



**My Broadcasting Corporation  
Company Policy Manual / Employee Handbook**

**January 19, 2017**

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# **My Broadcasting Corporation CORPORATE POLICIES AND PROCEDURES**

## **Note to the Reader**

My Broadcasting Corporation is a federally regulated employer and as such is governed by the Canada Labour Code Part II and Part III Labour Standards.

Under Part III, My Broadcasting Corp. is obliged to undertake Canadian Occupational Health and Safety Regulations. As an employer, My Broadcasting Corporation is committed to the prevention of accidents and injury to health arising out of, linked with, or occurring in the course of employment at My Broadcasting Corporation.

### **1. Professional Conduct**

Professional conduct of all our employees is expected at all times as it will enhance and contribute to My Broadcasting Corporation's positive image. All of our employees are expected to adhere to the Company's high standards of ethics, honesty, integrity, and professionalism. Any conduct that may detract from our image or is contrary to our high standards will result in disciplinary action.

Fellow employees must always be treated with courtesy and consideration. Good working relationships with others in the Company are essential for a positive work environment.

### **2. Employment Equity**

#### **Policy:**

My Broadcasting Corporation (MBC) is committed to equity in employment and in providing a workplace environment that treats all employees with dignity and respect. All employees are encouraged to maximize their potential and contribute fully to the success of the organization. Every employee has an equal opportunity, based on merit, to productively utilize skills, knowledge and experience. MBC is committed to providing a work environment that is fair, free from discrimination and is supportive and responsive in understanding and working with diversity.

The primary purpose of employment equity at MBC is to ensure that all employees and job applicants - particularly in the four federally designated groups: women, Aboriginal people, persons with disabilities and members of visible minorities - are provided with opportunities for employment and advancement consistent with their proven skills and abilities. The intent is to identify and remove any systemic or unintentional discriminatory practices and barriers contained within the company's employment practices and procedures.

#### **Definition:**

Employment equity is an ongoing planning process to eliminate barriers in the workplace that may prevent the full participation of all current and potential employees. It focuses on the employment situation of the four designated groups identified in the federal *Employment Equity Act* – women, Aboriginal peoples, persons with disabilities and visible minorities (referred to as **the four designated groups**).

### **Goals & Objectives:**

MBC's goals and objectives concerning employment equity are to:

- Provide a supportive work environment that encourages employees to self-identify as designated group members;
- Promote the full participation and advancement, in line with availability, of the members of the four designated groups in the company's workforce;
- Implement such special measures as are required to attract, retain and promote members of the designated groups and to ensure that individuals who influence decisions regarding hires and promotions are aware of such special measures;
- Identify areas of the company's workforce where the designated groups are under-represented and to focus special measures to correct such under-representation;
- Review human resource policies and practices and ensure they are free from physical and attitudinal barriers; and
- Participate in community activities/organizations that support and promote the principles of employment equity.

### **Procedures:**

- Implement an employment equity program in accordance with the Canadian Human Rights Commission's Statutory Requirements.
- Communicate with all employees MBC's commitment to the achievement of employment equity, the measures being taken and the progress being made to implement employment equity.
- Develop and maintain an employment equity committee used to consult and collaborate with employee representatives on an ongoing basis.
- Appoint a senior employee within the organization to be responsible for overseeing and assisting in the implementation of employment equity. This employee will be designated the Employment Equity Senior Official (currently Marg Tubman).
- Collect and maintain data on the workforce, including conducting a workforce survey asking employees to self-identify as a member of the designated groups.
- Use the results from a workforce analysis to undertake a review of employment policies and practices, to ensure they do not contribute to representation gaps of the designated groups.
- Develop and implement an employment equity plan detailing measures to remove barriers that have been identified.
- Adopt special measures and reasonable accommodations to help ensure the achievement of MBC's employment equity goals and objectives.
- Monitor the progress of employment equity throughout MBC.

### **Structure:**

#### **Employment Equity Senior Official**

MBC will appoint a senior employee, designated the Employment Equity Senior Official, to be responsible for the implementation and effective maintenance of MBC's employment equity policy. The Employment Equity Senior Official (currently Marg Tubman) will report directly to President Jon Pole and Executive Vice President Andrew Dickson.

An Employment Equity Coordinator will be assigned to assist the Employment Equity Senior Official in the coordination of employment equity throughout MBC (currently Bailey Brown).

### **Employment Equity Committee**

MBC will establish and maintain an employment equity committee that will work through and with the Employment Equity Senior Official and Coordinator to implement and monitor MBC's employment equity policy and practices.

The employment equity committee will be involved in:

- communicating and promoting the implementation of all employment equity activities to employees;
- assisting in the development of the self-identification questionnaire and the promotion of the workforce survey;
- assisting in the review of all employment policies and practices, written and unwritten, to ensure that they present no employment barriers for designated group members; and
- assisting in the development, implementation and review of the employment equity plan.

The committee will be co-chaired by the Employment Equity Senior Official and the Employment Equity Coordinator (employee representative). Membership on the employment equity committee will be voluntary. Ideally, the committee will have members from each market, and the various designated and occupations groups and sectors within the organization.

### **Monitoring and review:**

Anyone who has a concern related to employment equity may submit it in writing to the Employment Equity Senior Official.

### **Confidentiality:**

Information given at any stage of the employment equity process will be kept strictly confidential, unless otherwise agreed to by the employee.

## **3. Ethics**

It is the policy of My Broadcasting Corporation that all Corporation business with third parties shall be conducted at arm's length in accordance with the highest professional standards. In doing so all employees are expected to share in preserving and enhancing the Corporation's image and reputation of integrity, credibility and honesty.

### **Personal Conduct**

1. To conduct business in accordance with the laws of Canada (and the United States and of any other country in which business is or may be transacted).
2. To ensure that all transactions are properly and accurately recorded.
3. Not pay any bribe.
4. To pay consultants, agents and advisers for services rendered at a rate consistent with the value of those services to the Corporation.
5. Not to maintain any money or funds in “off-the-record” accounts.

### **Business Gifts**

In principle, casual gifts **of value** offered to employees in the context of their work should be refused. It is entirely reasonable to accept single gifts of nominal value, generally bearing a Corporation’s name or insignia, such as pens, calendars, T-shirts, etc. Gifts of a more substantial nature should be politely refused or seek higher management approval, in writing.

### **Corporation Information**

All information regarding the affairs of the Corporation, its clients, agents, mailing lists, financial information, Corporation manuals, technology systems, etc. are to be held in the strictest confidence in dealings with people or bodies outside the Corporation. (Please refer to the ‘Confidentiality of Information’ Policy).

### **Attire and Personal Hygiene**

It is expected that all personnel will be appropriately attired. Sales personnel are expected to be dressed in business casual attire in particular when they are visiting clients. For all other employees jeans are acceptable if they are clean and presentable. Shorts are acceptable during the summer if they are of an appropriate length, clean and presentable. Dirty, ragged clothing is considered inappropriate regardless of position. T-Shirts containing rude slogans or pictures are forbidden.

It is also expected that proper personal hygiene will be followed at all times. My Broadcasting Corporation is a **scent-free** work place and therefore no perfume is to be worn to protect the well being of our employees and customers.

### **Smoke Free Environment**

In accordance with the law, all myFM premises are smoke free environments. Smoke free includes electronic or e-cigarettes. Smoking is not allowed on any myFM premises.

## **4. Business Hours**

The standard business hours of My Broadcasting Corporation are from 9:00 am to 5:00 pm. As a federally regulated employer, we are considered a continuous operation. (A continuous operation is defined as an establishment in which, in each seven day period, operations once begun normally continue without cessation until completion of the regularly scheduled operations for that period which includes any telephone, radio, television, telegraph or other communication or broadcasting operations or services.) All employees are expected to be at work during these hours or in accordance with the shift schedule assigned to the employee. All employees are expected to be in the building at least a few minutes prior to your scheduled shift (not a few minutes later). Should an employee be running late, they would need to notify their immediate supervisor by telephone and where applicable the Front

Desk Receptionist. Employees are allowed one hour for lunch, which should be taken between the hours of 11:30 am and 2:00 pm. Employees are not paid for their lunch hour. All employees should inform the Front Desk Receptionist, or designated person answering the phones when they leave and return from lunch.

## **5. Phones**

A designated person is responsible for answering all incoming calls and forwarding them to the appropriate individuals. When the designated person is away (lunch, errands etc.), others within the "ring group" will be responsible for covering the phones. Again, in order to make sure our client's expectations are met, every employee is to inform the designated person handling the phones when they leave the office and when they return.

## **6. Mail**

A designated person is responsible for handling all incoming and outgoing mail. When this person is out of the office, the Manager or Administration Director will designate an employee who will be responsible for handling the mail. The designated person will notify those receiving packages when they arrive. Outgoing mail is to be placed in the designated space in your office.

## **7. Business Supplies**

The Administration Director and/or each station General Manager is responsible for office supplies. Orders are made as required (approximately every 4 to 6 weeks). Please check your inventory and submit your requests approximately one week before they are required to your General Manager. It is asked that you only request items that you absolutely need. The General Managers make all online purchases to be delivered directly to the stations. The Administration Director pays for these purchases. Receipts/packing slips must be forwarded to the Administration Director. Purchases submitted on expense reports will not be reimbursed unless prior approval was obtained from the Station Manager or Administration Director.

## **8. Company Issued Computers**

The Company's objective is to have uniformity within our operating system. Therefore the IT Support person will make sure that each employee's PC or laptop is equipped with the appropriate software. Under no circumstances should any changes be made to the operating system without consulting the IT Support person or General Manager. This will enable support when problems occur.

1. All laptops and PC's are considered company property and should be used for business purposes only. Damage to these items occurring as a result of personal use (or personal travel) will be at the employee's expense. The Company reserves the right to search or confiscate any PC or laptop loaned to an employee at any time.
2. The downloading of programs, wallpapers and themes is not permitted.
3. Any problem or damage created from personal installation of software or internet downloads will be at the expense of the employee and grounds for termination.

4. The Company frowns upon distribution of “forwards” or joke emails. In the instance it is found that a virus was distributed through an email such as this, any problem or damage created will be at the expense of the employee and grounds for termination.
5. Any problems or concerns relating to a PC or laptop should be reported to the IT Support person. Please do not take it upon yourself to take your PC or laptop elsewhere to have it fixed before contacting the General Manager.
6. All software and hardware requests should be submitted to the General Manager.
7. Employees will not make copies of the software for distribution.
8. Manuals supporting commercial software products are not to be copied.

## **9. Expense Reimbursement Policy**

My Broadcasting Corporation expects employees to exercise good judgment when incurring business related expenses.

My Broadcasting Corporation covers mileage as well as certain other expenses as defined below. No expenses will be reimbursed without the original detailed receipt. The expenses must be filed on a computerized printout of the My Broadcasting Corporation Expense Form with the original receipts attached. Expenses must be submitted by the end of the month in which they are incurred. Expenses will be processed as quickly as possible within the following 30 days.

## **10. Meals and Entertainment**

All meals will be reimbursed by My Broadcasting Corporation (within a reasonable amount) *when traveling*. The Company asks that the names of the individuals present at the meal be written on the back of each receipt. Any meals in the employee’s home market must be pre-approved by the General Manager to be considered for reimbursement.

Reasonable gratuities included in the meal checks will be included in the reimbursement for the meal. The gratuity must be listed on the appropriate receipt. Reasonable means 15% or less – gratuities in excess of 15% will not be reimbursed.

**Under no circumstances will the company reimburse alcohol.**

## **11. Mileage**

In the event an employee, exclusive of the sales employees, uses his/her personal vehicle to travel on behalf of My Broadcasting Corporation, they will receive a reimbursement of \$0.38 per kilometer for the first 5,000 kilometers and \$0.35 per kilometer thereafter. The mileage reimbursement includes gas and all car expenses related to the business trip. The Company will not reimburse gas, towing, repair or traffic violation expenses incurred while using a personal car. It will be the employee’s responsibility to determine the mileage to and from the business function and calculate the amount to be reimbursed on the expense form.



My Broadcasting Corporation will not be responsible for any traffic violations incurred while employees are utilizing company vehicles.

## **12. Drug and Alcohol Policy**

Under no circumstances will the Company condone the use of drugs or alcohol during work hours. If an employee is deemed to be under the influence of drugs or alcohol during any business undertaken for the company, it is grounds for immediate dismissal. In addition, if an employee is found to have operated a vehicle/company vehicle under the influence of drugs or alcohol while on company time this is also grounds for immediate dismissal.

The Company recognizes that there may be times when clients invite employees to join them in situations where alcohol is present. The company expects that all My Broadcasting Corporation employees will exercise good judgment and conduct themselves in a professional manner in these situations and adhere to the company's policy described herein.

## **13. Attendance Management Program**

### **13(i) Sick Days**

#### **Intent**

My Broadcasting Corporation shall provide the following program to assist employees who are absent from the workplace due to illness or injury. Employees have a responsibility to make every effort to ensure that they return to work in a state of health and well-being which will enable them to perform their job to the best of their abilities.

#### **Procedures**

Sick days are intended for those days in which employees are actually too ill to report to work and are not to be added to or considered as vacation time. Part-time employees are not paid for sick days.

#### **Sick Day Accrual**

To qualify for sick time, an employee must complete three consecutive months of continuous employment prior to any absence. Employees accrue sick days at a rate of one (1) very ten (10) weeks to a maximum of five (5) per year. If an employee had not yet earned a sick day or has no sick days remaining, a vacation day will be deducted. If no vacation time has been earned or no vacation time remains, then the time will be deducted from the current pay period.

Sick days cannot be carried over from one calendar year to the next.

#### **Call-In Procedure**

An employee who does not intend to report to work, or who will be late for his/her scheduled start time must personally **call-in** and report the lateness/absence to their general manager/ direct supervisor. Email notification, text messages and messages left on an answering machine are not acceptable. You must speak with your manager.

As soon as is reasonably possible/at least thirty (30) minutes prior to his/her regularly scheduled start time. In all instances, employees should attempt to provide as much advance notification as possible when they are going to be absent in order to allow us to arrange appropriate coverage.

## Medical Notes

Employees who are absent for two (2) or more consecutive working days are required to submit a doctor's note from a licensed physician or medical practitioner, upon their return to work. The Canadian Labour Code provides that an employer may request a medical certificate within 15 days of an employee's return to work. If requested, an employee must provide the certificate.

## 13(ii) Vacation

### Intent

My Broadcasting Corporation understands the importance of personal time off for its employees. Employees are encouraged to use their accrued paid vacation time for rest, relaxation, and personal pursuits. The purpose of this policy is to explain the standards, guidelines, and procedures for paid time for all employees.

### Procedures

The following policy statements are intended to guide paid vacation procedures for employees.

1. For vacation purposes, the reference year spans the calendar year, running from January 1 to December 31.
2. Employees may book vacation time once they have successfully completed their probationary period (6 months unless otherwise noted in employment agreement).
3. Employees will be granted vacation every year according to the following schedule:

Service with Company	Time Allowed
Six (6) months - Less than Six (6) consecutive years	Two (2) weeks' paid vacation (4% per pay for non-salaried employees)
Six (6) years – Less than Ten (10) consecutive years	Three (3) weeks' paid vacation (6% per pay for non-salaried employees)
Ten (10) consecutive years or more	Four (4) weeks' paid vacation (8% per pay for non-salaried employees)

4. Only one person per department is to be off at any given time. Exceptions may be made if coverage has been guaranteed and if the general manager or immediate supervisor gives approval.
5. Employees are required to submit a vacation request form to their general manager or immediate supervisor at least seven (7) days in advance. Vacation may only be taken once approval has been received from their general manager/ immediate supervisor. Approval for time off will be granted based on whether or not the employee has earned vacation time. The only exception to this is during ratings. During the rating periods on-air employees are not permitted vacation time.

6. Upon approval, the vacation request form must be forwarded to the Human Resources Administrator and to the employee responsible for the weekly update. If an employee's vacation days are not indicated on the weekly update then it is assumed that time off was not approved and the employee is expected to be at work.
6. Any conflict in vacation requests between employees will be decided based on when the vacation requests were submitted (first come, first serve basis).
7. Vacation days cannot be carried over from one calendar year to the next. The company should never be in the position of having to pay out unused vacation time at the end of the calendar year. In the rare circumstance where there is unused vacation time, any unused vacation time will be paid out at the end of the calendar year or in the first pay period in January.
8. Vacation scheduling is the responsibility of department/business unit managers or supervisors who will ensure that all employees are given their full vacation entitlement while taking into account the efficiency of the department/business unit.
9. If an employee has no remaining vacation day and the employee's manager/ supervisor has approved additional time-off, the time will be deducted from the current pay.
10. If an employee's services are terminated, compensation will be paid in lieu of vacation time earned but not taken.

### **13(iii) General Holidays**

#### **Intent**

MBC employees who qualify for general holiday pay shall receive holidays with pay as per the following procedures.

#### ***Procedures***

The following procedures are in accordance with the [Canada Labour Code](#). Employees who qualify for general holiday pay shall receive the following days off work with pay:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- August Civic Holiday (in lieu of Remembrance Day)
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

MBC has substituted the Federal holiday, Remembrance Day with the Ontario Provincial August Civic Holiday. MBC has also added the Ontario Provincial Holiday, Family Day, to entitlement for its employees.

#### **Eligibility**

To qualify for statutory holiday pay, an employee must be employed for 30 days.

### **Pay for Holidays Not Worked**

MBC is in the radio broadcasting industry. The radio broadcasting industry is considered a continuous operation (24/7, 365).

*The Canada Labour code states in section 201.*

- (1) An employee who does not work on a general holiday is not entitled to be paid for the general holiday if, during the thirty days immediately preceding the general holiday, the employee is not entitled to wages:
  - a. for at least fifteen days.**
- (2) No employee who is employed in a continuous operation is entitled to be paid for a general holiday
  - a. on which the employee did not report for work after having been called to work on that day or*
  - b. in respect of which the employee makes himself unavailable to work in accordance with the conditions of employee in the industrial establishment in which the employee is employed.**

### **Pay for Holidays Worked**

- If an employee is required to work on a statutory holiday the employee will be paid at a regular days pay plus 1.5 times hours worked.

### **Holidays on Non-Working Days**

When a holiday occurs on a non-working day, the holiday with pay shall be taken on the working day just before or after the holiday.

## **13(iv) Overtime**

### **Intent**

My Broadcasting Corporation is committed to providing employees with appropriate compensation for overtime hours worked, in accordance with the law.

### **Definitions**

Overtime - Work completed outside of regular working hours.

Overtime pay - Monetary or paid time off compensation for the hours non-management (eligible) employees work in excess of forty (40) hours in one workweek.

### **Procedures**

At times, employees may be asked to work overtime to help to maintain workflow or to meet business demands. Employees are expected to be available for a reasonable amount of overtime work when requested. Managers will schedule overtime with as much advance notice as possible.

At My Broadcasting Corporation, a regular work week consists of 40 hours worked. Overtime pay at a rate of time and one half will be paid for hours worked over and above forty (40) hours of work time in a workweek.

## **Eligibility**

At My Broadcasting Corporation all non-management employees are eligible for overtime compensation.

Exemptions include commissioned Account Executives.

## **Overtime Approval Process**

Employees are not contractually entitled to work overtime. As such, all overtime hours must be authorized by a supervisor or management in advance of overtime hours worked.

In other instances, you may recognize a need for overtime to maintain an acceptable standard of service to our clients. When the need for overtime arises, you may be required to submit a written request (email is suitable) to your Manager stating the reason for, and amount of overtime necessary as well as whether you desire payment for the overtime or compensatory time off. If agreeable, your Manager is to forward their approval to the Human Resources Administrator, with a copy to you, for appropriate action. If payment is indicated on the approval, and once the additional hours have been verified by your Manager, the overtime pay will be included in your next pay cheque.

Overtime is not permitted without prior approval from the immediate Manager.

## **Abuse of Overtime**

Employees who do not gain approval before working overtime hours may be subject to discipline. Subsequent offences may result in disciplinary action up to or including termination.

## **13(v) Sick Leave**

Extended time off for disability, serious illness or family emergency will be based on Section 239 and 206.3 of the Canada Labour Code. Where an illness or injury is work related, My Broadcasting Corporation will not dismiss, suspend, lay-off, demote or discipline an employee because of this injury or illness. My Broadcasting Corporation does subscribe to the Workplace Safety and Insurance Board (WSIB) for coverage in the event of an accident or long term disability that occurs in the workplace. Further, employees have been asked to take part in the "Empire Life" Life Insurance Policy for additional coverage.

## **13(vi) Compassionate Care Leave**

Section 206.3 deals specifically with compassionate care leave. Every employee is entitled to and shall be granted a leave of absence from employment of up to eight weeks to provide care or support to a family member of the employee if a qualified medical practitioner issues a certificate stating that the family member has a serious medical condition with a significant risk of death within 26 weeks from the date the certificate is issued or if the leave was commenced before the certificate was issued, the day the leave was commenced. The leave of absence ends when the family member dies or with the expiration of 26 weeks following the first day leave was commenced or the certificate was issued.

## **13(vii) Child Care Leave**

This policy provides information regarding our Child Care Leave programs which include maternity leave and parental leave.

Full-time, temporary and part-time employees who have been employed for six consecutive months before the estimated “due date” of the birth of the child, or the day the child comes into the employee’s care or custody are eligible for these benefits.

### **Maternity Leave/Parental Leave**

Female employees, including managers and professionals, who have completed six consecutive months of continuous employment with their employer are entitled to maternity leave. The Federal Labour Code provides for up to 17 weeks of maternity leave (the 17 weeks may only be taken by the mother). In addition, an employee who assumes actual care of a newborn or newly adopted child is entitled to parental leave of up to 37 weeks. However, the total duration of the maternity and parental leaves must not exceed 52 weeks.

The 17 week maternity leave may be taken any time during the period that begins 11 weeks before the expected delivery and ends 17 weeks after the actual delivery date.

An employee must give the employer written notice at least four weeks before beginning either maternity or parental leave. The notice must advise the employer of the intended length of leave. For maternity leave, the employee must also provide the employer with a certificate from a qualified medical practitioner confirming that she is pregnant.

Before beginning either maternity or parental leave employees are to consult with their manager and/or Human Resources to have a Maternity/Parental Agreement drawn up. This agreement will outline the employees’ leave information and return to work information, including estimated start and end dates. For Account Executives, the Maternity/Parental Agreement will include the procedure for handling the employee’s clients in their absence. Account Executives being temporarily assigned clients while another Account Executive is on leave will be asked to sign a Temporary Client Assignment Agreement, stating they are aware that the clients they are assigned will be re-assigned back to the original Account Executive upon their return to work. Managers are to contact Human Resources to receive the Maternity/Parental Leave Agreement and the Temporary Client Assignment Agreement templates.

### **Guidelines:**

1. Employees requesting either of these leaves or changing the return date while on leave must advise their manager in writing at least 4 weeks in advance. The request for child care leave must be accompanied by either a statement from the doctor estimating date of delivery for maternity leave or a statement from Family and Children Services or the adoption agency indicating when the employee intends to adopt the child.
2. Upon return from leave, the employee member will be:
  - a. Reinstated to their former position or a comparable position at the same location.
  - b. Receive the same level of wages, benefits and service credits.
  - c. Receive the same level of vacation entitlement.
3. If wage levels or benefits are adjusted while an employee member is on leave, those adjustments will be reflected in their compensation entitlement upon return to work.

4. An employee may ensure continued coverage of their benefits by making a request in writing and arranging payment of their share of the premiums. An employee must elect in writing to continue benefits or waive participation in the plans.
5. While on leave, the employee's employment is considered to be continuous for the purpose of establishing vacation time.
6. Unemployment Insurance benefits are available for 15 weeks of maternity leave and 10 weeks parental leave. More information and applications are available at the Unemployment Insurance office.
7. Employees who have not been employed for the qualifying period of six consecutive months of employment prior to the estimated date of the arrival of the child will be considered for re-employment with the company as openings occur.

### **13(viii) Education/Training Leave**

The company encourages employees to pursue their individual career interests by creating an environment that will motivate each person towards self-improvement and excellence.

Company Sponsored/Assigned Training – For company assigned training, all reasonable expenses will be paid and time off will be made available with no loss of pay.

Relevant Job-Related Unassigned Training – Employees who wish to pursue their individual career interest and personal development on their own time may be eligible for full reimbursement of tuition and course materials if, in the opinion of management, the course is job-related.

Prior Approval – A written request that includes details and anticipated benefits of the course is to be submitted and approved by management well in advance of any unassigned courses. Ideally, these requests should be submitted by May 31<sup>st</sup> each year to assist with the budget preparation.

Requests for Reimbursement – To be reimbursed for successfully completed courses that have been pre-approved by management, submit a copy of the course transcript and the original receipts for tuition and course materials to your General Manager for approval.

After approval, the General Manager will submit the expenses to Administration Director and ensure a record of accomplishment is placed in the employee's personnel file.

Other General Training/Education – Requests for adjustments in working schedules for other general training or education which is not directly related to the employee's job will be considered when other company related training priorities have been fulfilled, impact to work schedules are minimized and there is no cost to the company.

Education Leave of Absence – The Company will consider individual leave of absence for educational purposes under the following conditions:

- there is written agreement in advance,
- the leave is without pay
- it is for a maximum of 12 months,
- only health benefits may continue during the leave period if the employee prepays 100% of the premium
- vacation entitlement and credits are suspended during this period
- the employee/member agrees to use up all outstanding vacation entitlement and booked time;
- the company will attempt to provide a comparable job upon return.

## **13(ix) Bereavement Leave**

The intent of this policy is to provide employees time off work when there is a death in their “immediate” family.

1. Immediate Family – is defined as follows for the purposes of this policy:

Father	Step-father	Father-in-law	Grandchildren
Mother	Step-mother	Mother-in-law	Great grandchildren
Sister	Step-sister	Sister-in-law	Grandparents
Brother	Step-brother	Brother-in-law	Great grandparents
Spouse*	Step-children	Son-in-law	Grandparents-in-law
Child(ren)		Daughter-in-law	Great grandparents-in-law

\*(includes common-law spouse who has been cohabiting with an individual in a conjugal relationship for at least one year, or who had been so cohabiting with the individual for at least one year immediately before the individual’s death)

Also included is any relative permanently residing in the employee’s household or with whom the employee reside

2. Eligibility

All employees that have been employed for three consecutive months are entitled to bereavement leave with pay. Those who have been employed for less than three months are entitled to leave *without* pay.

2. Bereavement Leave Entitlement

In the event of a death in the immediate family, employee’s are entitled to leave on any normal or scheduled working day that falls within the three-day period immediately following the day the death occurred. Time off provided to be consistent with the needs of the individual, normally up to three days. Requests for time off are to be handled by the General Manager

3. Extended Time off or Other Deaths

Requests for additional time off or time off for the death of someone other than an immediate family member are to be made to the department General Manager in writing, when possible, or otherwise clearly stated to avoid misunderstanding. Where disruption to operating requirements and other employees are minimal, an attempt will be made to arrange for the requested time off by rescheduling vacation periods, using “booked time” or making arrangements for leave without pay.

Final decisions regarding the interpretation of this policy are to be made by the General Manager.



## **14. Return to Work**

### **Policy:**

Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation came into force July 1, 2011. The regulation establishes accessibility standards for employment. My Broadcasting Corporation (MBC) is included in the regulation's definition of an "obligated organization", and must comply with the phased-in requirements to return employees with disabilities back to work after an injury or illness beginning January 1, 2016.

MBC is committed to the provision of workplace rehabilitation that supports and enables injured or sick employees to remain at or return to the workplace to continue work duties. This process benefits both the employee and the employer.

MBC is committed to:

- Providing a safe and healthy work environment and, in the event of a work-related and non-work related injury or illness that fits the definition of disability under the Ontario Human Rights Code, WSIA and the AODA, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice (when applicable).
- Trying to facilitate a safe and early return to work of injured or ill employees by identifying duties that are appropriate to their grade and function where possible. These duties will be medically approved (when necessary), time limited (if applicable) or permanent (if the employee can continue to perform the essential duties of the job with or without accommodation).
- Respecting the confidential nature of medical information and ensuring there will be both verbal and written confidentiality.
- Ensuring all employees are aware that, in the event of injury or illness, they will be consulted to develop their rehabilitation and return to work plan that will not disadvantage them.

### **Scope:**

This policy applies to all employees of MBC.

### **Definitions:**

Accommodation: means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Non-work related injuries or illnesses: means injuries or illnesses that are not caused by the employee's work or the workplace environment.

Rehabilitation: means the process of restoration of skills of a person who has had an illness or injury so as to regain maximum self-sufficiency and function in a normal or as near normal manner as possible.

Suitable alternative duties: means matching pre-injury/illness duties to recovery abilities on a temporary basis.

Workplace: includes, but is not limited to, the physical work site, washrooms, food preparation areas, training sessions, business travel, conferences, and work-related social gatherings.

Work-related injuries or illnesses: means injuries or illnesses sustained in the course of employment and directly related to the employee's occupation at work or the workplace.

Critical injury: means an injury of a serious nature that;

- Places life in jeopardy
- Produces unconsciousness
- Results in substantial loss of blood
- Involves the fracture of a leg or arm, but not a finger or toe
- Involves the amputation of a leg, arm, hand or foot, but not a finger or toe
- Consists of burns to a major portion of the body
- Causes the loss of sight in an eye

### **Responsibility:**

MBC is responsible for:

- Preventing injury and illness by providing a safe and healthy working environment.
- Ensuring that rehabilitation is the normal practice and an expectation in the workplace.
- Ensuring that rehabilitation commences as soon as possible following an injury or illness and in accordance with medical advice.
- Implementing a rehabilitation and return to work plan that returns an employee to his or her normal duties.
- Consulting with employees and, when applicable, their treating medical practitioners to ensure that the workplace rehabilitation/ return to work procedures operate effectively and safely.
- Ensuring employees are not disadvantaged by participating in workplace rehabilitation programs.
- Respecting the rights and confidentiality of employees.

Managers are responsible for:

- Accepting rehabilitation/ return-to-work practices as part of management functions.
- Educating employees about this policy and procedures, and what to expect when an injury/illness occurs.
- In the case of work-related injuries/illness, ensuring that first aid is provided, that the injury is properly reported, that there is an investigation as to the cause, and that the appropriate controls are put in place to prevent reoccurrence.
- Ensuring workplace rehabilitation/return to work is part of the new employee 90 Day Training Program.
- Being aware of circumstances when an injured or ill employee may need rehabilitation/return to work and ensuring timely referral to *Empire Life*.
- Liaising closely with *Empire Life* throughout the rehabilitation/ return to work process as appropriate, while respecting and maintaining the confidentiality of those processes.
- Ensuring the rehabilitation/return to work process in the workplace begins as soon as practicable so that employee's maximum physical, psychological and social potential can be restored.

- Consulting and advising on the injured or ill employee's capabilities, and negotiating workplace adjustments, support and individual accommodation (ex. communication, flexible work schedule, etc.) in advance of their return to work where appropriate and with the necessary consent of the returning employee.
- Conducting a return to work meeting in accordance with this policy.
- Seeking additional internal support and advice as appropriate.
- Ensuring that duties assigned to an employee upon returning to work are meaningful and have regard to the objective of the employee's rehabilitation and return to work and individual accommodation plans.
- Monitoring the employee's progress in relation to suitable duties.
- Maintaining accurate records of the employee's hours worked and performance reviews and providing them to *Empire Life*.
- Maintaining confidentiality of information received including appropriate storage and handling.

Human Resources and *Empire Life* are responsible for:

- Assisting the injured/ ill employee to remain at work or return to work, consistent with medical advice.
- With the employee's consent, obtaining accurate information about the medical condition and limitations that apply to the particular employee.
- Obtaining written consent from the employee to communicate with relevant health care professionals involved in the employee's care (when applicable).
- Obtaining as much information as possible about the employee's role and the essential and marginal tasks of their job. Also determining what is required for the employee to get to and from the workplace and how they access facilities in their workplace (i.e. washrooms, breakroom etc.)
- Assessing the individual employee and liaising with their manager (if applicable) in planning the employee's rehabilitation/ return to work process.
- Liaising initially with the treating medical practitioner, where appropriate, explaining the rehabilitation/ return to work process and seeking his or her input (with the employee's consent).
- Obtaining the support of the treating medical practitioner and the employee in completing the *Functional Abilities Form*, available through WSIB or by contacting Human Resources.
- Assessing the injured/ ill employee at appropriate intervals to ensure that the employee receives optimal care.
- Ensuring that employees who are in need of rehabilitation services are referred to appropriate professionals (i.e. physiotherapy, occupational therapy, psychological supports, etc.) and working collaboratively with all services.
- Developing a rehabilitation/ return to work plan in collaboration with the employee, manager and other professionals.
- Reviewing employees who return to work with accommodations/ restrictions to assess progress and fitness, in order to determine when they can return to normal duties. Reviewing ongoing restrictions/ absences on a three month basis or at other intervals as required by the employee's individual circumstances.
- Providing confidential support and counselling services to employees who are affected by personal or work-related issues.
- Communicating this policy and what to expect when an illness or injury occurs to employees.
- Advising employees of other associated policies under MBC.

Employees are responsible for:

- Preventing work-related injury and illness in line with the requirements of the Ontario Occupational Health and Safety Act by adhering to health and safety policies, procedures, practices, and protocols appropriate to their scope of work, required by law, designed to promote safe working and to avoid injury to oneself and others.
- Seeking appropriate medical treatment (i.e. first aid) in the event of a work-related injury.
- Actively participating in any rehabilitation/ return to work process in order to resume normal duties as soon as practicable after illnesses or injury in accordance with medical advice.
- Where possible, maintaining regular contact with their manager with particular emphasis on informing them of any worsening in condition or unexpected issues.
- Reporting any injury occurring at work as soon as possible to their manager or Human Resources, filling out an incident report, and participating in any follow-up investigation.
- Advising treating medical practitioners of the availability of a rehabilitation/ return-to-work process and asking them to complete the *Functional Abilities Form*, available through WSIB or by contact Human Resources.

Rehabilitation professionals (with the consent of employees) are responsible for:

- Providing timely intervention, based on assessed needs and in line with best practices.
- Engaging in communication with Human Resources or management on an ongoing basis in relation to strategies required and/or recommendations for rehabilitation/ return to work.
- Providing reports as indicated or requested in relation to the employee's rehabilitation process.
- Participating in case conferences as required.

### **Procedures:**

All work-related injuries and illness must be reported to employee's immediate manager. All employees with non-work related injuries and illness must report their need for accommodation to their immediate manager.

If needed, immediate first aid or medical attention must be provided by the designated first aid attendant.

The manager should inform Human Resources of the employee's illness or injury.

In the event of a work-related injury or illness, the employee's manager should ensure that a form 7 is filed with the WSIB and where a critical injury has occurred, the Ministry of Labour will be contacted immediately and the scene of the accident will not be disturbed other than to save life or relieve human suffering, maintain an essential public utility service or a public transportation system, or prevent unnecessary damage to equipment or other property.

The manager or a member of Human Resources will be designated to interview the employee (if required).

Where further information is required, Human Resources will liaise with the employee's medical practitioner (with appropriate consent). The employee's medical practitioner may be requested to provide a medical certificate and fill the *Functional Abilities Form* available through WSIB or by contacting Human Resources.

Referral will be made to the relevant medical professional or rehabilitation services.

In consultation with the employee, manager, medical practitioner, rehabilitation service, *Empire Life* and Human Resources a rehabilitation and return to work plan with agreed time frames will be developed and will include:

- The goals of the plan
- List of duties and restrictions
- Individual accommodation required (i.e. adjustment to duties, work stations, work hours, etc.)
- Hours to be worked
- Details of training required
- Anticipated time frame of plan
- Details of pay during the period
- Formal Progress Report every three months (or sooner if required)

The Return to Work Plan template to be used by MBC employees can be accessed by contacting Human Resources.

The employee's manager will maintain good communications between all parties involved, including providing feedback on the rehabilitation and return to work plan, while maintaining confidential and up-to-date records of the progress of the plan.

The Return to Work Progress Report template to be used by MBC employees and their managers can be accessed by contacting Human Resources.

Where it is identified that an employee is not progressing and achieving goals as agreed in the rehabilitation and return to work plan, the manager, medical practitioner, rehabilitation service or Human Resources will identify areas of concern, seek appropriate additional advice as indicated and amend the plan accordingly.

Workplace rehabilitation and the return to work plan will conclude when the employee resumes all the prescribed duties for the role to which they were appointed. Employees will be in breach of their obligations where they:

- Are considered to gain minimal or no benefit from continued workplace rehabilitation and return to work processes
- Fail to engage in rehabilitation and return to work processes
- Fail to comply with recommendations of the rehabilitation and return to work plan or any other recommendations made by the rehabilitation and return to work team
- Withdraw from the rehabilitation and return to work plan

In the event that the employee is unable to return to work in his or her former position, a number of alternative arrangements will be discussed with the ill/injured employee. These may include, but are not limited to, retraining, redeployment, accessing short-or-long-term disability benefits or retirement.

Where there is a disagreement over the proposed plan offered, discussions will take place with the employee, manager, medical practitioner, and Human Resources to seek a resolution.

This policy is available in an alternative format upon request.

## **15. Performance Appraisal**

It is the policy of My Broadcasting Corporation to support the principal of a Performance Appraisal System for all employees of the Corporation. The assessment of employee performance is an essential management tool. A Performance Appraisal interview facilitates communication to improve employee motivation, and to reduce differences in conceptions of duties, priorities and accomplishments. In addition, the Performance Appraisal assists in the evaluation of employees for the purposes of promoting, transferring, and determining training needs and salary.

### **Frequency**

Performance Appraisals will be conducted on an annual basis or more frequently if deemed necessary by the General Manager and prior to any salary adjustment. Objective setting will be conducted annually and with each promotion to create objective criteria for the next performance review.

### **Responsibility**

The employee's immediate supervisor is responsible for the assessment of the employee's performance. This assessment is subject to review by the next level of supervision. The employee must sign all Performance Appraisals.

### **Documentation**

Once completed, the original copy of the Performance Appraisal will be forwarded to the Human Resources department for recording of any training needs and inclusion in the employee's personnel file.

The immediate supervisor and the employee may keep copies.

## **16. Corrective Action/Termination of Employment**

**Notice to reader:** My Broadcasting Corporation hires and fires based on federal rules and regulations as outlined in the Canada Labour Code.

The competence and reputation of both employees and the company are linked together and are interdependent. Employees expect the company to perform and behave in a competent, fair and honest manner. Likewise, the company expects employees to conduct their work and personal affairs in a competent, fair and honest manner.

In order that full time and temporary employees will be aware of their performance obligations and rights with respect to employment, the following paragraphs set out corrective action procedures.

Information with respect to Corrective Action or Termination of Employment, including reasons, will be held in confidence by supervisory staff and the company.

### **Corrective Action Procedures**

1. Except in unusual circumstances, employees employed for more than 3 months (probationary period) may not have their employment terminated without first receiving two written warnings

and a final letter of termination. The employee will meet with their manager at which time they will discuss the unsatisfactory performance or behaviour and be given a written warning.

2. At the time of each interview and warning, this policy will be reviewed with the employee to ensure the seriousness of the process is clearly understood.
3. At the time of each interview and warning, the employee will receive a letter which outlines in detail:
  - a. A summary of the discussion held during the interview and /or previous discussions and documentation,
  - b. The reason(s) for the warning,
  - c. Required steps for improvement which identify the discrepancy between the employee's actual performance and that required for the job
  - d. A date when the situation will be reviewed again,
  - e. Reference to possible termination (first letter) or probable termination (second letter) if the unsatisfactory performance or behaviour does not improve.

All copies of written warnings are to be signed by the employee as an acknowledgement that the contents have been read and understood. Copies of the letter will be provided as follows:

- i) Employee
- ii) General Manager
- iii) Administration Director

4. It is understood that an employee has a right to reply verbally or in writing to all or any of those who received a copy of the warning.
5. If the performance or behaviour has been corrected, the manager should indicate such in a letter; have the employee sign it and forward copies as noted above.
6. If the performance or behaviour continues to be unsatisfactory and a decision is reached to terminate employment, the employee will, verbally and in writing, be given notice of termination of employment, which clearly states the effective date of termination.
7. The manager must notify the Administration Director immediately upon termination of the employee and ensure that all company property is returned to the company. A copy of the termination letter, which outlines the details of the termination, must be forwarded to the Administration Director.

My Broadcasting Corporation will give the employee two weeks written notice of termination or two weeks' pay in lieu of notice except where the employee is dismissed for just cause. Employees must have been continuously employed for at least 3 months to qualify for notice or pay in lieu.

Employees, who are employed on a temporary basis or for a defined task, do not require notice or pay in lieu of notice at the end of their term of employment. Details of the arrangement, including termination date, must be specified, in writing at the commencement of employment.

### **Exclusivity of Employment**

MBC recognizes the fact that an employee may be justified, under some circumstances, in accepting casual outside employment. Second jobs are permissible only if the employee can continue to perform his or her normal work requirements within the scheduled workweek, to their full abilities. Work assignments and schedules will not be changed for you to perform duties not related to My Broadcasting Corporation. MBC must consent in advance if the Employee wishes to undertake any other professional activity. MBC may refuse its consent without giving reasons, or may subject its consent to certain conditions.

The consent is required for any professional activity, whether paid or not, that:

- a) The Employee carries out directly as a self-employed person or as an employee, officer or representative of a company or unincorporated association; or
- b) A company or unincorporated association that is under the Employee's control carries out.

No employee shall accept or engage in any activity, business, or employment, either during or after working hours that would conflict with My Broadcasting Corporation's interests or diminish the ability of the employee to render to the company the full, loyal, and undivided service which is contemplated in his or her employment by My Broadcasting Corporation. The Employee commits himself/herself to not exercise any activity which is contradictory to (i) the interest of MBC, the Company or any other companies of the Group or (ii) the articles of this policy.



## **17. Workplace Harassment**

### **Policy:**

My Broadcasting Corporation recognizes that every person possesses basic human rights including the right to respect, dignity, and protection from all forms of harassment.

My Broadcasting Corporation will adhere to the spirit and intent of all applicable legislation governing workplace harassment including, but not limited to, the Ontario Human Rights Code and the Occupational Health and Safety Act.

My Broadcasting Corporation is committed to maintaining a workplace where all workers are treated with dignity and respect and will have zero tolerance of any form of harassment towards its workers.

This policy outlines the commitment, principles and procedures that My Broadcasting Corporation will follow with respect to preventing and stopping harassment in the workplace. Any violation of this policy will be subject to disciplinary action up to, and including dismissal.

### **Accountability:**

My Broadcasting Corporation will:

1. Appoint a Workplace Violence and Harassment Coordinator;
2. Establish procedures to effectively address alleged instances of workplace harassment;
3. Provide all workers with training and information regarding this policy;
4. Monitor the company's compliance with this policy and related procedures;
5. Review this policy annually to ensure that it is current and effective;

Accountability for ensuring compliance with the provisions of this policy rest with the Administration Director or designate.

All workers are expected to:

1. Familiarize themselves with this policy;
2. Attend any training related to this policy;
3. Ask their supervisor for clarification on this policy if they have questions;
4. Help promote a harassment-free workplace;
5. Refrain from workplace harassment as defined in this policy; and
6. Immediately report instances of actual or potential workplace harassment, whether directly experienced or witnessed, to their General Manager and the Administration Director.

It is the responsibility of management to:

1. Foster a harassment-free workplace;
2. Model respectful behaviour in the workplace;

3. Ensure that workers under their supervision receive adequate information and training on this policy;
4. Report any incidents or potential for harassment to the Administration Director;
5. Investigate all aspects of any reported instances of harassment in conjunction with the Administration Director in a timely manner;
6. Maintain confidentiality in the investigation process;

If a worker needs further assistance, he or she may contact **the Joint Health and Safety Committee, a health and safety representative, the Human Rights Legal Support Centre or our employee assistance program, *Aspiria*.**

### **Application and Scope:**

The policy is applicable whenever a worker:

- Carries out duties or conducts business on behalf of My Broadcasting Corporation
- Represents My Broadcasting Corporation on committees or at work related events/conferences;
- Attends work-related functions; and/or
- Socializes with other workers

Locations and situations covered by this policy include, but are not limited to:

- My Broadcasting Corporation offices and worksites;
- Other buildings or premises under the jurisdiction of My Broadcasting Corporation
- Company vehicles;
- Social functions sanctioned by or under the jurisdiction of My Broadcasting Corporation whether held at company offices or facilities or at other locations approved by the company;
- Work-related travel outside of company facilities;
- Incidents which occur outside the workplace but have negative repercussions at work or adversely affect working relationships;
- Harassment that occurs by electronic means (e-mail, telephone, instant messaging, voice mail, internet, or fax) or written communication; and
- Any other locations or events where company business, operations, or social functions are carried out.

### **Definitions:**

#### **Worker:**

As used in this policy, the term “worker” includes any full-time, part-time, probationary, temporary and casual worker as well as volunteers and students or interns. It also extends to the Board of Directors and Committee members.

This policy also protects workers from workplace harassment by those individuals whom workers may contact in the course of their job duties. These include, but are not limited to, clients, members of the public, and those who supply goods and services to My Broadcasting Corporation.

#### **Reprisal:**

Reprisal refers to a negative action or omission against a worker who:

- Invokes this Policy, whether on behalf of oneself or another individual;
- Participates or co-operates in any inquiry under this policy;
- Associates with a person who has invoked this Policy or participated in its procedures; and/or
- Performs a legitimate role under this Policy.

**Workplace Harassment:**

"Workplace harassment" means

- (a) engaging in a course of vexatious comment or conduct, against a worker in a workplace, that is known, or ought reasonably to be known, to be unwelcome.
- (b) Workplace sexual harassment

"Workplace sexual harassment" means

- (a) Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- (b) Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

This includes comments or actions in the workplace which negatively affect working relationships or productivity or create a poisoned work environment.

Workplace harassment includes psychological or personal harassment and bullying, as well as comments and conduct prohibited under the grounds stipulated in the *Ontario Human Rights Code*.

Harassment may occur as one incident, or a series of incidents, involving unwelcome comments or conduct.

**Examples** of harassing behaviour include but are not limited to:

- Verbal abuse or inappropriate displays of anger;
- Bullying behaviour;
- Comments or actions which constitute harassment or discrimination under the *Ontario Human Rights Code* including, but not limited to, sexual harassment and harassment based on race, religion, ethnic background, or disability;
- The display, circulation, or electronic transmission of pornographic, racist or other offensive or derogatory text or pictures;
- Conduct which interferes with a person's work performance or creates an intimidating, hostile or offensive work environment;
- Unfounded complaints which are made in bad faith, in reprisal, frivolously or with malicious intent;
- Interfering with a workplace violence or harassment investigation; intimidating a complainant, respondent or witness; or influencing a person to give false or misleading information;

- Reprisal as defined in this policy;
- Any other inappropriate, negative, disrespectful, or unprofessional treatment of others; and/or
- Failure of supervisors, in keeping with their authority, to respond in accordance with this policy to interpersonal misconduct or allegations of discrimination or harassment. Such failure may be considered as condoning such behaviour and therefore a violation of this policy.

*Note:*

*This policy does not prohibit management staff from carrying out functions which fall within their rights and responsibilities, provided this is done in an appropriate, professional manner which does not constitute an abuse of power. Such functions include, but are not limited to, conducting performance appraisals, addressing performance and conduct issues, delegating work assignments, and determining work locations and schedules for staff.*

**Complaint Procedure:**

Any person who feels that he/she has experienced workplace harassment may take the necessary steps, file a complaint under this policy, or initiate proceedings, without prejudice or fear of reprisal. If you believe that you have been subjected to workplace harassment:

**Step 1**

- *Ask the person to stop.* Do so as soon as you experience any form of unwelcome comment or conduct. Although this may be difficult to do, telling the person that you do not like their actions is often enough to stop the behaviour. Remind the person that the conduct is against My Broadcasting Corporation policy. If you are not comfortable with approaching the person go to Step 3.
- If you believe that someone who is not a worker, e.g. a customer, supplier, etc., has subjected you to harassment, please report the incident to your Supervisor immediately. Harassing behaviour from non-workers is not acceptable and will be dealt with under this policy.

**Step 2**

- Keep a record of the incident(s) including dates, location, witnesses, your response to the individual and any other pertinent information.
- If allegations of workplace harassment or violence are made against you, keep a record of your version of the alleged incident. If you believe the complaint is unfounded or made in bad faith, discuss the matter with your immediate Supervisor or with Human Resources.

**Step 3**

- If the violent or harassing behaviour does not stop, bring the complaint immediately to the attention of your immediate Supervisor and/or the Administration Director. Any formal written complaint filed by a worker must contain:
  - name(s) of the respondent(s) to the complaint;

- the date or dates of the incident(s);
- location(s) of the incident(s);
- details of the incident(s);
- names of any witnesses.

The Administration Director will then address the issue with the alleged offender in accordance with Step 4.

If the incident/ complaint is against the Administration Director, bring the incident to the attention of your immediate supervisor or an additional member of Human Resources (i.e. Human Resources Administrator or Executive Vice President, Andrew Dickson). The additional member of Human Resources will then carry out the investigation.

If the incident or complaint involves the President or Executive Vice President, an external investigator qualified to conduct a workplace harassment investigation that has knowledge of the relevant workplace harassment laws will be retained to conduct an impartial investigation.

#### **Step 4**

- The Administration Director will review the written complaint and may determine that an investigation is warranted if there is sufficient prima facie evidence to indicate that harassment has occurred. The investigation carried out will be appropriate in the circumstances. Effective temporary measures will be implemented to protect the victim, if necessary.
- The complainant will be advised that the respondent will be informed that a complaint has been made towards them. The respondent will be provided with a copy of the written complaint for their response.
- Confidentiality will be maintained at all times. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individual involved, will not be disclosed unless the disclosure is necessary for investigating, taking corrective action, or by law.
- If criminal actions are alleged, witnessed, or found to have occurred, the responding member of management will contact the Police immediately. Criminal actions include, but are not limited to, the following behaviours:
  - The displaying of hate-based graffiti or pornography;
  - The transmission or storing of electronic telecommunications that incite hatred and violence or that constitute pornography;
  - The displaying of symbols or emblems (including clothing) that suggest racial supremacy and incite hatred and violence;
  - Stalking (persistently pursuing a particular individual although the advances are clearly unwelcome)
  - Sexual assault or threat of sexual assault;
  - Threats against an individual or their loved ones or family;
  - Extortion; and/or
  - Physical assault or threats of physical assault

*Note:*

*Whether or not a formal complaint is filed, the Administration Director may be obligated to proceed with an investigation if it appears that applicable legislation and/or the policy has been violated.*

### **Formal Investigation Procedure:**

1. The Administration Director or a designated investigator will undertake an investigation immediately and all necessary steps will be taken to resolve the problem.
2. Individual interviews with the complainant, the respondent and any witnesses will be held. If you are interviewed, you may have a co-worker or other support person present with you as an observer at the meeting.
3. If the investigation reveals evidence to support the complaint of workplace violence or harassment, appropriate measures will be taken. These may include disciplinary action up to and including discharge.
4. If the respondent is disciplined, the incident will be documented and filed in his/her employment file in accordance with Human Resources documentation procedures.
5. If the investigation fails to find evidence to support the complaint, no documentation will be placed in the parties' personal Human Resources files.
6. The investigation will be completed within 90 calendar days or less, unless there are extenuating circumstances warranting a longer investigation.
7. The worker who has allegedly experienced workplace harassment and the alleged harasser will be informed of the result of the investigation and of corrective action that has been, or will be taken, in writing, following the completion of the investigation. The results will be communicated in writing within ten (10) calendar days of the investigation being concluded to the worker who has experienced the alleged harassment. The corrective action, if any, will be communicated in writing within ten (10) calendar days of the investigation being concluded.
8. If resolution is not achieved, you may still exercise your rights under the *Ontario Human Rights Code* or the *Occupational Health and Safety Act* as appropriate.
9. Workers who make legitimate, complaints of harassment in good faith will not have their employment affected in any adverse manner.
10. Where the complaint is determined to be abusive, frivolous, vindictive, or made in bad faith, the company will take appropriate action towards the complainant, which may include discipline.
11. Reprisal against an individual who has filed a complaint in good faith or who has been named as a witness or respondent in a complaint, whether or not the complaint was substantiated and whether or not the complaint was resolved through any of the procedures set out in this policy, may itself become an incident of workplace harassment and could result in disciplinary action being taken by the company.
12. In the event that the Ministry of the Labour (MOL) becomes involved, inspectors reserve the right to order MBC to conduct an investigation by an impartial third party, and obtain a written report by that party, at MBC's expense.

## **18. Workplace Safety**

### **Employee's Rights**

Under the Canada Labour Code, every employee is provided with three rights: The Right to Know, the Right to Participate and the Right to Refuse Dangerous Work.

Through the provisions of the Code, employees have the right to be informed of known or foreseeable hazards in the work place and to be provided with the information, instruction, training and supervision necessary to protect their health and safety.

Workplace Health & Safety Representatives have been chosen by the employees of My Broadcasting Corporation in each location. As health and safety representatives or committee members, employees have the right and the responsibility to participate in identifying and correcting job-related health and safety concerns. The Canada Labour Code further provides for employee participation through the use of an internal complaint resolution process.

An employee, at work, has the right to refuse dangerous work if he or she has reasonable cause to believe that: a condition exists at work that presents a danger to him or herself; the use or operation of a machine or thing presents a danger to the employee or a co-worker and the performance of an activity constitutes a danger to the employee or to another employee.

Safety is of primary importance in the workplace; it is an integral part of our organization and will not be compromised. The objective of this policy is to prevent or minimize the risk of personal injury and/or property damage.

1. The company is obliged to ensure that a safe and healthy working environment is maintained for the protection and well being of employees and visitors, as well as the company, through the provision of the appropriate facilities, equipment and services.
2. All levels of employees' share responsibility with management for health and safety in the workplace. Both will continuously work together to maintain a safe working environment and co-operate in assuming their respective responsibilities.
3. Managers' responsibilities include:
  - a. Keeping their work areas free of all unnecessary hazards and unsafe working conditions.
  - b. Developing appropriate departmental safety procedures and providing employees with the appropriate training, equipment, and other protective measures to perform their work safely.
  - c. Continuously reviewing all safety related measures, procedures, facilities and protective equipment used, and improving such where possible, to increase departmental safety and safety awareness.
  - d. Investigating all actual as well as potential accidents to determine their cause and developing solutions to prevent reoccurrence.
  - e. Maintaining an adequate number of employees trained in first aid and appropriate first aid facilities to ensure that prompt emergency assistance is available to those who become ill or injured at work.

4. Employees responsibilities include:
  - a) use any safety materials, equipment, devices and clothing that are intended for the employee's protection and furnished to the employee by the employer or that are prescribed;
  - b) follow prescribed procedures with respect to the health and safety of employees;
  - c) take all reasonable and necessary precautions to ensure the health and safety of the employee, the other employees and any person likely to be affected by the employee's acts or omissions;
  - d) comply with all instructions from the employer concerning the health and safety of employees;
  - e) cooperate with any person carrying out a duty imposed under this Part;
  - f) cooperate with the policy and work place committees or the health and safety representative;
  - g) report to the employer any thing or circumstance in a work place that is likely to be hazardous to the health or safety of the employee, or that of the other employees or other persons granted access to the work place by the employer;
  - h) report in the prescribed manner every accident or other occurrence arising in the course of or in connection with the employee's work that has caused injury to the employee or to any other person;
  - i) comply with every oral or written direction of a health and safety officer or an appeals officer concerning the health and safety of employees; and
  - j) report to the employer any situation that the employee believes to be a contravention of this Part by the employer, another employee or any other person.
5. All levels of staff and management must share a commitment to safety in the workplace and accident prevention.
6. My Broadcasting Corporation is a subscriber in good standing with the Workplace Safety and Insurance Board (WSIB). It is our goal to provide a safe and accident free workplace for all our employees. Work-related injuries and illnesses can be a major drain on productivity and profits and can have serious consequences for both the employer and the employee.
7. In order for this system to be effective, we must do everything possible to provide a safe workplace for everyone. It is every employee's responsibility to notify management of unsafe working conditions and to do whatever is necessary to prevent injury until management is able to rectify the situation.
8. Below is the WSIB "In Case of Injury at Work" formula. In case of an injury or illness at work, this formula must be followed.
  - a. Get first aid immediately if needed.
  - b. The employee must inform the employer of an injury.
  - c. The employer must arrange and pay for transportation to get medical care if needed.
  - d. The employer must pay the worker's wages for the day of the injury.
  - e. The employer must report the injury to WSIB within 3 days if it involves:
    - i. healthcare treatment
    - ii. time away from work
    - iii. lost wages



## **Workplace Violence Prevention**

My Broadcasting Corporation is obliged, as an employer, to provide a safe, healthy and violence-free work place; to dedicate sufficient attention, resources and time to address factors that contribute to work place violence including, but not limited to, bullying, teasing and abusive and other aggressive behaviour and to prevent and protect against it; to communicate to our employees information in our possession about factors contributing to work place violence; and to assist employees who have been exposed to work place violence.

As an employer, we are required to identify factors that contribute to work place violence by taking into account experience in working with those factors and with work place violence; the experience of employers in dealing with those factors and with violence in similar work places; the location and circumstances in which the work activities take place; the employees' reports of work place violence or the risk of work place violence; the employer's investigation of work place violence or the risk of work place violence and the measures that are already in place to prevent and protect against work place violence.

An assessment of the potential for work place violence must be made taking into account the minimum of:

- The nature of the work activities;
- The working conditions;
- The design of the work activities and surrounding environment;
- The frequency of situations that present a risk of work place violence;
- The severity of the adverse consequences to the employee exposed to a risk of work place violence;
- The observations and recommendations of the Health & Safety Representative and of the employees;
- The measures that are already in place to prevent and protect against work place violence.

No information will be disclosed whose disclosure is prohibited by law or could reasonably be expected to threaten the safety of individuals.

**Refer to Appendix A for the Emergency Procedures.**

## **19. Confidentiality of Information**

It is the policy of My Broadcasting Corporation that confidential information obtained as a result of employment with My Broadcasting Corporation (including its subsidiaries and divisions) is not to be used by an employee for the purpose of furthering any private interest, or as a means of making personal gains. Use or disclosure of such information can result in civil or criminal penalties, both for the individuals involved and for My Broadcasting Corporation.

### **Procedure**

Confidential information about My Broadcasting Corporation (including its subsidiaries and divisions), its customers, clients, suppliers, or employees should not be divulged to anyone other than persons

who are authorized to receive such information. When the employee is in doubt as to whether certain information is confidential, no disclosure should be made without first asking appropriate management personnel. This basic policy of caution and discretion in handling of confidential information extends to both external and internal disclosure.

Confidential information pertaining to finances, business activities and plans of My Broadcasting Corporation (including its subsidiaries and divisions) is considered the property of My Broadcasting Corporation. Use of such information by any employee or their family for personal advantage or private speculation is strictly forbidden.

This policy includes all material processed or accessed on company premises. It also extends to computer programs and information tampering and unauthorized computer access.

News and advertiser information must be considered confidential until it reaches the listener by proper means. Items for broadcast are not to be changed by unauthorized employees before or during presentation. The identity of advertisers who wish to remain anonymous must be protected.

My Broadcasting Corporation takes a serious view of information disclosure and/or situations where employees violate the intent of this policy as this could place the company at legal or financial risk or cause it serious embarrassment. Immediate suspension followed by further disciplinary action up to and including termination for cause normally results from any action contrary to this policy. Long service is not considered a protection against termination under this policy since long service should provide awareness of its importance.

Confidentiality must to be kept even after leaving the employ of MBC.

## **20. Privacy Policy**

Part 1 of the Federal Personal Information Protection and Electronic Documents Act came in to force on January 1, 2001. The Act is primarily designed to control the use and disclosure of personal information by commercial enterprises and addresses a concern about privacy in the age of electronic communication. While the Act is meant to regulate the use of such information by businesses that collect personal information as an integral part of their commercial activities, it also imposes certain obligations on all federally regulated employers. These obligations include the following:

- advising employees of the kinds of personal information maintained by the employer;
- advising employees of the use to which personal information is put;
- appointing a corporate representative to be responsible for maintaining the security of personal information; and
- creating a system for providing employees with access to the personal information maintained with respect to them.

My Broadcasting Corporation takes its responsibilities to workplace privacy seriously and accordingly has developed the following Policy statement concerning the protection of such information.

### **Personal Information Maintained by My Broadcasting Corporation.**

The Act includes in the definition of "personal information" any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as:

- age, name, ID numbers, income, ethnic origin, blood type;

- opinions, evaluations, comments, social status, disciplinary action;
- employee files, credit records, loan records, medical records, etc.

### **Use of Personal Information**

The personal information collected by My Broadcasting Corporation as described above is used solely for employment purposes, such as payroll and benefits and to meet legal requirements imposed on employers by the Income Tax Act and other legislation such as Pay Equity and Employment Equity. My Broadcasting Corporation releases personal information with respect to its employees only to its benefit carriers, its third party payroll administrator, government agencies as required by law, or as authorized by you.

### **Maintenance of the Confidentiality of Personal Information**

The Administration Director maintains files containing personal information in confidence corporately. Ultimate responsibility for preserving the confidential nature of personal information in the possession of My Broadcasting Corporation rests with the company's Administration Director.

My Broadcasting Corporation has received assurances from its benefit carriers and third party payroll administrator that all personal information provided by the company with respect to its employees will be held in confidence. These third parties are themselves subject to the obligations of the Act.

### **Access to Personal Information**

If an employee wishes to review any personal information maintained about them, they should make a request in writing to the Administration Director.

## **21. Compensation**

My Broadcasting Corporation provides its employees with direct deposit of all payroll monies. Upon accepting a position with My Broadcasting Corporation, you have been asked to provide a "void" cheque for use in setting up this facility.

The payroll is completed twice per month; payday is the 15<sup>th</sup> and last day of the month. If the 15<sup>th</sup> or last day of the month falls on a weekend, pay will be deposited on the Friday immediately preceding the normal pay day. Paydays may also need to be adjusted if a bank holiday occurs that affects the timing of the payroll. Your pay stub will be forwarded to you electronically and is automatically password protected by the accounting system. If you would prefer to have it forwarded to your home email address, please notify the Administration Director.

All part-time employees shall submit to their supervisor a time sheet covering each pay period. The supervisor will approve and forward the time sheet to the Administration Director. ALL part-time employees are required to submit time sheets even if they have an agreement to be paid for a specific number of hours per pay period.

Salaried employees will be paid according to the pay scale set out in the offer of employment.

Commission due to Account Representatives will be paid on the last payroll of the month; one month after the sale was invoiced. For example, commission for sales that were invoiced in February will be paid on March 31st, commission for sales in June will be paid on July 31<sup>st</sup> etc.

If a customer's accounts receivable reaches the 120 day mark, it will automatically be flagged on the 120 Day Report sent to the manager each month. The manager will then decide whether it should be credited, written off to bad debt or whether it is collectible (perhaps a payment plan is in place). If an account is credited or written off to bad debt, the commission that was previously paid on these amounts will be deducted on the next commission payroll. From this point forward, administration will take over the account and will use whatever means are practical to try to collect the outstanding amount. Account reps will be asked to forward copies of signed contracts as they pertain to the outstanding amounts. If any monies are collected after an account is written off, commissions are not repaid to the account rep.

Naturally it is our hope that everyone will stay on top of their accounts receivable such that nothing ever reaches the 120 day mark and therefore no one loses commission. Year end is August 31st. In the weeks leading up to year end, every Manager and Account Rep should be making a concerted effort to collect overdue account so that they are not written off at year end.

In most instances where amounts are deemed uncollectable, the Account Representative has already been paid commission based on the value of the broadcast order. As amounts are credited or written off these figures then become part of the monthly Adjustments Report and show in the adjustments and or bad debt column of the Accounts Receivable Reconciliation report. The A/R Reconciliation report is sent to each Account Representative on a monthly basis in advance of the commission payroll and is used as a tool for calculating commissions each month.

In this process, the amount that is 'written off' will correspondingly reduce the amount of billing for the station for that month. This process may affect the station reaching budget for that month; therefore, it is advised that all Account Representatives keep their clients in good standing. The General Managers are provided a copy of the Adjustments report on a weekly basis and are therefore able to help determine if the station is in danger of missing budget in a given month due to bad debts or cancellations. As this report is available weekly, representatives have the ability to sell above budget in order to make up for any loss due to bad debt.

## **22. Company Cellular Phones & Legislative Changes**

The rules for using hand-held electronic devices (cell phones, Blackberries, GPS units etc.) while driving have changed. The rules are designed to reduce driver distraction which is a contributing factor in 20 per cent of all collisions. Drivers who use cell phones are four times more likely to be in a crash. As My Broadcasting Corp. employees we are bound to follow the law and as such no use of any electronic devices while in operation of a company vehicle will be tolerated.

The message is clear: Keep your eyes on the road and your hands on the wheel. Health and safety should always take precedence when driving; eliminate unnecessary use of cell phones, use hands-free technology when a call is absolutely necessary and safely pull off the road where possible.

### **Cell Phone Qs & As**

**Q. I need my cell phone for work. What should I do?**

**A.** The health and safety of employees and keeping our roads safe for everyone is a top priority. Employees who depend on their cell phone are expected to lead by example and safely pull off the road when they need to make or receive a call.

**Q. If I've been assigned a cell phone (or a Blackberry), will I get a hands-free device?**

**A.** Employees are not typically assigned a company cell phone. Further, employees will not automatically be given a hands-free device. Assignment of a hands-free device depends on the business need.

You should always use safe driving practices and encourage your friends and family to do the same.

Health and safety should always take precedence when driving: do not use a cell phone while driving and even hands free technology should only be used if absolutely necessary.

**When driving on company business, whether in a company, rental or your personal vehicle, My Broadcasting Corp. employees may not use a hand-held communication device.**

**Q. I have to use my cell phone to call my children on my way home each night. What am I going to do?**

**A.** Under the new law, you are permitted to use a hands-free device. However, it is recommended that the safest way of all is to pull off the road to make or receive a call.

Health and safety should always take precedence when driving: eliminate unnecessary use of cell phones, use hands free technology only when a call is absolutely necessary and safely pull off the road.

**Q. If you call me while I'm on the road, are you expecting me to respond? What if I need to call you?**

**A.** Our first expectation is that you practice road safety and always follow the law. We would ask that you safely pull off the road prior to calling or returning a call.

Health and safety should always take precedence when driving: do not use a cell phone while driving and even hands free technology should only be used if absolutely necessary.

## **23. Protocol for Power Outage**

**Determine where the loss of power is – is it in the studio or at the tower; is it local or widespread?**

**Remember: in a power outage the community will be looking to us for information. We must do what we can to provide coverage.**

If Hydro is out, the on duty News person should place a call to their local Hydro contact for clarification regarding the problem. If there is a "short" outage, the UPS systems in each studio should carry the station until power is restored. If there is a widespread outage then hooking up or arranging for a generator is required.

If the outage is widespread there is a Hydro One Networks 24 Hour Emergency number for the entire province – **1-800-434-1235**.

Some markets have a local hydro authority you may contact as well for example:

Renfrew Hydro - **613-432-4884**

Strathroy – **Entegrus – 519-245-2019**

St. Thomas – **St. Thomas Energy – 519-631-0311**

If we are off the air but it is not blatantly evident that there is a loss of power in the station go to a vehicle or battery operated digital radio and tune in the radio station – if there is no noise the problem is in the studio, if there is static (noise) the power loss is at the transmitter

If the loss of power is in the studio, check the breaker panel to see if a breaker has been tripped and reset as required. Ensure the on-air machine and logger are working properly when power is restored.

**Note:**

- Once power has been restored, it is important to reschedule any commercial spots that have “missed” during the outage. They will have to be inserted to run later in the day where possible in order to maintain proper billing.
- When the station is operational again, tune the station in on a vehicle radio to ensure the tower has power as well and that we are transmitting properly.

## **24. Social Media**

**Policy:**

At My Broadcasting Corporation (MBC) we believe in open communication and we encourage our employees to tell the world about their work and to share their passion. There are an increasing number of ways to express this passion, including through social networking sites, blogs, microblogs, chat rooms, message boards, wikis, electronic newsletters, online forums, and many other forms of online publishing and discussion. Whichever method you decide is up to you.

These ways of communication make it incredibly easy to reach out to one another, our clients, our listeners and our partners. With this said, we remind all employees that being a part of a public broadcasting team comes with the responsibility of being in the public eye. We expect all employees to be mindful of their professional association with MBC when using social media and conduct themselves in a way that will not bring the corporation into disrepute.

In order to avoid any problems or misunderstandings, this policy has been constructed to provide guidance for employee use of social media, which should be broadly understood for the purpose of this policy to include social networking sites, blogs, microblogs, chat rooms, message boards, wikis, electronic newsletters, online forums, and any other forms of online publishing and discussion.

**Procedures:**

The following principles apply to professional use of social media on behalf of MBC, as well as personal use of social media when referring to MBC or any specific division within it.

- Employees need to know and adhere to MBC’s policy on professional conduct, the Company Policy Manual, and all other company policies when using social media in reference to MBC.

- Employees should be aware of the effect their actions may have on their own images, as well as MBC's image. The information that employees post or publish may be public information for a very long time.
- Employees should be aware that MBC may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to MBC, its employees, its customers and its listeners.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are derogatory, pornographic, proprietary, harassing, slanderous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with Human Resources or their manager.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to the Group News Director or Human Resources.
- If employees encounter a situation while using social media that has threatened to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a manager.
- Employees should get appropriate permission before referring to or posting images of current or former employees, clients, listeners and other members of the community. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with employee's responsibilities at MBC. MBC's computer systems are to be used for business purposes only. When using MBC's computer systems, use of social media for business purposes is allowed (ex: MBC Facebook, Twitter, and LinkedIn pages), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.
- Subject to applicable law, after-hours online activity that violates MBC's policy on professional conduct, the Company Policy Manual, or any other company policy may subject an employee to disciplinary action or termination.
- If employees publish content during personal use of social media that involves work or subjects associated with MBC, a disclaimer should be used, such as this: **"The postings on this site are my own and may not represent MBC's positions, strategies or opinions."**
- It is highly recommended that employees keep MBC related social media accounts separate from personal accounts, if practical.

## **25. Frequently Asked Questions**

1. **Who is responsible for putting gas in the company vehicle and when (half empty, 1/4 empty). Are there specific gas stations we are to use?**
  - Each employee that uses the company vehicle is responsible for returning it to the station with a full tank of gas and in clean condition (inside and out). Each branch will have a specific gas station identified as the preferred supplier.

- 2. If the station doesn't have a gas card, what is the process of being reimbursed and how soon.**
  - Many stations have gas cards (accounts) for the cruisers that should be kept in the glove box or console of the vehicle. For the stations that don't have cards, speak to the GM. Each GM has a company credit card to be used in these circumstances. If the GM is not available, pay for the gas yourself and submit the receipt on a company expense form for reimbursement.
- 3. If we go off-air in the middle of the day, evening or weekend, who should be called?**
  - If we go off the air, and you are unable to solve the issue yourself, the first point of contact is the Operations Manager for the station. If that person cannot be reached, the General Manager is the next point of contact. Please keep in mind that if you are in a storm, a call to Hydro is in order before calling the managers so that you have as much information as possible available to pass along during your conversation.
- 4. If a technical on-air issue (either Simian or with the transmission) can't be solved internally, what is the process (who should be contacted).**
  - If you are unable to solve a technical issue yourself, the first point of contact is the Operations Manager. The Operations Manager will decide if outside help is required i.e. IT Support.
- 5. If a problem arises with the Internet, cable feed, streaming computer, phone lines or system, who should be contacted?**
  - If a problem arises that involves an "external" organization such as Bell Canada or Cogeco Cable, the Operations Manager should contact the Administration Director. Most of the external organizations have a "contact" list and will only speak to the people listed. In this case, Marg Tubman (Administration Director) and Andrew Dickson, Vice President (call Marg before bothering Andrew). If the issue is with the streaming, again the Operations Manager should contact IT Support. If there is an internet or phone issue where Netcelerate is the supplier, then contact IT Support. The IT Manager, Scott Arsenault will deal with Netcelerate.
- 6. If the hydro is out, who do we call? And are there any precautions or procedures we should follow while it is out.**
  - If Hydro is out, the on duty News person should place a call to their Hydro contact for clarification regarding the problem. If there is a "short" outage, the UPS systems should carry the station until power is restored. If there is a widespread outage then hooking up or arranging for a generator is required.
- 7. When there is an error in the log discovered while merging, who should be contacted?**
  - If the error is a commercial error, contact Gail Keyes in Traffic. If the error is a music or other error, contact music@myfmradio.ca (this goes to D'Arcy, Ben, Jeremy and Sara).
- 8. Should all employees be trained on logger, streamer, etc?**



- It should not be necessary for ALL employees to be trained; however, it would be prudent to have more than one person in each station equipped to deal with issues concerning the logger and streaming.

**9. What are the possibilities of having usernames/passwords available for all shared computers in our station? And throughout the network to access other station's folders?**

- All passwords for the STUDIOS should be posted in each NEWSROOM.

**10. If a cruiser event and a remote are booked at the same date/time, what should the reply be to the event we cannot show up at? Should we take our own vehicle?**

- Paying events i.e. remotes should always take precedence unless there is a "large" myFM sponsored event taking place (in which case a remote should not have been booked in the first place). Where possible, (Renfrew / Pembroke / Arnprior Only) have the cruiser from the other station cover the event. When required, take your own vehicle, but this should be a rare occasion if proper planning has taken place.

**11. Does the sales staff have any say in which announcer should work on a certain remote with them? How is it determined (i.e. on a rotating basis)?**

- Remote Personalities are rotated as evenly as possible. However, the reality is that the client/ reps do make requests for specific announcers so it may or may not be an equal rotation based on requests.

**12. Who determines what events the Cruiser shows up for - can they be listed on the website?**

- The Cruiser schedule is developed by the Newsroom and the General Manager. Cruiser events should be a weekly topic of discussion at the Monday morning staff meeting in order for each employee to add their input.

**13. Is there a Remote Checklist? If not, can one be created?**

- There is a check list. It should be posted in the area where the PA system is stored. If you follow the checklist, you should arrive at the remote site with everything required to run the remote.

**14. Who is responsible for doing what tasks at a remote?**

- The announcer is responsible for making sure that all the equipment is set-up and working properly and that it is returned to the proper storage facility at the station. The Account Executive is to assist the announcer with the client. Ideally – they work as a team.

**15. If a remote is scheduled and I am not familiar with how to set up the PA system, or the PA system is not working, what should I do?**

- If you know you are going to be at a remote and there is any chance you are going to be there alone, it is your responsibility to be trained on how to use the PA system long before the event is scheduled. The day before the event, set up the PA and check that it is working so there are no surprises at the event.

**16. How/who should determine if the Cruiser should go out in inclement weather conditions?**

- Safety of the staff is the priority. If the weather is obviously bad, the event will likely be postponed anyway. Use your own judgment. If you think it's unsafe, then don't go.

**17. In case of an emergency, who should be contacted first? Second?**

- Depending on the type of emergency, dial 911 for the appropriate type of help. Once this has been taken care of, contact the General Manager for the station. If any employees are injured, notify the Administration Director immediately.

**18. What is the chain of command in the company - in each station?**

- Jon Pole (President) and Andrew Dickson (Vice President) oversee the entire company. The General Managers look after each station. Marg Tubman (Accounting / Administration Director) looks after anything related to payroll / benefits / invoicing i.e. anything financial. If none of the managers are available (including Jon or Andrew) Marg can answer many of your questions or provide some direction.

**19. Who should be approached regarding a non-job specific question or issue, a personal problem at work?**

- The General Manager is responsible for personnel issues in each station.

**20. Which person (and their title) would represent the Human Resources Department.**

- Marg Tubman looks after anything payroll/benefits/invoicing etc. i.e. anything financial. If an issue exists outside this, the General Manager is responsible. There is no "Human Resources Department" per se although Marg fulfills the majority of this role.

**21. How do booking holidays work? Is it based on a "first come/first serve" or seniority?**

- To book holidays, submit a vacation request form to your Supervisor and GM. Your vacation will be approved if no one else in your department has requested the same time off. **The exception to this is during ratings. During the ratings period on-air employees are not permitted vacation time.** If there are two or more requests for the same period of time from within the same department AND coverage can be guaranteed, your vacation may be approved as well but this is not guaranteed. In this respect, the answer is first come first served. Vacation time is not allocated based on seniority. Once the request has been approved, ensure it is forwarded to the Administration Director and to the employee doing the weekly update (currently Sara Johnston) If your vacation is not indicated on the Weekly Update then it is assumed the time off was not approved you are expected to be at work.

**22. Where can employees find a copy of the Ontario Labour Code, Company Health and Safety Outlines and Employee Handbooks/Manuals?**

- MBC is federally regulated and as such, the Ontario Labour Code, while applicable in some areas is not the overriding code. The Administration Director has a copy of the Federal Labour code but it is also available on line at HRSDC. Each station's Health & Safety

representative has a copy of the Health & Safety Regulations. This Company Policy Manual is available to all MBC employees. Most documents are posted online on Big Ant Documents.

**23. If we have a question regarding our Benefits, can we call the company directly or do we need to go strictly through the Administration Director. If we don't need to bother the Administration Director, can contact numbers be added to the employee manual?**

- Each employee who is enrolled in the Empire Life plan received an introductory booklet when the plan commenced. Contact numbers for Empire are contained within this booklet. If you have further questions, check the web site [www.empire.ca](http://www.empire.ca) for information. The Administration Director is able to help if you wish to make changes to your plan (for example, adding a dependant or making changes to your coverage) however questions regarding claims should be directed to Empire.

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**24. What is covered under the benefit plan?**

- The Extended Health Plan covers 80% of expenses noted in the plan. Nearly everything that a doctor might prescribe is covered under the Extended Health plan including Massage Therapy, Physiotherapy, Chiropractic treatment etc. The Dental plan covers 70% of the expense to a maximum of \$1,500 per year for a family. Check your booklet for details.

**25. What happens and what is the procedure if I get hurt at work?**

- If an employee is injured at work, once the safety of the person has been addressed, the Administration Director must be notified immediately as paperwork must be completed as quickly as possible for WSIB and for Occupational Health & Safety.

**26. How often are performance reviews performed and how should an employee prepare themselves for one (forms, outlines, job descriptions).**

- Performance reviews should be conducted at least once per year on the anniversary of your employment with the company or as directed by the President. Some General Managers prefer to do this every six months. Self performance forms are available from your GM.

**27. If I'm going to be late for work, sick and cannot come in, or I need to take the day off (last minute), who and how should I let someone know?**

- If you are late for work, contact reception (or the person who answers the phone at your station) as soon as possible. In general, "days off" should be planned ahead to ensure proper coverage of your position. We do understand that there may be exceptions but following the proper procedures to request even one vacation day is required.
- If you are sick, you are expected to telephone the General Manager. Email notification, text messages and telephone messages are not acceptable. You must speak with your manager.

**28. In extreme and rare circumstances, how last minute can we have a commercial produced and sent to traffic for it to be aired immediately to keep the customer happy.**

- The simple answer is "as fast as possible". We can get a client on-air in a very short amount of time IF REQUIRED. IF REQUIRED means that it is in fact an emergency – for example –

their store is flooded. “Just because they want it” is not a valid reason. However, if the client pays an added PREMIUM for the right for us to drop everything to get their spots on the air – we can do that too.

**29. If a client wants to come in and voice a spot at 4 pm on Friday, is that acceptable?**

- It is acceptable if there is going to be someone available to record the spot. As with all other things, plan ahead. Do not expect a spot recorded at 4:00 on Friday to air before Tuesday.

**30. Regardless of the sale or what's being sold, do I always need a broadcast order?**

- Yes. There is no occasion in which is BO is not required.

**31. Where do I find information, including pricing, on the advertising we sell (i.e. News, sports, weather, regular advertising)?**

- Each General Manager has a MASTER FILE and a PDF media kit.

**32. What do I go to Gail Keyes for?**

- You go to Gail for anything concerning broadcast orders, traffic instructions, and commercial logs.

**33. What do I go to Marg Tubman for?**

- You go to Marg for anything concerning payroll, benefits, invoicing (accounts receivable), bill payments (accounts payable) as well as back up to Gail, Gisele and Rhonda for traffic. If you have an accident or injury in the work place, you contact Marg immediately (after arranging care for the injured worker). Marg is responsible for WSIB and Occupational Health & Safety reporting. If Marg is not available, speak to your GM and ultimately your Health & Safety rep.

**34. If I have a big news story, who and how should it reported?**

- Contact the news department as soon as possible. Provide them with as much information as possible.

**35. If there is an accident on the roadways that will affect traffic, who and how should it be reported so it is on the air ASAP?**

- Contact the news department as soon as possible. Provide them with as much information as possible.

**36. What is our listenership range in each market?**

- Each myFM radio station is designed to service the TRADING AREA for its market. The TRADING AREA is the reasonable distance that most people will travel to do business in that marketplace.

**37. If a non-sales staff is approached regarding advertising with the station, what should I do and who should I send the inquiry to?**

- You may say that a member of our sales staff would be happy to help them. Take their information and provide it to the General Manager who will assign it to the appropriate representative.

**38. If there is a complaint, who should it be forwarded to?**

- Complaints should be forwarded to the General Manager.

**39. If a listener calls to request a song, what is the procedure?**

- The music is programmed ahead of time for all markets in which case it is appropriate to direct the listener to fill out the feedback form on our web site. This ensures the request goes through proper channels and that we have a record of the request. Generally speaking we do not alter our daily programming based on requests however we are pleased to pass along a request to our programming team through the web site submission.

**40. How do we respond when asked where our "on-air personalities" are when they are not in the building but still on the air?**

- You can tell them that myFM has a very advanced system. Our announcers may be in other markets, but they are still "working" for that market – taking calls and talking about local events. Our group shares our talent because we are in smaller markets and technology gives us the ability to have the best of both worlds: An announcer who is doing a local show – as well as cost efficiencies for the company through sharing of talent.

## APPENDIX A

### Emergency Procedures

My Broadcasting Corporation will initiate an effective pre-emergency program of informing all employees of their role in a threat or emergency and of the procedures to follow in accordance with the applicable emergency measures.

In the event that any person commits or threatens to commit an act that is likely to be hazardous to the health and safety of any of My Broadcasting Corporation employees, the following measures and procedures will come into effect.

The employer, on receipt of an initial warning of a threat should, prior to advising all employees:

- inform local police/authorities of the threat;
- notify the health and safety representative of the threat and;
- initiate a visual check of the work place in accordance with emergency measures. However, the employer may exercise his/her management responsibilities and initiate the evacuation of the premises in any case

The employer informs his employees that a threat was received and documents the action that was taken with the result of the findings. The local police/authorities or the employer may establish the need to initiate the evacuation plan of the premises depending on the findings.

An employee cannot be prevented from leaving the work place in a threat situation. However, the employer must be informed of the action taken by the employee. Such reporting to the employer is required under subsection 128(6) of Part II of the Canada Labour Code. If the refusal to work is referred to a health and safety officer, the health and safety officer's investigation as to whether a danger exists should include a review of the police report assuming that there is one.

The employer (or any employee), upon receipt of an initial warning of a fire should, as quickly as possible, notify all employees to evacuate the building immediately through the nearest exit. If it is safe to do so, employees should utilize fire extinguishers which are placed throughout the building to aid in controlling the fire and or to aid in a safe escape from the building.

## **My Broadcasting Corporation Emergency Evacuation Plan**

**In the event of an emergency such as fire or a violent event in the office, the following procedures are to be followed:**

**This particular plan is Specific to Head Office (adjust to your site):**

Employees on the upper floor and main floor are to proceed to the nearest exit (i.e. Plaunt Street exit) as quickly as possible and exit the building.

Employees on the basement level are to exit through the side door as quickly as possible.

All employees are to meet at the designated meeting area which is at the back of the myFM parking lot (across from the church).

If for some reason your designated exit is blocked, proceed to the nearest available exit.

A 911 call is to be placed as soon as possible – everyone's safety being the priority.

In the event both exits are blocked, proceed to the nearest office with a window to the exterior of the building. Close the door and block the bottom of the door to prevent smoke from entering the room. Open the window and call for help to notify people where you are. The fire department will extricate you from that location.

To ensure everyone exits the building safely wardens have been assigned for each floor. In the Renfrew office, Marg Tubman on the top floor, Jessica Bilson (depending on who is at reception) on the main floor, and Bob Mahusky in the Sales office will be asked to perform these duties. Of course if they are not in the office another person will need to be assigned to fill these positions in their absence.