

NEOCODE

EMPLOYEE HANDBOOK

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LETTER FROM JOSHUA PAUL

Dear employee,

We are pleased to welcome you to the Neo Code team.

This is a good opportunity to provide you with a copy of the Employee Handbook, which will help you get off to a good start. The objectives of the Handbook are to give you an overview of the organization and the human resources practices of our company, and to ensure the efficiency of our operations and the harmony of our team.

This Handbook contains the following:

- Company Introduction
- Working Conditions Handbook
- Code of Conduct
- Company Rules and Regulations

All employees, whether seasoned or new, may occasionally need to consult the Employee Handbook. This document is intended as an easy-to-use reference tool containing the answers to your main concerns. If you cannot find what you are looking for, please feel free to pass your questions on to Human Resources. We will be pleased to supplement the information in this Handbook and provide you additional details.

Finally, the Employee Handbook is an evolving document that will be adapted as appropriate to reflect cultural and organizational changes within the company, as well as constantly changing government regulations.

Since it is difficult to anticipate and list all situations that might arise in the course of your work, this Handbook makes broad reference to the British Columbia Employment Standards Act.

On behalf of the whole team, welcome to Neo Code!

Joshua Paul, President

COMPANY INTRODUCTION

Neo Code (the “Company”) is the largest independent FileMaker developer in Western Canada, with offices in Vancouver, BC, Calgary, AB and Toronto, ON. In addition to the Platinum member of the FileMaker Business Alliance and experts in the custom software development business, Neo Code offers a wide range of services, from design, development and testing to network administration, training, systems analysis, technical consultation and troubleshooting.

Each day, we rely on our professionals to provide exemplary service, and help our clients by providing advice and intelligence they can trust. In turn, we offer an environment that fosters a people-first culture with a high priority on your personal and professional growth. We believe our success is by looking after you.

WORKING CONDITIONS HANDBOOK

ORIENTATION AND PROBATIONARY PERIOD

All new employees to Neo Code shall receive an orientation session(s) which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or to Neo Code, an opportunity to learn the performance expectations management has with regard to the position in question. You will be given a copy of this Employee Handbook and will be expected to learn its contents.

Before being classified as a permanent employee of the Company, you must work for a Probationary Period lasting **3 months**. During this period, the Company reserves the right to terminate a worker’s employment without notice if his/her work is deemed unsatisfactory. You may also resign without giving prior notice.

During the Probationary Period, you are not eligible for salary review, vacation pay, or for participation in the employee benefits program. You will, however, be compensated for any statutory holidays pay during this period as per provincial employment legislation.

COMPENSATION

At Neo Code, we expect the highest quality performance from everyone employed by the Company. In return, Neo Code strives to reward all its employees fairly – both through equitable salary administration and various incentive plans.

You are paid on a semi-monthly basis. You will receive a pay stub when your wages are paid. If the pay statement contains any errors or you have any questions, please contact **Farida Aini (farida@neocode.com)**.

An annual salary adjustment may or may not be made, depending on your performance review.

BENEFITS AND BONUS

The Company offers its employees group benefits provided by Benefit by Design Inc. These benefits are 100% paid by the employer, with the exception of Long-Term Disability (LTD) and Short-Term Disability (STD) benefits. You are required to pay the premiums for your share of LTD and STD premiums on a monthly basis, although the premium is paid upfront by Neo Code. This is done by way of payroll deduction.

- Short Term Disability - premium paid by employee;
- Long Term Disability - premium paid by employee.

You will also be eligible for Health Spending Account (MyHSA), which covers:

- Professional Services
- Dental
- Hospital
- Vision
- Medical
- Travel Medical Coverage.

Bonus

A bonus may be paid to qualifying employees as prevailing business conditions may permit and at the absolute discretion of the Company. There are two conditions for bonus:

- The Company should have exceeded its annual financial goals.
- The management must approve the bonuses.

If these two conditions are satisfied, then we will provide bonuses to employees who:

- Are employed by Neo Code on the day when the bonus must be paid.
- Have not announced they intend to resign either verbally or in writing.
- Have received satisfactory performance reviews.

The amount of bonus payment, if any, is normally determined following the Company's fiscal year end (April 30), and depends on a number of objective and subjective factors including, but not limited to, Company and individual performance.

WORK SCHEDULE, BREAK TIME AND OVERTIME

The regular office hours for Neo Code are 8:00am to 8:00pm Pacific Time, Monday through Friday (excluding holidays), with core operational hours being 9:00am to 6:00pm Pacific Time. During core hours, it is expected that most staff will be available. All employees are expected to work 7.5 hours per day, which include those hours indicated as core, exclusive of an unpaid eating break of 0.5 hour. You may also be expected to work such other hours as may be requested or required, from time to time. Employees hired on a part time basis will have schedules determined on a case by case basis.

Billable and Non-Billable Hours

You are expected to keep your **weekly total work hour / weekly billable hour** ratio under **9:7**. For example, if you work 37.5 hours a week, your billable hour shall be no less than 29.2 hours in that week.

Your non-billable hour shall only be paid upon approval by your reporting manager (the "Manager").

Break Time

You may use break time, which generally lasts from 5 to 20 minutes per 4 hours worked, to eat, visit the restroom, read, talk with friends, smoke, and handle personal business.

You are required to notify your Manager, in advance, of planned days away from the office. Unplanned absences from the office should be reported to your Manager as soon as could reasonably be expected. At the discretion

of your Manager, depending on circumstances, you may be allowed to work from home for specific periods of time. As a courtesy, the Administrative Assistant should also be notified of absences.

If you work more than 5 consecutive hours, you are entitled to a 30-minute unpaid meal period free from work. Lunch periods should be scheduled between 12:00pm and 1:30pm. Extension of lunch periods, either on a temporary or permanent basis, must be approved by your Manager to ensure adequate coverage.

It is recognized that employees may need additional smaller breaks to make personal calls, etc. These should be kept to a minimum and will be addressed with the individual in the event of abuse.

Overtime

Neo Code is committed to ensure that all employees enjoy a healthy work experience that allows them to maintain a proper balance between work and life while at the same time enabling the Company to achieve its business goals. Neo Code also recognizes that there will be occasions when overtime will be necessary to meet extraordinary situations.

Overtime must be pre-approved and authorized by your Manager. Time in excess of normal daily or weekly work hours without prior approval from management will be treated as ineligible for overtime compensation except in emergency situations. This includes time you choose to work, such as:

- during lunch or rest periods;
- upon arriving to work early before scheduled hours; and/or
- when staying late past scheduled hours.

After working 8 hours in a day, you would be paid 1.5 times your regular rate of pay for any time worked over 8 hours up to 12 hours in a day. You would be paid 2 times your regular rate of pay for all hours worked in excess of 12 hours in a day.

- You will be provided with time off in lieu of overtime pay. For example, if you work 10 hours in one day, you would be entitled for 3 hours of banked time (2 hours of overtime at 1.5x regular pay).
- Time in lieu of overtime pay must be taken in the 12 months following it being earned and it must be scheduled with the agreement of your Manager based on work requirements. Overtime, taken in lieu, should be used in ½ day increments.

If you request to use Compensatory Time Off (CTO) for time off, it will be granted only if you have sufficient CTO credits to cover the time off requested. If you overtime without prior authorization in an emergency situation, you must immediately notify your Manager of the details of the situation and the number of overtime hours you worked. If you were called back to work to help with an emergency situation, you will be paid for the call out and any overtime worked.

All overtime earned must be recorded and approved by your Manager and updated in the Neo Code timesheet system.

Business travel for conferences, meetings, etc., which cause an employee to depart or arrive home on a non-workday does not constitute overtime. If travel is part of your job or could be reasonably expected to occur in the course of performing one's duties, it is merely an inconvenience. Some travel, which may be exceptional to your normal duties, may qualify as overtime at the discretion of your Manager.

Any overtime worked and not taken in lieu will be paid out in the event that the employee leaves Neo Code for any reason.

HOLIDAYS

All qualified Employees are entitled to paid statutory holidays as per provincial employment legislation.

Compensation

To be paid for the holiday, you must fulfill the requirements legislated by the province where you work. If you are on vacation when a statutory holiday occurs, you will be paid the vacation holiday for this day and have no effect on your remaining vacation balance.

Religious Days

Neo Code will make efforts to accommodate employees’ religious practices. You may use an entire or a portion of a vacation day, a personal day or a day without pay for religious reasons. You are required to give at least one (1) weeks’ notice of an intention to observe a religious day which falls on a day which you are normally scheduled to work.

VACATIONS

Neo Code provides its employees with vacation time so that they may take uninterrupted periods of time away from work to rest, relax and pursue other interests. You are entitled to take vacation provided you have completed your respective Probationary Period. For the purpose of this policy the vacation reference year is defined as the calendar year (January 1st to December 31st) and vacations must be taken in the year in which they are earned.

First Year of Employment

Vacation is prorated for the first calendar year of employment according to the schedule below:

Month Started	Vacation Entitlement (2 weeks) Prorated	Vacation Entitlement (3 weeks) Prorated	Vacation Entitlement (4 weeks) Prorated
January	10 days	15 days	20 days
February	9 days	14 days	18 days
March	8 days	13 days	17 days
April	8 days	11 days	15 days
May	7 days	10 days	13 days
June	6 days	9 days	12 days
July	6 days	8 days	10 days
August	5 days	6 days	8 days
September	4 days	5 days	7 days
October	3 days	4 days	5 days
November	2 days	3 days	3 days
December	1 day	1 day	2 days

During your Probationary Period, you will accrue vacation. However, you are not able to use any accrued days until after you complete your Probationary Period.

Requesting Vacation Time

When requesting vacation time off, you are required to notify your Manager for approval at least two (2) weeks prior to your vacation start date. The employee's Manager must approve the specific vacation dates. If the time of your request falls during peak periods or conflicts with vacation already approved for another employee, your Manager may ask you to reschedule your vacation. All vacation time must be coordinated to ensure business continuity. The decision of your Manager will be final in this matter. If you need to use your vacation for unexpected reasons such as illness of a family member or missed travel connection, you are required to call in each day you are going to be out.

Please note, vacation time can only be calculated as 1 or 0.5 days, your usage will be rounded up. For example, if you took 2.4 days of vacation, the actual usage will be 2.5 days; if you took 5.6 days of vacation, the actual usage will be 6 days.

Vacation Carry Over

You are permitted to carry over up to five (5) unused accrued vacation days to the following calendar year. Carried over vacation days must be used by **March 31st** in the calendar year. Any carry over in excess of the five (5) unused accrued vacation days must be specifically approved by your Manager. There is no option to receive payment in lieu of taking vacation days. You may also borrow against future entitlement within a given calendar year.

Vacation Policy Agreement upon Termination of Employment

Should your employment with Neo Code terminate for any reason, you will be paid your remaining accrued, but unused vacation. Should you leave Neo Code before your Probationary Period ends, you will be paid any accrued vacation owing. Should your employment terminate before the borrowed vacation days have been earned, you will be required to repay any used and unearned vacation either by a deduction from your final pay cheque or by reimbursing Neo Code in the form of a personal cheque.

SICK LEAVE AND EMERGENCY LEAVE

Sick Leave / Personal Days

Sick leave and personal days can be used for personal illness, personal medical appointments, and visits to specialists. You will be granted sick leave with pay when you are unable to perform your duties because of illness or injury, provided your employer is satisfied of your condition and you have the necessary sick leave credits. The advancement of sick leave credits is discretionary.

You are entitled for **12 days** of sick leave and personal days per calendar year accumulated on the basis of 1 day per month. A maximum of 12 days of sick leave may be carried forward to the next calendar year so that you shall have no more than 24 sick days in any one calendar year.

Please note, sick leave and personal days can only be calculated as 1 or 0.5 days, your usage will be rounded up. For example, if you took 0.4 day as personal day, the actual usage will be 0.5 day; if you took 0.6 day as sick leave, the actual usage will be 1 day.

Neo Code may require you to provide a medical note from a health practitioner such as a doctor, nurse practitioner or psychologist when you are taking the sick day because of personal illness, injury or medical emergency.

You can take up to 12 days of leave each calendar year due to:

- personal illnesses, injuries and medical emergencies
- illness, injury, medical emergency or urgent matter relating to the following family members:
 - spouse (includes both married and unmarried couples, of the same or opposite genders)
 - parent, stepparent, foster parent, child, stepchild, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse
 - spouse of the employee's child
 - brother or sister of the employee
 - relative of the employee who is dependent on the employee for care or assistance
- death of the following family members:
 - spouse (includes both married and unmarried couples, of the same or opposite genders)
 - parent, stepparent, foster parent, child, stepchild, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse
 - spouse of the employee's child
 - brother or sister of the employee
 - relative of the employee who is dependent on the employee for care or assistance

The 12 days of leave do not have to be taken consecutively. You can take the leave in part days, full days or in periods of more than one day. If you take only part of a day as personal emergency leave, it will be counted as a full day of leave.

Regardless of the amount of sick leave accumulated, your sick leave will not be paid out upon resignation, retirement, or termination of employment for any reason. Furthermore, since sick leave has no cash value, you may not use more than you have accumulated, without the express written permission from your Manager. Employees working less than full time will have their rate of accumulation adjusted accordingly.

Emergency Leave

Employees accrue 2.15 hours of emergency personal time per pay period. On an annual basis, this is the equivalent of 56 hours. You may use emergency personal time up to 56 hours.

If you plan to use emergency personal time, you must notify your Manager as soon as possible, but no later than 1 hour after the start of your shift. If your Manager is unavailable, you may leave a message to your Manager with your contact information. Failure to call in on 3 consecutive days will be considered a voluntary resignation from employment at Neo Code.

If you leave employment at Neo Code with a negative accrual balance, hours used yet not accrued will be subtracted from your final paycheck. The emergency personal time that is accrued at the time you leave Neo Code will not be paid out.

Hourly employees may schedule time off, in advance, for such things as doctor's appointment, classes, household repair appointments, parent-teacher meetings, and religious events and services, as long as the time off does not adversely affect co-workers and/or customers.

No emergency personal hours accrued may be carried over into the next calendar year.

Notice Requirements

Generally, you must inform your Manager before starting the leave that you will be taking a sick day or personal emergency leave of absence. If you have to begin the leave before notifying your Manager, you must inform your Manager as soon as possible after starting it. If you fail to call into work to advise your Manager this will be

considered an unauthorized absence and may be subject to disciplinary action. Notice does not have to be given in writing. Email notice is sufficient.

OTHER ABSENCES AND LATENESS

As part of the Neo Code team, you should be conscientious about your attendance and punctuality at work. Getting the work done depends on everyone being in the right place at the right time. Occasionally, you may be ill and unable to come to work. In that case you must notify your Manager at least 1 hour or more in advance of your reporting time or as soon as you determine you will be late or absent. If you fail to call into work prior to the start of your workday and without valid reason to advise your Manager, this will be considered an unauthorized absence and will be subject to corrective action. If you do not call in for 3 days in a row, you shall be considered to have voluntarily resigned from your employment with Neo Code.

Maternity, Parental and Adoptive Leave

Maternity/ Parental/ Adoptive and other government supported leaves shall conform to the provisions of the Employment Standards Act. The full period of the leave is granted without pay. Neo Code will issue a Record of Employment on commencement of leave which allows you to make claim for Employment Insurance Benefits. When you return to work, your employment is guaranteed in a similar position at the same salary level. During the full period of leave, vacation and sick leave shall continue to accumulate. During the period of the leave, you may retain coverage under the group medical, dental and extended health plans and the full premium costs of all benefits will be paid by Neo Code. Every attempt will be made to ensure you return to a position of equal responsibility on return from leave status, however, no guarantees exists that the exact position left will be available on return.

Jury Duty

Neo Code will grant you a leave of absence to fulfill required jury duty. You must submit a “notice to serve” request to your Manager. You are expected to work on days you’re not needed at court and when you leave court early enough to work part of the day. You’re also expected to keep your Manager informed of your jury duty schedule. Employees summoned to report for jury duty during working hours will be paid for the time off, up to a maximum of one week.

Voting

The law requires that we provide employees three (3) consecutive hours of time off with pay to vote in federal and provincial elections if they are unable to vote during non-working hours. Because most voting locations open before and remain open after normal work hours, this should not be a problem for most employees. To be eligible, you must request the time off in advance and be unable to vote during non-working hours.

TIME OFF REQUEST SUBMISSION

To submit a time off request, please use this link: <https://forms.gle/xEdRicBj2GYuihJc6>. Once approved, you will receive an email notification and a calendar invite as confirmation.

To ensure your request gets approved timely, and to ensure our continuous business operations, please submit your time off request form following the above notification requirements.

PERFORMANCE REVIEW

Performance reviews, for all employees, will occur twice in each calendar year. You should prepare for the performance review meeting by completing a self-evaluation sheet for the past 6 months and preparing a draft work plan for the coming 6 months. This meeting is to review successes and challenges from the preceding half year, and to establish the objectives for the coming half year. This would also be the opportunity for either party to identify and recommend professional development opportunities which may assist you in your day-to-day work or to grow within the team. Once complete, both parties shall sign off on the final document and it shall be added to your personnel file.

A performance appraisal may or may not result in a salary increase. The employee's overall performance and salary level relative to position responsibilities must be evaluated to determine whether a salary increase is warranted.

PROFESSIONAL CERTIFICATION MAINTAINANCE

As a company specialized in FileMaker development, Neo Code focuses on developing and maintaining employees' FileMaker expertise. If you are employed as a FileMaker Developer, you are required to keep FileMaker Pro Certification status active, and shall keep your certification valid and have it renewed every year, or whenever the renewal is required.

TRAINING AND DEVELOPMENT

Neo Code encourages employee career growth. This includes taking educational courses that will increase employee effectiveness in the present positions or prepare you for increased responsibility. To implement this guideline, Neo Code may share with you the tuition costs for any educational courses that are related to developing skills and knowledge in our industry. The course must be taken in your personal time and successfully completed while employed with Neo Code. You must have full-time status at the Company.

- The Company's training and development program may include the following: meetings and courses within Neo Code, special job assignments, conferences, seminars, software training, professional skills and development courses (i.e., FileMaker), vendor supplied training and coaching of employees by their Managers ("Training"), unless specifically identified.
- When evaluating the cost of Training, all costs must be taken into consideration. This includes cost of travel, meals, hotel, time away from the Company and miscellaneous expenses.
- The Neo Code will reimburse the employee for 100% of the training cost under \$1,000, subject to pre-approval by the Manager and successful completion of the course. If the dollar value is estimated to be over \$1,000, additional elaboration and consideration are needed and the final approval shall be based on various factors.
- Studying is to occur on personal time which could include holidays or when approved, leave of absence without pay.
- Out of town conferences are generally not encouraged due to the high costs relative to the other forms of training. Where air fare is involved, bookings should be made in advance to minimize the cost of the airfare.
- Software training applies to situations where multiple user software is purchased by Neo Code for business usage.
- Any payment made under this Policy does not normally constitute taxable benefits in the hands of the employee and, therefore, is not reported for T4 purposes. All costs associated with training, paid for by

Neo Code, may not be claimed for Income Tax purposes. All receipts received from the educational institution must be submitted to Farida Aini.

- Neo Code will require reimbursement for 50% of the cost if an employee resigns within 6 months after completion of a course when reimbursement by the Company has been provided.

Before enrolling in a course or registering for a conference, you must fill out a training requisition form which includes the dollar value of the course, a brief description along with any information bulletins or registration forms. The training requisition form must be pre-approved by the Manager and given to Farida and Jeslyn for processing and documenting. Employees who are not approved will be notified immediately. Upon successful completion of the course you must submit, to Farida and Jeslyn, receipts for fees, together with proof of final grade. Once this has been obtained, you will be reimbursed through the way at Neo Code's discretion. Costs incurred in purchasing other equipment required for the course work, including software and textbooks, are not considered as part of the reimbursement.

PERSONNEL INFORMATION

Neo Code does collect personal information for inclusion in personnel files, including:

- Identification information such as the employee's name, home address, telephone number, emergency contact numbers, personal email address, date of birth, social insurance number, citizenship, employee identification number, marital status and information necessary for enrollment into Neo Code's benefit plan offered to employees;
- Employment information such as an employee's salary, job title, performance information (including performance appraisals, disciplinary notices, internal communications regarding performance and attendance records), decisions to offer employment, pre-employment testing and screening results, resumes, applications, copies of school, college and university diplomas, background verification information, employment references, and contents of employment agreements;
- Financial information such as bank account numbers, tax related information, garnishments and levies against wages necessary for the administration of payroll;
- Other information for purposes of administering the "employee / employer" relationship.

Your personal information is accessed only by those Neo Code's employees or third parties that require such access to perform their approved functions for Neo Code. Such Neo Code employees and third parties are required to execute confidentiality agreements with Neo Code to ensure that the personal information of Neo Code's employees is handled appropriately and in accordance with this Handbook.

TRAVEL EXPENSE REIMBURSEMENT POLICY

During the course of business, you may incur expenses for travel. To be reimbursed, you should submit business expense report with copies of receipts to your Manager for approval. This applies only to employees who are required to travel as part of their job. Please discuss the approval process directly with your Manager.

Mileage Reimbursement

On occasion, you may use your own automobile on Company business. Neo Code will reimburse you at an approved rate per kilometer when the use is properly documented and submitted on an approved expense report. Mileage is calculated either from corporate office or from home whichever is shortest to clients' or events' address. You are responsible for maintaining your own automobile liability and physical damage

insurance and to ensure that the insurance coverage is properly related for its use. This applies only to employees who are required to travel as part of their job.

Expense Advance

Certain employees may be issued expense advances in order to conduct Company business. These advances are not transferable. You must submit expenses on an expense report with copies of receipts. If you receive an advance, you are personally accountable to return the entire amount to Neo Code in the event you leave our employ.

SOLVING PROBLEMS

Neo Code is committed to providing the best possible working conditions for our employees. Part of that commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from your supervisors.

Step in the Process

You are responsible for raising issues or problems that need to be resolved. If something is bothering you, your Manager should know about it. Usually, your problem can be resolved at this level and your Manager is usually in the best position to help.

However, if you are not satisfied, it is suggested that you speak with our HR Consultant. The HR will probably ask if you've discussed your problem with your Manager because it is usually better to resolve work problems at that level to keep communication open. However, if you would rather speak to our Human Resources Consultant, you may do so to help resolving your problems.

Corrective Action

Good working relationships make demands on everyone, and you have a responsibility to Neo Code, yourself, and the people with whom you work. You are expected to meet our standards for performance as well as to follow Neo Code policies and procedures.

The Corrective Action Program is a guide to help Managers and their employees deal with performance and disciplinary problems. Working within the framework of this procedure, the Manager works with Human Resources as to how a problem can best be handled. It gives you a chance to improve when your performance does not meet our standards. If you have a performance problem, you and your Manager will work together to set definite goals for improvement. The Corrective Action Program may only apply to those Employees who have completed their probational period.

- **Step One: Discussions.** In a frank and open manner, the Manager should identify the employee's problem and together they can determine ways for the employee to improve. During these informal warnings, the Manager should point out the consequences of not correcting the problem. Of course, the employee will have the opportunity to respond.
- **Step Two: Written Warning.** If 3 rounds of discussions between the Manager and the Employee fail to improve the situation, more formal action may be necessary. At this point the Manager may need to have a more formal counselling session with the Employee and based on that meeting write a warning letter that the Employee is asked to sign to show he or she has read and understood it.
- **Step Three: Final Warning and/or Termination.** After 3 written warnings, the next step is either a final warning or termination of employment. The latter includes written documentation detailing previous discussions and actions. Essentially, the final warning indicates that if the Employee doesn't correct the

problem or continue to improve the situation, he or she may be released. Neo Code may proceed to any form of corrective action directly if such action is considered warranted. There is no obligation to apply corrective action in any particular order or progression.

OTHER CONDITIONS/POLICIES

Using the Internet and Social Media

The Internet and social media may be used during work hours only for purposes of carrying out job-related requirements and responsibilities. When the Internet and social media are used for work purposes, employees must act in a professional manner while also abiding by the organization's Code of Conduct. It is forbidden to play video games during work hours or to surf inappropriate and offensive websites.

Substance Use Policy

It is Neo Code's goal to provide a healthy environment for all employees and ensure the efficient operation necessary to provide reliable services to our clients. Substance use may lead to accidents, lost work time and substandard performance. Therefore, being under the influence or in possession of illicit drugs or alcohol on the job is strictly prohibited. Illicit drug use, possession, being under the influence, or sale of drugs by an employee on the job will result in disciplinary action up to and including termination.

Professionalism

When representing Neo Code, you should dress and behave appropriately. You should choose to dress in a manner which presents a professional image to the public and is respectful of others. Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

Smoke Free Environment

Smoking in the offices of Neo Code is not permitted at any time. An 'enclosed workplace' is defined as the inside of any place, building or structure or conveyance or a part of any of them that a) is covered by a roof or b) employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time, and c) is not primarily a private dwelling

LEAVING NEO CODE

Resignation

If you decide to resign, you are expected to notify your Manager at least two (2) weeks before you plan to leave in writing. Employees who provide two weeks' notice must work the two weeks without utilizing unused accrued vacation, personal or sick time. You will be paid through to your last day worked.

Your Manager may decide that it is in the best interest of the Company for you to leave before you've completed the notice period. In that case, Neo Code will pay you for the remaining amount of the notice period not worked – up to the minimum legal requirement.

Termination

If you fail to meet Neo Code's standards for work performance, attendance, or behaviour, or if you fail to follow the Company's policies, you may be discharged.

Prior to discharge, and once you have completed your probational period, you may be given an opportunity to improve. If you fail to improve or that corrective action is impractical, you will be released. You will be released without notice for misconduct. Examples of such misconduct include but are not limited to dishonesty, lack of cooperation, misappropriation of Company property or records, disclosure of confidential information, or violation of Company rules.

If you are terminated, Neo Code may, at its sole option, release you immediately. If you are discharged for misconduct, you are not entitled to either advance notice or pay in lieu of notice. In addition, employees who have not completed their probational period are not eligible for notice or pay in lieu of notice.

The following is a table outlining the statutory minimums under British Columbia Employment Standards Act:

Amount of notice required if an employee has been continuously employed for at least three	
Period of employment	Notice required
Less than 1 year	1 week
1 year but less than 3 years	2 weeks
3 years but less than 4 years	3 weeks
4 years but less than 5 years	4 weeks
5 years but less than 6 years	5 weeks
6 years but less than 7 years	6 weeks
7 years but less than 8 years	7 weeks
8 years or more	8 weeks

If you are terminated from your employment after the Probationary Period for reasons other than misconduct, you will be provided with either advance notice of the effective termination date or will be compensated with pay in lieu of notice (at the sole discretion of Neo Code) in accordance with the minimum requirements of applicable legislation, unless otherwise provided in your employment contract with Neo Code.

COMPANY CODE OF CONDUCT

Neo Code has adopted values that will allow us to achieve our growth objectives while also promoting general workplace well-being. These values must be upheld by each and every one of us. Management cannot, therefore, tolerate any conduct that contravenes these company values. Below is the Code of Conduct by which all employees must abide. We encourage you to inform your Manager of any conduct that is illegal or contrary to the Code of Conduct. The Company is committed to protecting employees against all forms of reprisals.

It is the responsibility of all employees to:

- Foster cooperation and communication among each other. treat each other in a fair manner, with dignity and respect, promote harmony and teamwork in all relationships.
- Strive for mutual understanding of standards for performance expectations and communicate routinely to reinforce that understanding.
- Encourage and consider opinions of other employees or members and invite their participation in decisions that affect their work and their careers.
- Ensure we conduct ourselves professionally, in full compliance with applicable health, safety and environmental laws in the countries in which we do business.

- Use Company resources properly to perform our jobs. Those who make excessive, unauthorized personal use of any Company assets may subject to disciplinary action including dismissal.
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it.
- Put Neo Code's interests ahead of any other personal business or commercial interest and never engage in conduct that would compromise, or even appear to compromise, ethical and legal obligations or sound business judgment.
- Administer all policies equitably and fairly, recognizing that jobs are different, but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment.

COMPANY RULES AND REGULATIONS

Neo Code expects staff to abide by certain rules and regulations in order to create a positive working environment for everyone. Employees are also required to follow the rules, regulations and guidelines laid out in this Handbook and communicated within the workplace.

COMPANY EQUIPMENT AND ASSETS

- Use of the Neo Code equipment/space for personal reasons during work hours is not acceptable.
- Use of the Neo Code equipment/space for personal reasons outside work hours must receive approval from Manager.
- Any use of assets belonging to the Company away from the business' location must be approved by Manager.
- Employees will not falsify files, documents, punch cards and production/quality reports or tamper with equipment.
- Fundraising activities on the employer's property requires prior approval from Manager.

HEALTH & SAFETY

Neo Code is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. Neo Code will make every effort to provide a safe, healthy work environment. All employees must be dedicated to the continuing objective of reducing risk of injury.

Every employee must protect his/her own health and safety by working in compliance with the law and with safe work practices and procedures. Employees will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

HARASSMENT/VIOLENCE/BULLYING

Neo Code has a **ZERO TOLERANCE** policy regarding threats, verbal or physical violence/ harassment/ bullying towards colleagues, management, clients or representatives of the Company. The management of Neo Code is committed to the prevention of workplace violence/harassment/bullying and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence/ harassment/ bullying from all sources.

Violent behaviour, harassment and bullying in the workplace is unacceptable from anyone. This policy applies to all Neo Code employees. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

Neo Code, as the employer, will ensure this policy and the supporting program are implemented and maintained. All workers and supervisors will receive appropriate information and instruction on the contents of the policy and program.

Managers will adhere to this policy and the supporting program. Managers are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every employee must work in compliance with this policy and the supporting program. All employees are encouraged to raise any concerns about workplace violence/harassment/bullying and to report any violent incidents or threats.

Management pledges to investigate and deal with all incidents and complaints of workplace violence/harassment/ bullying in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Neo Code

ACKNOWLEDGEMENT OF HAVING READ THE EMPLOYEE HANDBOOK

I, _____, attest that I have read the Employee Handbook and its various components, including the following:

- Working Conditions Handbook
- Company Code of Conduct
- Company Rules and Regulations

I acknowledge having received all the relevant information that I needed in order to have a good understanding of the content and scope of this Handbook.

Employee's signature

Date

HR signature

Date

Please sign this letter and give it to Human Resources.