



EMPLOYEE POLICY HANDBOOK

HUMAN RESOURCES PROGRAM

January 2022

Tactical Response Security Services Inc.

404 Scott dr. Orangeville, Ontario L9W 4M1

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INTRODCUTION TO TACTICAL RESPONSE SECURITY SERVICES

Tactical Response Security Services was established in 2022 and strives to be the preferred vendor in the industry providing professional security guard services across Ontario.

Tactical Response Security Services core values are as follows:

- **Creating a visual presence:** Providing a very visible branded equipment and staff.
- **Providing highly trained staff:** security guards will be fully certified through the Ontario Solicitor General’s Office, which will include CPR and first aid training, and any guard dealing with alcohol will have their Smart Serve certification. We also offer our guards many different courses and certifications opportunities.
- **Friendly and approachable** staff: Our staff interact appropriately and can respond to the needs of your guests.
- **Fairly compensated** staff: Our staff are appropriately compensated allowing us to provide energetic and dynamic team players.

Tactical Response Security Services goal is to offer a truly reliable security service to Ontario businesses and event organizers.

Tactical Response Security Services also offers a variety of different services and products to support our customers in many ways. Careful consideration has been made to develop programs and services that we feel are beneficial and meet the needs of our clients.

Our team is what has made the business so successful and we are excited for you to be part of the team to help improve and expand our business, while at the same time offering our service to help the public for their security needs.



ABOUT THIS HANDBOOK

Tactical Response Security Services (the “Company”) employee handbook establishes policies, procedures and working conditions that will be followed by all Company employees as a condition of their employment. Employees must review and abide by all policies and terms contained in our handbook.

While we have made every effort to make this handbook comprehensive, it cannot address every application or exception. Tactical Response Security Services reserves the right to exercise its discretion in the interpretation and enforcement of the policies and to revise or add policies from time to time. For more detail, please refer to the *Authority of Handbook* section contained within this handbook.

We expect that you will treat this handbook as confidential. You may not publish or disclose any part of the handbook to any other individual except other Tactical Response Security Services employees or if you are required to do so as part of your job. For more information on confidentiality please refer to the *Confidentiality* section contained within this handbook.

EMPLOYEE POLICIES

HIRING/ RECRUITMENT

Tactical Response Security Services is an equal opportunity employer and determines to hire the best person available to fill any vacant positions within the organization, regardless of age, sex, sexual orientation, religion, national origin, race, or any other protected ground under the *Ontario Human Rights Code*.

Employment decisions are made following job-related criteria, including education, training, and experience. The decision to employ an applicant will be based solely on the individual’s qualification for the position along with other requisite job skills, experience, and job interview. Each job description will specify minimum qualifications.

Tactical Response Security Services reserves the right to transfer employees to various positions when it is necessary to maintain efficient operations.

EMPLOYING RELATIVES AND FRIENDS

Relatives or friends of current employees may be employed only where they will not be working directly or indirectly for or supervising a relative or friend. The hiring of any relatives must be approved in advance by the president. In other cases where a conflict or the potential for conflict arises among relatives, even if there is no supervisory relationship involved, the parties may be separated by reassignment.

Upon application for employment (or promotion and departmental transfer) every candidate must disclose if he/she has any relatives employed with the Company. If the applicant falsifies their application or misrepresents their relationship to a present employee, that applicant may not be hired or, if hired, may be subject to termination of employment.

ACCURACY OF INFORMATION

The information obtained from your resume and during the interview process is used to determine your suitability for employment with our Company. Any misrepresentations, falsifications, or omissions of information on your part will result in your disqualification for a position with our organization, or if you have already been hired, may result in your dismissal.



PROBATIONARY PERIOD (INITIAL EMPLOYMENT PERIOD)

All new employees are subject to a three (3) month probationary period (the “Initial Employment Period”) which will start the day of your first shift. During and at the end of this period, performance will be evaluated to determine if employment should continue. The end of the “Initial Employment Period” does not guarantee continued employment, nor does it mean that work expectations are reduced thereafter.

TERMS OF EMPLOYMENT

Employment with Tactical Response Security Services is contingent on your continuous satisfactory performance of your job requirements and contributions to our organization. No promise or agreement exists to guarantee continued employment for any minimum period.

EXCLUSIVITY

Unless outlined in your employment contract or agreement, all employees are not required to work on an exclusive basis for the Company during your employment. However, any additional employment activities must be disclosed to your manager and may be declined on a case-by-case basis.

Additional employment cannot in any way present a conflict of interest for the Company.

LAY OFF

The Company may need to temporarily adjust or modify its workforce to address business needs or interests. As such, as a term of employment, the organization reserves the right to use a temporary lay-off as defined in the *Ontario Employment Standards Act 2000*. Accordingly, with or without notice, the Employee may be subject to a temporary lay-off from time to time.

TERMINATION AND RESIGNATION

Our employment relationship may be terminated in any of the following ways:

1. By your resignation upon giving the Company at least fourteen (14) days advance notice in writing.
2. The Company may terminate your employment, in its sole discretion without cause and without any further obligation, by providing you with:
 - o Notice of termination or termination pay in lieu of notice as required by the *Employment Standards Act, 2000*.
3. By the Company, without notice or payment in lieu thereof for misconduct constituting ‘just cause’.

DISMISSAL

If an employee is terminated for any reason, management will direct them to remove any personal belongings from the property and require them to leave the property immediately. Upon termination employees must return all Company-issued supplies.



CONFIDENTIALITY POLICY

As a result of your employment with the Tactical Response Security Services you will acquire and receive the value and advantage of special skills, knowledge and experience with respect to the Company's business. As part of your work you may also be privy to confidential and proprietary information which is specific and unique to the Company and its business.

To assure reasonable protection against the investment the Company has made in providing you with this opportunity and to protect against the misuse of confidential information, you agree as follows:

- (1) You agree not to disclose or communicate any confidential information to any person outside the Company or any person not directly involved with the scope of your responsibilities; and
- (2) You agree not to misuse or make improper use of confidential information during employment or at any time following termination.

For these purposes confidential information includes, but is not limited to, the following:

- Trade secrets;
- Services;
- Computer passwords;
- Menu and ingredients;
- Information concerning the employer's customers;
- Negotiations of contracts;
- Price lists;
- Sourcing;
- Operational processes;
- Methods;
- New product ideas;
- Wages & salaries;
- Potential customers;
- Suppliers;
- Markets;
- Financial and sales and marketing information;
- Systems & process;
- Technical knowledge or techniques including those under development;
- Commissions;
- Strategies;
- Supplier/customer lists; and
- Employee lists and personnel records.

Violating this Confidentiality Policy may prompt progressive discipline including immediate dismissal and legal action.

In addition, you agree that during the period of employment and for a period of twenty four (24) months thereafter, you will not, directly or indirectly, seek to recruit, employ or otherwise engage Tactical Response Security Services employees (on your own behalf or on behalf of anyone else) or in any other way seek to interfere with their ongoing employment with the Company.

PAYROLL

Tactical Response Security Services will send payment via eTransfer biweekly on Fridays.

PAY CORRECTIONS

All questions regarding your pay statement should be directed to the CEO. Please have the pay statement in question available.

ADDRESS CHANGES – PERSONAL STATUS CHANGES

It is very important that we have each employee's current home address, telephone number, cell phone (if available), email address (if applicable), and emergency notification information. Report any changes immediately to your manager.

If personal status should change, such as marital status, or if there is an addition to an employee's family, you should immediately notify your manager. There may be a need to change insurance coverage, withholding deductions for Provincial and Federal Taxes or other important records.



EMPLOYEE FILES (PRIVACY)

Tactical Response Security Services will maintain a personnel file for every employee. Information in personnel files will be kept confidential and will be disclosed only when required for business purposes. Employees may review their personnel file in the presence of a Manager or Human Resources designate but may not remove any documents.

PRIVACY POLICY

This Employee Privacy Policy contains the principles that are observed by the Company regarding the collection, use and disclosure of personal information about prospective, current and former employees of the Company. All employees must comply with this policy. Due to the potentially serious implications of a breach of this Policy, any violation of this policy is grounds for discipline and may result in the immediate dismissal. To ensure compliance with this policy, the Company may monitor the personal information management practices of its employees.

ACCOUNTABILITY

The Company is responsible for personal information specific to employees, which is in its possession and under its control. Inquiries regarding this policy or regarding the organization's practices in respect to personal information should be directed to a member of management. Complaints about personal information management practices or compliance with this Policy should be directed to the attention of a member of management.

PURPOSES

The Company will collect personal information about employees for various purposes, primarily relating to establishing and managing the employment or other work relationship between the organization and its employees. The Company shall identify the purposes for which personal information is collected at or before the time the information is collected. The Company may also collect personal information from other sources including previous employers, personal references or other third parties to whom the employee has given permission to disclose the information.

CONSENT

Consent requirements may vary depending upon circumstances and upon the type of personal information that the Company intends to collect, use or disclose. When determining whether an employee's consent is required, the Company will consider both the sensitivity of the personal information and the purposes for which the Company will use the information. If consent is required, the Company will determine which form of consent is appropriate. Consent may be expressed, implied or deemed and may be obtained in person, by phone, by fax, by mail or via the Internet. Subject to our legal rights and obligations, the Company may, from time to time, seek an employee's consent to collect, use or disclose personal information for a new purpose.

COLLECTION

The collection of personal information will be limited to the amount and type of information required specifically for an identified job-related purpose. (e.g. SIN for tax purposes).

OPENNESS CONCERNING POLICIES AND PRACTICES

The Company has a responsibility to inform employees of the policies and practices for the management of personal information and will make these policies and practices understandable and easily available.



USE AND DISCLOSURE

The Company shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the employee or if the use or disclosure is authorized by law.

The Company may disclose personal information about its employees for human resources and benefits administration and in the context of providing references regarding current or former employees in response to requests from prospective employers.

Tactical Response Security Services will compile and disclose certain information about employees to a limited number of third parties and those we are obliged to do so by law in order to administer staffing, compensation and benefits programs. Although the Company will protect and limit the use of personal information about employees that is disclosed to third parties, the Company is not responsible for the subsequent uses or disclosure of the subject personal information by the third-party recipient such as government agencies (for example Canada Revenue Agency).

ACCURACY

The Company takes appropriate steps to ensure that personal information is accurate, complete and up-to-date to minimize the possibility that inaccurate personal information is used to decide.

SECURITY, RETENTION AND DISPOSAL

The Company will provide adequate safeguard practices to ensure the security of personal Information, protect the information against loss or theft and safeguard the information from unauthorized access, disclosure, copying, use or modification. Personal information is kept if necessary with the intention to satisfy these purposes. Personal information that has been used to decide about an employee shall be retained for a reasonable period, which will permit the employee to access the personal information after the decision has been made.

ACCESS TO PERSONAL INFORMATION

Files containing personal information are business records and, as such, property of the Company. Subject to the Company's legal rights and obligations, the Company shall, upon receipt of a written request, inform the employee of the existence, use and disclosure of his or her personal information and shall, subject to reasonable limitations, permit the individual access to that information.

The Company will respond to a request to access personal information within a reasonable time. Personal information contained in business records may not be edited or removed except as follows:

- a) When an employee can demonstrate that the personal information is not accurate or complete, the information will be annotated or amended as appropriate; or
- b) When the information is (i) personal information about a third party, (ii) sensitive or confidential business information of Tactical Response Security Services or a third party or (iii) any other information that the Company is required or permitted by law to remove.

Employees can seek access to their personal information by sending a written request to the president.

COMPLAINT RESOLUTION PROCESS

If employees wish to make a complaint about the Company's personal information management practices or its compliance with



this Policy, a written complaint should be sent to the attention of the president, who will ensure that all complaints are investigated, and responses are made to all written enquiries. If a complaint is found to be justified by the president, the Company will take reasonable steps to amend the applicable privacy policies or procedures.

SCHEDULING

Tactical Response Security Services understands that everyone cannot always be available for every shift that is being scheduled. Therefore, we have such a large group of staff to make sure that every shift can be covered, and we have the capacity to react when someone is unable to attend their shift. We believe working around employee's schedules is more beneficial for both the Company and the employees rather than telling employees when they will be required to work.

Tactical Response Security Services will make every effort to provide you with as much notice of available shifts as possible. As a guide, we will attempt to provide you with the available shifts fourteen (14) days in advance. This notice is a courtesy and cannot be viewed as a vested right. Once the schedule has been released it is up to you to respond within two days (2) with your availability for the available shifts.

AVAILABILITY

The expectation is that you are to be available to work a minimum of four (4) shifts per month. Understand that there are no guarantees of work or work assignment. If you cannot make yourself available for two (2) consecutive months, you will be removed from the schedule.

We will do our best to evenly distribute shifts, with the intention that everyone receives an opportunity to work the available shifts. Staff that are consistently providing availability will receive priority for working the available shifts.

CHANGES

Once a schedule is released you are expected to work all the assigned shifts. Any changes you require to those shifts will be your responsibility, which include finding someone to cover the shift(s). Our online systems will allow you to request a shift change with both staff members approving the change before management is notified for approving the change. Once the change has been approved, the schedule will automatically be adjusted. All changes are reviewed by management and any change, regardless of if both parties accept the change, can be denied by management. Until a shift change has been approved by management it remains your responsibility to cover.



SCHEDULING SYSTEM

Tactical Response has developed a scheduling system that has been integrated into our website. Each person will be provided a login to access the scheduling system. Below is the procedure on how the system will work:

EVENT OPERATIONS

We have developed consistent expectation for all our staff, including guards, supervisors and management.

All staff are expected to:

- Arrive a minimum of 10-15 minutes prior to the start of your shift.
- Arrive in proper uniform and be dressed appropriately for the weather.
- Every team member should always present themselves as friendly, kind, approachable and be willing to help any person regardless of if it does not involve a medical or security situation
- If present, follow the direction of the supervisor on shift.

To fulfill the values of our Company we encourage our staff to be on your feet as much as possible at your designated post. It looks better for our Company brand and on our staff if we are standing as much as possible.

There is a zero tolerance for reading any books, playing games, etc. during your shift. This does not present the brand image that we expect and does not represent the values of Tactical Response Security Services. You will be sent home without pay if this occurs.

ADDITIONAL SECURITY PERSONNEL EXPECTATIONS

In addition to the expectations listed above, all security personnel must:

- Patrol the event or facility grounds at the frequency required by the client; and stated in the post orders.
- Strive to deescalate any conflict or situation by being calm and professional.
- Provide the highest level of customer service to any person(s) they have contact with.
- Be professional and presentable, this include (shirt tucked in and well groomed)
- Required to carry the event organizer radio to keep our medics in contact of any possible situation; • Oversee that all the patient care reports, and equipment inspection forms are being completed; and
- Notify management when all staff have arrived and left during each shift.

SECURITY SUPERVISORS

All supervisors are expected to:

- Follow the same expectation outline for security personnel;
- Enforce all expectations that have been outlined in this manual;
- Make sure security personnel are following the assignment given;
- Extend shifts if necessary and if the client requires us to stay longer;



- Act as main contact to the client if management is not available.
- Oversee that all security reports, are being completed
- Notify management when all staff have arrived and left during each shift

- Ensure that all brand standards are being met.

TIME OFF POLICES

ATTENDANCE

Tactical Response Security Services views attendance as a very important component of overall work performance. Arriving late, leaving early, and being absent puts unfair pressure on the rest of your team and may cause loss of productivity and potential loss of customers/clients. We will track attendance, identify employees who have attendance concerns and assist in improving their attendance record.

REPORTING IN

Should you be unable to report for work on any scheduled day, you must advise management by telephone no later than twelve (12) hours before the start of your shift to find suitable coverage for your position. Messages left with coworkers, text messages, social media messages, emails, or calls from relatives or co-workers on the employee's behalf are unacceptable. If the absence extends beyond one (1) scheduled day, the employee must call management every day of his or her absence before the beginning of the scheduled workday, unless the manager instructs otherwise.

RETURNING TO WORK

The Company reserves the right to request medical verification of any non-work-related injury or illness-related absence when there are reasonable grounds to confirm if a worker is fit or able to return to their regular duties.

UNAPPROVED ABSENCES / LATENESS / LEAVING EARLY

Employees are not permitted any unapproved absence. Unapproved absences are any absences that are not covered by the Leaves of Absence section of this handbook or as otherwise defined in the *Ontario Employment Standards Act*.

In addition, two (2) instances of leaving early or arriving late to scheduled day over a twelve (12) month period will be considered an unapproved absence. All unapproved absences are subject to the Company's discipline policy.

NO CALL NO SHOW (NO CALL NO REPORT)

When a worker fails to arrive for their scheduled shift and does not notify the Company the absence will be considered a No Call No Show. All No Call No Show absences are unapproved and automatic grounds for progressive discipline as a gross misconduct.



POOR ATTENDANCE

A poor attendance record will prompt progressive discipline. If the problem persists, the employee will be given a final warning and may also be given an Attendance Concerns Letter. At every point in progressive discipline, employees are provided opportunity to improve their attendance record with the help and assistance of management.



LEAVE OF ABSENCE

The Company adheres to all applicable *Ontario Employment Standards Act* rules and regulations relating to leaves of absence including, but not limited to, Pregnancy/Parental Leave, Family Caregiver Leave, Family Medical Leave, Critical Illness Leave, Organ Donor Leave, Reservist Leave, Child Death Leave, Crime-related Child Disappearance Leave, Domestic or Sexual Violence Leave, and Jury Duty.

Each type of leave has different qualification requirements. Please inquire in Human Resources for details.

SICK DAYS (SICK LEAVE, FAMILY RESPONSIBILITY LEAVE, AND BEREAVEMENT LEAVE)

Employees are granted three (3) different unpaid leaves from work after their first two (2) weeks of employment. All workers will be entitled to the following:

- Three (3) sick leave days;
- Three (3) family responsibility leave days; and
- Two (2) bereavement leave days.

The specific interpretation for the qualification each leave will be based upon the criteria outlined in the *Ontario Employment Standards Act*. All three (3) leaves will be taken in full-day increments and cannot be taken in half-days or broken down into any other portion. Each leave is not interchangeable and cannot be carried over into the next calendar year.

Once the allotted amount of leave has been used any additional absence from work will be considered an unapproved absence.

All employees must submit an Absence from Work Form to their manager on their next scheduled shift or their absence from work will be unapproved. Employees may be asked to provide proof to allow the leave day to be approved. The Absence from Work Form allows the Company to track all leave days consistently across the entire Company. Prior approvals of leave will not predict future approvals.

PROVIDING PROOF

Unless prohibited by the *Ontario Employment Standards Act*, the Company reserves the right to request proof for any personal illness, injury, or urgent personal matter. Proof of entitlement can include, but is not limited to, the following:

- Doctors' notes; and
- Other evidence that is reasonable in the circumstance.

Reasonable in the circumstance will depend on all the facts of the situation, such as the duration of the leave, whether there is a pattern of absences, whether any evidence is available and the cost of the evidence.

BREAKS / MEAL PERIODS

Due to the nature of our function and the service expectation there will always be the requirement to respond to any calls as soon as they come in. For that reason, breaks and meal periods will be provided to all workers with the expectation that if a call comes in during such a period that the worker will respond immediately.



All workers will have the opportunity to resume their break or meal period following the call. All breaks and meal periods will be paid.

HOLIDAY PAY

Paid statutory holidays include:

- New Year’s Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labor Day
- Thanksgiving
- Christmas Day
- Boxing Day

scheduled day of work after the public holiday. Holiday pay will not be issued to a Team

Member who does not report for his or her shift scheduled on the public holiday.

ENTITLEMENTS

- Based on the needs of our clients there may be instances where work may be required on a holiday. By agreeing to any scheduled day, following the scheduling system process described in the Scheduling section, that is a holiday you are agreeing to work on that holiday. You will be compensated as follows:
 - You will be paid at time and a half for the holiday; and
 - You will receive a substitute day as the holiday within three (3) months of the holiday.
- An employee forfeits their entitlement to holiday pay if he or she fails, without reasonable cause, to work his or her last scheduled day of work before the public holiday and/or his or her first regularly

VACATION

Vacation is based on the following as per the *Ontario Employment Standards Act*:

	Vacation Pay	Vacation Time
Upon Hire	4%	Two (2) weeks
After five (5) years of service	6%	Three (3) weeks

Unless specified in a written agreement or contract, vacation pay is paid out in the pay period in which it is earned, therefore all approved vacation time is unpaid.

How we present ourselves and our product are critical to achieve exceptional service standards. It is critical to our business and the needs of our client that we are easily identifiable. For those reasons the following appearance standards apply.



UNIFORM

All staff members are required to wear:

- Black **cargo** pants
- Black shoes or boots (steel toes may be required by certain clients)
- A red Tactical Response Polo (unless otherwise stated in SOP)
- Shirt must be fully always tucked in
- Undershirts are permitted provided they fit under your security shirt, and you are still able to tuck your shirt in.
- Guards are responsible to dress for the weather with approved Tactical Response security gear.

All staff members must **not**:

- Wear any uniform not provided by Tactical Response
- Wear personal jackets over their security uniform
- Wear personal hats or toques
- Make any alterations to their uniform without written consent from management

In cooler weather employees are permitted to wear other Tactical Response Security Services uniform items that are available for purchase. No other personal jackets or sweaters will be acceptable.



UNIFORMED EMPLOYEES

All uniformed employees must wear uniforms commissioned by Tactical Response Security Services. Uniforms must always be neat and clean. Repair of your uniform is essential. Missing buttons ripped material and stains are unacceptable and do not promote high service standards. If you require repairs to your uniform, contact a manager immediately. Damaged uniform items must be replaced.

PERSONAL HYGIENE STANDARDS

Hair	Hair must be kept clean, neat, and combed. Extreme hair colors and design head shaving is not permitted. Employees must be clean-shaven; beards, moustaches, and goatees must be neatly trimmed.
Make up	Make up (including fingernail paint) must be applied conservatively.
Perfume	In consideration of guest and co-worker medical requirements, perfume is prohibited.
Jewelry	Employees are permitted to wear jewelry unless it poses an unnecessary health and safety risk. Jewelry must not be excessive. Eyeglasses, including sunglasses, should not be hung on clothing or placed anywhere on the person other than for its intended use.
Body-Piercing and Tattoos	Body piercing, other than ear piercing, and tattoos must be conservative and tasteful in nature. Tattoos that may cause offense are to be covered so that they are not visible. If you are unsure contact a manager or supervisor.
Shoes	Shoes must black and CSA approved. They are also to be clean, presentable and worn with socks.

WORKPLACE STANDARDS

USE OF CELL PHONES AT WORK

Tactical Response Security Services recognizes that cellular phones, inclusive of smart phones and electronic devices that have access to the internet, are tools when used properly. Cellular phones will be permitted for all workers to have on them while at work, provided they do not become a distraction from their duties. We require that time on your mobile device is limited as this can greatly affect your presence and availability.

You are welcome to take calls and respond to text messages, but do not abuse this privilege to play games, use social media, etc.

Your attention needs to be on the guests of the event, so you can respond as quickly as possible if you see something happening.



EQUIPMENT

Equipment is vital to the success of any event to ensure that we can provide support to our clients' events. The size of the event and the number of staff required will determine the amount of equipment needed. At a minimum the following equipment will be provided by the Company:

Below is the listed equipment that will be provided at a minimum if required to each client

- Radios.
- Metal Detector Wands.
- Search Sticks.
- Tally Counters.
- Parking Traffic Wands;
- Parking Safety Vests.
- Wrist Bands.
- Ear Plugs
- Patrol tracking system
- Computer

All equipment and supplies are to be used for contracted Company sites only.

Unauthorized personal use of any Company owned equipment, supplies, facilities, or vehicles is strictly prohibited. Failure to gain permission from management prior to usage will prompt progressive discipline, up to, and including, immediate termination.

SMOKING AND VAPING

Smoking and vaping are not permitted anywhere on any client facility or event grounds except for a designated employee smoking area. Your manager will advise you of the designated smoking area(s). While on break and smoking in the designated areas, your Company logo must be covered.

No additional 'smoke breaks' are permitted during your shift; smoking breaks are restricted to your lunch and breaks.

As a smoker, inclusive of vaping, it is your responsibility to keep the smoking area free of litter. Use the cigarette containers provided.

Anyone smoking or vaping anywhere within the Company or client premises, or outside of the designated area(s), will be subject to progressive discipline.

For all information regarding Cannabis please refer to the *Substance Use* section of this handbook.

GIFTS AND FAVOURS

There may be times when certain employees may be offered compensation, gifts or favors from a customer, client or supplier. This could present a conflict of interest for the Company. Any compensation, gift or favor shall be reported to your manager who will advise you whether it is appropriate to accept it, politely decline, or submit to the Company.



CHARITIES/GIFTS/SPONSORSHIP

Soliciting customers, clients, or suppliers for donations for charities, gifts, or private sponsorships is not permitted. If a customer, client, or supplier approaches you about donations for charities, gifts, or sponsorships, advise them to contact the Company President.

INVENTIONS AND CREATIONS

It is understood and agreed that all inventions, creations, or concepts developed by you in the course of employment or furnished by the Company to you shall remain, and be considered the exclusive property, of the Company.

Any such property or related materials shall be returned or submitted to the Company upon the end of your employment.

TRANSPORTATION

All staff will be responsible for arranging their own transportation to and from events. It is recommended for staff to carpool as much as possible to limit the number of vehicles on site as parking can be challenging depending on the event.

Costs associated with parking will not be covered by the Company.

RADIO COMMUNICATION

Only authorized personnel can use Company radio system. Never interrupt a conversation in progress.

Always assume that the public can hear your conversation. You must never use inappropriate language or verbal abuse over the radio.

MEDIA RELATIONS

Should a member of the media contact you or approach you, refrain from discussing any information with them. Instead, immediately contact your manager for assistance. The media include print, television, radio, and internet publications or broadcasts of any kind. Discussions with the media include any communication, such as, but not limited to, verbal, written, or visual.

SUBSTANCE USE (DRUG AND ALCOHOL POLICY)

The use of alcohol and drugs can have a direct negative impact on co-workers, customers, and the business. The negative connection between substance use and the safety, morale and job performance of the individual employees and of his/her coworkers is well known.



As a responsible employer, the Company is dedicated to the pursuit of zero tolerance and is committed to eliminating the dangers and effects of alcohol and drug use from the workplace.

FIT FOR WORK

All employees are expected to arrive for their scheduled shift Fit for Work. Fit for Work refers to an employee who can perform the duties of the job with efficiency, capability, and in a safe manner. Determination of a worker's fitness for work will be based on the established or generally accepted performance standards. Employees are expected to remain Fit for Work for the duration of their entire scheduled shift.

IMPAIRMENT & UNFIT FOR DUTY

Any employee that attends work who is impaired, or identified to be impaired, will be considered Unfit for Duty. Unfit for Duty is defined as the inability to safely, competently or efficiently perform work duties without limitation resulting from substance use, aftereffects of substance use, or otherwise being under the influence of substances. Any employee that arrives at work impaired or becomes impaired while at work may be subject to the Company's discipline policy, up to, and including termination.

Employees reporting for work are expected to be sober, well rested, and Fit for Work. In addition:

1. Employees are not to consume any alcohol or drug (unless prescribed by the doctor) eight (8) hours prior to the start of their shift.
 2. If under the influence of alcohol or drugs, must advise their manager upon reporting for work, or when contacted to work on an emergency or other unscheduled basis.
 3. If perceived by a manager to be under the influence of alcohol or drugs, the employee will be immediately removed from the workplace and be evaluated by their manager; and
 4. If unfit for duty, the employee will be prohibited to work that day, their condition will be noted and may result in disciplinary action.
-

DISCLOSURE OF IMPAIRMENT

Employees that are contacted to report to work for an emergency or other unscheduled reason must advise the manager contacting them if they have consumed any alcohol or drug within twelve (12) hours of reporting and, if it is determined that the employee is unfit for duty or otherwise impaired, the employee will be prohibited to work the call-in shift.

If the employee fails to advise the person requesting the call-in prior to arrival, the employee may be subject to discipline.

SUBSTANCE USE DISORDER

Substance Use Disorder is a primary, progressive, and chronic disease characterized by the regular, repetitive, habitual, compulsive, obsessive use of a Substance or a combination of substances. Moderate to severe substance use disorder is characterized by a preoccupation with the substance(s), loss of control, increased tolerance to the substance(s), harmful consequences in one or more major life areas, denial and delusion. If you feel that you, or someone you work with, suffer from Substance Use Disorder please speak with a member of management. This will allow the Company to provide appropriate access to programs, services, benefits, or work accommodation to assist them to overcome their dependency.



PRESCRIPTION DRUGS

When prescribed or dispensed medications or drugs by a doctor that may cause impairment, reduce motor functions, hinder judgement, or otherwise impact an employee's ability to perform their regular job duties it must be disclosed to the Company prior to the start of the employee's next scheduled shift. The Company will review each case on an individual basis to determine risk to the employee and overall safety of the workplace and co-workers.

The Company will do all that is reasonable to accommodate and will consider safety and risk to the worker as the determining factors in making decisions.

CANNABIS

The consumption, distribution, or possession of cannabis in any form is prohibited anywhere on Company property or at any property or facility that the Company is contracted to provide service, including the designated smoking area. Any employee that violates this policy will be subject to the Company's discipline policy.

PERFORMANCE MANAGEMENT

In our effort to ensure that Tactical Response Security Services procedures, rules and standards are reinforced the Company has developed a performance management program. We will strive to protect our reputation that will be built on quality and a commitment to service.

PERFORMANCE EVALUATIONS

All employees will receive on-going performance reviews.

UNACCEPTABLE PERFORMANCE

Violation of Company policy or rules, instances of unacceptable behaviour or continued sub-standard work performance is defined as unacceptable performance. These may be subject to progressive discipline, which means the employee may be subject to increasing degrees of corrective counsel (discipline) to bring matters to their attention in a standard and formal manner.

All corrective counsel, regardless of the specific reason, will be considered substandard job performance.

PROGRESSIVE DISCIPLINE STEPS (CORRECTIVE COUNSEL)

1.	Verbal Warning (with Employee signature)
2.	Written Warning (with Employee signature)
3.	Final Warning (with or without suspension with Employee signature)
4.	Termination with cause

Depending on the severity of the misconduct, management may consider a more accelerated progressive discipline process.

Tactical Response Security Services is eager to assist employees in resolving conflict and improving performance. During every stage of progressive discipline your manager will concentrate on working with you to improve your behaviour and aid where appropriate.



MISCONDUCT

Generally, misconduct is undesired behaviour demonstrated by a worker, which include, but are not limited to, the following:

- Attendance issues, such as missing scheduled shifts without an acceptable or approved reason, lateness, or leaving early without approval;
- Poor work performance, such as failure to meet established standards, targets, goals, or benchmarks of success; • Unsafe behaviour;
- Insubordination and general disobedience; • Negative attitude or behaviour; and
- Activities that negatively impact the business, such as breaches of confidentiality and instigating conflict between workers or customers.

GROSS MISCONDUCT

Some types of misconduct are so intolerable they may result in accelerating the discipline process, which may include immediate termination for cause. Gross misconduct will be evaluated on a case-by-case basis, and include, but are not limited to, the following behaviours:

- Extreme and/or willfully unacceptable work performance;
- Any material breach of the Company's employment and safety policies, especially where there was a risk of critical injury or fatality to the worker, any other employee, or any member of the public;
- Theft of any kind and for any dollar amount or value, including
 - Unauthorized removal of Company assets;
 - Unauthorized use of Company personnel or assets;
 - Unauthorized markdown or underselling of products; and
 - Unauthorized sampling or grazing.
- Dishonesty or falsifying records;
- Intentional destruction or improper use or abuse of Company and coworkers' property;
- Violence and threats of violence involving co-workers, supervisors, managers, customers, suppliers or others associated with the Company;
- Harassment or discrimination involving co-workers, supervisors, managers, customers, suppliers or others associated with the Company;
- Severe insubordination or the refusal to follow instruction;
- Personal conduct that may prejudice the Company's reputation, business interests or workplace morale; • Poor treatment of clients and/or coworkers; and
- Revealing Company confidential information.

VALIDITY PERIOD

All progressive disciplines for misconduct will remain active for a period of one (1) year. After one (1) year the misconduct will no longer be considered valid. However, it will remain in the employee's file indefinitely. During a progressive discipline process each new discipline will be connected to any previous discipline and all disciplines will remain valid for the one (1) year period on the date of the most recent discipline.

All gross misconduct disciplines are considered valid indefinitely, unless otherwise decided by management on a case-by-case basis.



EMPLOYEE DEVELOPMENT

CAREER OPPORTUNITIES

You are part of a continually evolving Company. This growth and progress mean a regular flow of opportunities. Tactical Response Security Services is continually observing employees who can grow and take on broader duties and responsibilities.

Our policy is to fill job openings by promoting from within the Company whenever possible. This has enabled many of our people to move on to positions of greater responsibility and reward. Job vacancies will be filled based on the following key qualifications:

- Skill
- Experience
- Attitude
- Ability to perform the position
- Knowledge
- Professionalism

Tactical Response Security Services is committed to equal opportunity, and this includes recruitment and selections, compensation, staff training and development, and promotional opportunities. These opportunities are based on the key qualifications listed above without discrimination on the grounds of race, religion, gender, ancestry, creed, age, record of offences for which a pardon has been granted, marital status, family status, sexual orientation, or disability.

If you would like to discuss personal career guidance, feel free to contact your manager. If he/she is unable to assist you, or if you feel awkward or uneasy discussing it with them, feel free to contact the President.

ACCESSIBLE GUEST SERVICE POLICY (AODA)

This policy is intended to meet the requirements of *Accessibility Standards for Guest Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Tactical Response Security Services shall follow the principles of dignity, independence, integration and equal opportunity.

Tactical Response Security Services will make every reasonable accommodation should a worker need it. Tactical Response Security Services believes in equal employment and promotion opportunity while accommodating peoples' needs with respect to AODA.

SCOPE

This policy applies to the provision of goods and services at premises owned and operated by Tactical Response Security Services. This policy applies to all employees, agents and/or contractors who deal with the public or other third parties that act on behalf of Tactical Response Security Services.

ADMINISTRATION

If you have any questions or concerns about this policy or its related procedures, please contact:

Michael Bradley
Chief Executive Officer
Cell: 519.216.3965
Email: michael@tacticalresponse.ca



DEFINITIONS

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker, personal oxygen tank, and devices that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

GENERAL PRINCIPLES

In accordance with the Accessibility Standards for Guest Service, Ontario Regulation 429/07, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;



- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Guest Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

THE PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES (A)

Tactical Response Security Services will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services if this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Considering individual needs when providing goods and services; and
- Communicating in a manner that considers the guest's disability.

ASSISTIVE DEVICES (B)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided Tactical Response Security Services.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be offered where possible to ensure the access of goods and services.

GUIDE DOGS, SERVICE ANIMALS AND SERVICE DOGS (C)

A guest with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

Exclusion Guidelines: If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Tactical Response Security Services will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws: The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.



Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal: If it is not readily apparent that the animal is being used by the guest for reasons relating to his or her disability, Tactical Response Security Services may request verification from the guest.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal: The guest that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies: If a health and safety concern present itself for example in the form of a severe allergy to the animal, Tactical Response Security Services will make all reasonable efforts where possible to meet the needs of all individuals.

SUPPORT PERSONS (D)

If a guest with a disability is accompanied by a support person, Tactical Response Security Services will ensure that both persons can enter the premises together and that the guest is not prevented from having access to the support person.

There may be times where seating and availability prevent the guest and support person from sitting beside each other. In these situations, Tactical Response Security Services will make every reasonable attempt to resolve the issue. In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation where confidential information might be discussed.

NOTICE OF DISRUPTIONS IN SERVICE (E)

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Tactical Response Security Services. In the event of any temporary disruptions to facilities or services that guests with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable.
- Reason for the disruption.
- Anticipated duration; and
- A description of alternative services or options

Notifications Options

When disruptions occur, Tactical Response Security Services will provide notice by:

- Posting notices in conspicuous places including at the point of disruption.
- Contacting customers with appointments.
- Verbally notifying customers when they are making a reservation or appointment; or



- By any other method that may be reasonable under the circumstances.

FEEDBACK PROCESS (F)

Tactical Response Security Services shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Please see Health and Safety Manual for complete details.

TRAINING (G)

Training will be provided to all employees.

Training Provisions

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the Accessibility Standards for Guest Service, Ontario Regulation 429/07; • Instructions on how to interact and communicate with people with various types of disabilities; • Instructions on how to interact with people with disabilities who: ○ use assistive devices; ○ require the assistance of a guide dog, service dog or other service animal; or ○ require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services; and
- Tactical Response Security Services policies, procedures and practices pertaining to providing accessible guest service to customers with disabilities.

The content used in the training will follow the information found in this handbook. Additional information can be found in the AODA program binder.

Training Schedule

Tactical Response Security Services will provide training as soon as practicable. Training will be provided to all employees who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training

Tactical Response Security Services will keep a record of training that includes the dates training was provided and the number of employees who attended the training.



NOTICE OF AVAILABILITY AND FORMAT OF REQUIRED DOCUMENTS (H)

Tactical Response Security Services shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format, that considers the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by the Company and the Company's website.

HEALTH & SAFETY POLICY & PROGRAM

Please see Health and Safety Manual for complete details.

DISCRIMINATION, VIOLENCE & HARASSMENT PREVENTION PROGRAM

Please see Health and Safety Manual for complete details.

AUTHORITY OF THIS HANDBOOK (POWERS)

The policies and procedures in this handbook have an organization-wide application to provide a basis for consistent and appropriate decision making and guidance. The employee handbook is to assist staff to accomplish our mission, maintain accountability, and clarify how we conduct business.

SCOPE

All policies and procedures outlined in this handbook, including all supporting documents, apply to all Company employees, including volunteers, third-parties working for or on behalf of the Company, contract employees, and students.

LEGISLATION

The content of this handbook is to meet or exceed the expectations outlined in the current version of Ontario legislation and include any supporting regulations. The legislation includes the following:

- *Employment Standards Act;*
- *Occupation Health and Safety Act;*
- *Workplace Safety and Insurance Act;*
- *Labour Relations Act;*
- *Pay Equity Act;* and • *Human Rights Code.*

REVISIONS AND UPDATES

Tactical Response Security Services reserves the right to add, alter, amend, remove, revoke, or otherwise change any policy contained within this handbook as well as any supporting information or document.

All policies are subject to change and may be made void, in whole or in part, by any amendments to any of the legislation listed above including any of their regulations. Specific sections of the handbook may become void by the changes described above will only void the specifics of that section and not will not void the handbook in its entirety.



When legislative changes occur, the Company will make every effort to update and release a new version of the handbook as soon as possible.

EXPECTATIONS

All parties identified in the scope of this handbook are required familiarize themselves with the content of this handbook and all supporting documentation. All employees will be held accountable to all applicable policies, rules, standards, procedures and expectations contained in this handbook.

All supervisors have the responsibility to communicate with those staff under their direction regarding the application of policies and procedures to ensure compliance and to take corrective action when necessary.

CONFIDENTIALITY

All content outlined in this handbook is property of Tactical Response Security Services and must not be shared with anyone outside of the Company. For more details on the Company's confidentiality expectations please refer to the *Confidentiality Section* of this handbook.

ENFORCEMENT

All Company employees will be held accountable to any of the applicable content of this handbook following the Company's discipline procedures described in the *Performance Management Section* of this handbook.

FEEDBACK

All Company employees are encouraged to provide feedback on any policy outlined in this handbook whenever they have concerns. Feedback is to be provided to a member of management or Human Resources. If an employee feels that any policy of this handbook has been enforced or applied incorrectly, they are encouraged to speak to their manager or Human Resources immediately.

LIMITATIONS

Tactical Response Security Services has endeavored to make this handbook comprehensive, it cannot address every possible application or exception. As such, the Company reserves the right to exercise our discretion in the interpretation and enforcement of our policies. Interpretation of this handbook will be conducted on a case-by-case basis by a member of management or Human Resources.

POLICY CONFLICTS

Each department within the Company may have their own policy or program specific to their business unit or department. It is expected that all employees adhere to policies and programs outlined in this handbook in addition to their department's specific policies, programs, and practices as they are defined.

There may be rare occasions where specific components of this handbook conflict with a department specific policy or program. In these instances, it will be at the discretion of the management and Human Resources to decide which policy or program applies.



INTERPRETATION

All policies are subject to interpretation at the discretion of management. Previous decisions and interpretations are not predicative of future decisions. All interpretations will be made on a case-by-case basis by management and Human Resources based on the specific context of each situation.

EXCEPTIONS

As a rule, exceptions are unlikely to be granted to any Company employee. Any exception to the policies contained in this handbook will be at the discretion of management and Human Resources. These exceptions will be reviewed on a case-by-case basis.

CONCLUSION

The management at Tactical Response Security Services have taken great strides to ensure our employees can work in a clean, safe and empowering work environment. We hope that by joining our winning team you too will find Tactical Response Security Services to be a rewarding and positive place to work.

If at any time you have questions regarding Company policies and procedures or you just want to talk, feel free to approach management – we want to hear from you!

CONFIRMATION

Tactical Response Security Services – Employee Policy Handbook

Further interpretation of this Employee Policy Handbook is the responsibility of the President. The Company reserves the right to develop, modify, revoke, suspend, terminate, or change any policy or procedure, in whole or in part, at any time.

The undersigned acknowledges that as an employee of the Company, you covenant and agree to comply with the terms and conditions set out in this Employee Policy Handbook and all the policies and programs they reference.

Full Name (Please Print Clearly)

Date

Signature

This signed page is to be returned to management as soon as possible to be filed in the employee's file.

