.

Other Leave – including Unpaid time off

Must be pre-approved by your Manager.

Pregnancy Leave

Part 6, Section 50 – A pregnant employee who requests leave under this section is entitled to up to 17 consecutive weeks of paid leave through EI benefits.

Parental Leave

Part 6, Section 51 (1) An employee who requests parental leave under this section is for the natural parent or for an adopting parent.

Family Responsibility Leave

Part 6, Section 52 - An employee is entitled to up to 5 days of unpaid leave during each employment year.

Compassionate Care Leave

Part 6, Section 52.1 - An employee who requests leave under this section is entitled to up to 8 weeks of unpaid leave to provide care or support to an immediate family member of the employee.

Bereavement Leave

Part 6, Section 53 - An employee is entitled to up to 3 days of unpaid leave on the death of a member of the employee's immediate family.

Jury Duty & Subpoena as a Witness

Jury duty and Subpoena as a Witness will be acknowledged by Singer Valve. Upon receipt of such notice and/or subpoena, discuss immediately with your Manager.

Employee Personnel Files

Confidentiality of Personnel Files

Singer Valve maintains a file for each employee. The purpose of this file is to allow us to make decisions and take actions that are personally important to you, including notifying your family in case of an emergency, calculating income tax deductions and withholdings, and paying for appropriate insurance coverage.

Typical documents that we keep in your employee file include: resume and tax forms.

Your employee file is physically kept by the Controller. If you have any questions about your personnel file, contact your Manager.

Notify Us If Your Information Changes

Please notify the Controller with any of the following changes to your:

- name
- mailing address
- phone number
- marital status
- dependents for income tax or benefits
- emergency contact information

If you would like to see your employee file, please contact your Manager. They will set up a time and private area for you to review your file.

Health & Safety

Our Commitment to Safety

Singer Valve is committed to promote a safe and healthy workplace for its employees and to maintain safe working practices through proper procedures

and direction. Responsibility for safety rests with all levels of management and each employee.

Singer Valve takes employee safety very seriously. In order to provide a safe workplace for everyone:

- Employees must follow their Manager's safety instructions and comply with all applicable WorkSafeBC health & safety regulations
- Employees may be required to wear protective equipment, such as hardhats, steel toe boots, gloves, protective eye wear, hearing protection, harnesses, breathing air filters or masks and safety glasses
- Safety footwear will be reimbursed in accordance with the safety policy
- All equipment and machinery must be used properly. This means all guards, restraints, and other safety devices must be used at all times. Do not use equipment for other than its intended purpose.
- All employees must immediately report any workplace condition that they believe to be unsafe to their Manager. Singer Valve will look into the matter.
- All employees must immediately report any workplace accident or injury to their Manager.

Health & Safety Committee

The Health and Safety Committee has two management representatives and three employee representatives. It is the responsibility of Committee members to promote safe work practices and conditions and to assist in creating a cooperative safe place of work by recommending actions which will improve the effectiveness of the Health and Safety Program.

Health and Safety Committee Members:

- Chair - Operations Manager
- Assembly Representative
- Assembler Supervisor
- Heat Fuse Department Representative
- Machine Shop Representative

Workplace Security

It is every employee's responsibility to help keep our workplace secure. Every employee must comply with these security precautions.

- When you leave work for the day, please ensure the door is securely closed behind you.
- At the end of the workday, computer systems should be logged out and closed down.
- Access to the workplace is limited to those employees who need to work late.

What to Do In an Emergency

In case of an emergency, such as a fire, earthquake, or accident, your first priority should be your own safety. In the event of emergency causing serious injuries **IMMEDIATELY CALL 9-1-1** to alert police and rescue workers of the situation.

If you hear a fire alarm or in case of an emergency that requires evacuation, please proceed quickly and calmly to the fire exits. Singer Valve will hold periodic fire drills to familiarize everyone with the routes they should take.

Remember that every second may count - don't return to the workplace to retrieve personal belongings or work-related items. Once you have exited the building, head towards the designated assembly area.

Smoking is Prohibited

Smoking is not allowed in the building nor outside within 30 feet of any entrance.

Violence is Prohibited

We do not tolerate violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, bullying, intimidation, stalking, and threats of violence. Any comments about violence will be taken seriously and may result in your termination.

What to Do in Case of Violence

If you observe an incident or threat of violence that is immediate and serious, **IMMEDIATELY CALL 9-1-1** to alert police and rescue workers of the situation.

If the incident or threat does not appear to require immediate police intervention, please contact your Manager and report it as soon as possible.

Computers, email and the internet

Usage

It is important to remember that Singer Valve email and electronic data systems are the property of Singer Valve and should be used only for legitimate Singer Valve business purposes.

Inappropriate messages that may be illegal or harmful to other employees, clients, partners, vendors, job applicants, Singer Valve's reputation, public image, confidentiality or business activities are prohibited.

Confidentiality

Employees should not expect or anticipate that any message sent through a Singer Valve email system is a private communication.

Respect in the Work Place

Discrimination and Harassment

Singer Valve is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our employees. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

Complaint Procedures

Any employee who witnesses or is subject to inappropriate conduct in the workplace may take their complaint to any member of the Senior Management team. Any Manager, or Singer Valve Officer who receives a complaint about, hears of, or witnesses any inappropriate conduct is required to immediately notify the President.

Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, health and safety, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

Singer Valve Property

We have invested carefully in the property and equipment that you use to perform your job.

We ask all employees to take care of Singer Valve property and to report any problems to their Manager. If a piece of equipment or property is unsafe for use, please report it immediately.

Please use property only in the manner intended and as instructed.

We do not allow personal use of Singer Valve property unless specifically authorized in this handbook.

Failure to use Singer Valve property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

Return of Singer Valve Property

When your employment with Singer Valve ends, we expect you to return Singer Valve property to your Manager - clean and in good repair. This includes all manuals and guides, documents, phones, computers, passwords, equipment, keys, and tools.

We reserve the right to take any lawful action to recover or protect our property.

Our Privacy Commitment to Employees

We respect our employees' privacy and safeguard their personal information. We comply with all Federal and Provincial regulations including British Columbia's Personal Information Protection Act (PIPA).

Collecting personal information about you is essential for the purposes of establishing and managing the employment relationship.

Consent can be provided orally or in writing or it can be implied where the purpose for collecting, using or disclosing the personal information would be considered obvious and you voluntarily provide personal information for that purpose.

Singer Valve will be collecting, using and disclosing relevant personal information in order to complete payroll (with the assistance of a third-party supplier); to provide you and your eligible dependants with basic medical and extended health benefits (with the assistance of a third-party supplier); and to ensure the health and safety of all employees.

We are committed to ensuring the security of your personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks. We maintain your personal information for the time you are employed with us and for a minimum of 6 years after termination due to CRA (Canada Revenue Agency) guidelines.