

Able Innovations

Employee Handbook

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Version Date: June 16, 2020



What we do

At Able Innovations, it is our mission to develop innovative assistive technologies to improve health outcomes and our end-user's quality of life. With our products under development, we aim to improve the efficiency and quality of care provision in the healthcare system and bring about new levels of independence and dignity to the lives of individuals with impaired mobility.

Company Culture

At Able Innovations, we are committed to greatness. There is no room for egos - only growth. We want to better the lives of caregivers, patients, and families through our company and it starts with you.

We expect you to abide by the following tenets:

- Focused on doing great things (not just good)
- Not to settle, strive for excellence
- Engaged and aligned team
- Merit based decision making
- Best idea wins
- Indecision is the thief of opportunity
- Start-up culture can be tough
- Leave our egos at the door
- We are only going to grow, it's on everyone to take the lead
- Plan for the future - think big!



Employment Basics

Equal Opportunity Employment

Able Innovations is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap, or financial ability, while remaining alert and sensitive to the issue of fair and equitable treatment for all.

Orientation and Probationary Period

All new employees to Able Innovations 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 Able Innovations, an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Employee Handbook and will be expected to peruse its contents and provide a signature to confirm they have read the document. Employees will also fill out an [Onboarding Form](#) (preferably online) and attach the required signed documents (Employee Contract, NDA, BPA, and Direct Deposit form). Before being classified as a permanent employee of the company, employees are subject to a **probationary period lasting 3 calendar months**. During this period, the company reserves the right to terminate a worker's employment without notice. If an employee wishes to resign during the probationary period, at least one week's notice is required.

During the probationary period, employees are not eligible for a salary review.

Employees will be compensated for any statutory holidays during this period as per the *Ontario Employment Standards Act* requirements.



Personnel File

Able Innovations does collect personal information for inclusion in personnel files. This information is available to the employee. This information is kept in a secure location, and is not shared with members of our business outside of the management team. Information which is contained in an employee's personnel file includes the following: résumé, letter of offer, performance reviews, amendments to job descriptions, disciplinary notices, tax forms, copies of enrolment forms for benefits and approved leave requests.

Work Schedule & Breaks

- The standard work week *Monday through Friday*
- While our schedules are flexible, all employees are expected to report to the office no later than *9:30AM*

**The work schedule may change temporarily to accommodate the company's production requirements or meet important deadlines.*

The regular work hours may not be the same for all employees, depending on the nature of the work that is assigned. In such instances, the working conditions are addressed on a case-by-case basis.

Able Innovations Inc. strives to provide a balanced work-life schedule to its employees by offering a flexible schedule. We do not have an overtime policy and encourage employees to discuss additional time or time-in-lieu directly with their managers. These requests will be dealt with on a case-by-case basis.

Absences and Lateness

Employees are expected to follow the work schedule that they have been assigned.

Able Innovations expects all employees to arrive on time for the start of their work shift and return punctually from breaks.

Unexpected absences and lateness for scheduled workdays inevitably occur. Able Innovations has provided a procedure for such cases to ensure that all staff are treated fairly.



- Employees are responsible for advising management of any absence or lateness as soon as possible before the start of their work shift. This allows their supervisor to make the necessary replacement arrangements and maintain good continuity of the department's activities. Unauthorized or excessive absences may result in the imposition of disciplinary measures by management.

Performance Management

Each employee will be responsible for developing their respective performance work plan for the year. This plan will be reviewed by management and amended as necessary. At the time of the performance appraisal, the employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern and indicate challenges identified along the way. These performance reviews will be performed once after the probationary period has ended, and twice a year thereafter.

Employee Benefits

Able Innovations offers its full-time employees comprehensive health benefits that are outlined in the group policy. Employees are eligible for benefits after probation. Able Innovations is committed to the well-being of employees and thus has elected to significantly discount monthly premiums of its employees. Employees who are enrolled in this program will have their contributions deducted in their payroll.

Confidentiality and Data Protection

Able Innovations strives to ensure the security and protection of private information about clients, employees, partners and the company. Examples of confidential information are:

- Intellectual property
- Confidential information on the product, company, and operations
- Employee records
- Unpublished financial information



- Customers/partners/vendors data
- Customer lists (existing and prospective)
- Unpublished goals, forecasts, and initiatives marked as confidential

All employees will be required to agree to and sign non-compete and non-disclosure agreement (NDA), as well as a Business Protection Agreement (BPA).

Able Innovations is committed to:

- Restrict and monitor access to sensitive data
- Develop transparent data collection procedures
- Train employees in online privacy and security measures
- Build secure networks to protect online data from cyberattacks
- Establish data protection practices (e.g. secure locks, data encryption, frequent backups, access authorization)

Employees are expected to act responsibly when handling confidential information.

Employees must:

- Lock or secure confidential information at all times.
- Shred confidential documents if no longer needed.
- Ensure confidential information is accessed only on secure devices.
- Only disclose confidential information to other employees when necessary and authorized.
- Keep confidential documents inside the company's premises unless explicitly directed otherwise.

Employees must not:

- Use confidential information for personal benefit or profit.
- Disclose confidential information to anyone outside of the company.
- Replicate confidential documents and files and store them on insecure devices.

Contravention of these policies may result in disciplinary action or termination of any employee found to be in breach of these requirements.

Able Innovations may pursue disciplinary action or termination for any breach of these policies.



Harassment and Violence

To build and maintain a happy and productive workplace, everyone must treat others well and help them feel safe. All employees must aim to prevent harassment and workplace violence.

Able Innovations has a **zero-tolerance** policy regarding threats, verbal or physical violence/harassment/bullying towards colleagues, management, clients or representatives of the employer.

The management of Able Innovations is committed to the prevention of workplace violence/harassment/bullying. Management will strive to protect all workers from workplace violence/harassment/bullying from all sources. Management pledges to investigate and deal with all incidents and complaints in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Workplace Health and Safety

Able Innovations is committed to creating a hazard-free workplace. To this end, the company will ensure workplace safety through preventative action and emergency management.

Preventative Action

Preventative actions are any actions we take to avoid injuries or illnesses related to the workplace. We will establish preventative measures to address risks accordingly.

At a minimum, the company will:

- Ensure employees who work in various locations have access to safety protocols, policies and requirements.
- Provide protective equipment including gloves, protective uniforms, and goggles

Employees are expected to take safety seriously and understand their responsibilities in supporting the maintenance of a safe workplace. Always use protective equipment and follow safety standards whenever necessary and as directed.



Emergency Management

Emergency management refers to the company plan to deal with sudden catastrophes.

Our emergency management provisions include:

- Functional smoke alarms that are regularly inspected.
- Technicians available to repair leakages, damages and blackouts quickly.
- Fire extinguishers and other fire protection equipment that are easily accessible.
- Fire escapes and safety exits.

Vacations and leaves of absence

General

Salaried employees will be compensated for annual public holidays that Ontario observes in a calendar year. Employer may request additional documentation for all leaves of absence (except vacation) as listed below

Vacation

Ordinarily, a vacation entitlement year is a recurring 12-month period beginning on the date of hire. All vacation days are accrued monthly. Up-to a maximum of 5 vacation days can be carried over from one year to another. All vacation requests must be requested and approved from an employee's direct manager. Requests must be provided with a reasonable notice period (i.e. >2 weeks for requests of up-to 2 days, >4 weeks for requests for 3 or more days). Vacation approvals are not guaranteed and is based on the discretion of management as well as deliverables. All approved vacation must also be corresponded to staff@ableinnovations.ca .

Short-term Leave: Sick Leave

Employees may take up to **three days** of paid job-protected leave as sick leave each calendar year due to a personal illness, injury or medical emergency.

Employees cannot carry over unused sick leave days to the next calendar year.

Employees can take the leave in part days, full days or in periods of more than one day.



An employee must inform their immediate supervisor before starting the leave that he or she will be taking a sick leave of absence.

If an employee must begin the leave before notifying the employer, the employee must inform the employer as soon as possible after starting it. Notice should be given in writing.

An employer may require an employee to provide A medical note from a health practitioner may be requested by the company if an employee is taking sick leave because of personal illness, injury, or medical emergency. All sickness must also be corresponded to staff@ableinnovations.ca .

Short-term Leave: Bereavement Leave

Employees have the right to take up to **two days** of paid job-protected leave each calendar year because of the death of family members.

Bereavement leave can be taken at the time of the family member's death, or sometime later to attend a funeral or memorial service.

Generally, an employee must inform the employer before starting the leave that he or she will be taking a bereavement leave of absence.

If an employee must begin the leave before notifying the employer, the employee must inform the employer as soon as possible after starting it. Notice does not have to be given in writing. While an employee is required to tell the employer in advance before starting a leave (or, if this is not feasible, as soon as possible after starting the leave), the employee will not lose the right to take the leave if they fail to do so.

Short-term Leave: Personal Leave

Employees have the right to take up to **two days** of paid job-protected leave each calendar year. Personal days are NOT vacation days. A personal leave is intended for exceptional circumstances involving family matters, mental health or civic duties.

Employees must let their manager know at their earliest convenience, ideally prior to commencing the leave. Personal leave may be combined with sick leave in the event of extended illness.



Extended Leaves of Absence

Able Innovations recognizes that unforeseen needs for extended leaves of absence may arise due to events outside of our employees' control. We seek to support our employees as much as possible during these times.

If the need for an extended leave of absence arises, please contact management as early as possible to discuss the policies and arrangements for this leave.

Notifications and contacts

It is the employee's responsibility to adequately notify their supervisor and other stakeholders in case of any variation of schedule (lateness, vacation, sickness etc.). In all such notifications, the employee must also cc staff@ableinnovations.ca. Please note that Slack notifications are not formal. Further, employees are encouraged to only notify those who may be affected by a schedule change, rather than broadcasting to the office,

staff@ableinnovations.ca serves as a repository for tracking vacation, sick, lateness etc.

Other useful contacts for the company are:

Jayiesh Singh: jay@ableinnovations.ca, +1 647 989 4242

Philip Chang: phil@ableinnovations.ca, +1 416 716 1832



Other Conditions/Policies

Dress Code

When representing Able Innovations, staff should dress and behave appropriately.

Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others.

Our company's official dress code is Business Casual. No open-toed shoes, low-cut shirts, profanity or vulgar graphics on clothing. We allow jeans, basic shirts, and sneakers. Shorts, skirts, and dresses should be at the knee.

However, an employee's position may also inform how they should dress. Frequently meeting with clients or other stakeholders may require more formal dress code.

If a client is expected to visit the workplace, we will attempt to inform staff the day before. When a client is here, we ask you to conform to a more formal dress code of collared shirts with sleeves to the wrist, long pants, etc.

As long as you comply with our guidelines above, we don't have specific expectations about what types of clothes or accessories you should wear.

We also respect and permit grooming styles, clothing and accessories that are dictated by religious beliefs, ethnicity, or disability.

Able Innovations 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-issued equipment

As an employee, you may receive [company cell phone, laptop or other device, furniture.] Unless otherwise mentioned in your contract, any equipment we offer belongs to our company and you may not sell it or give it away. You are also responsible for keeping our equipment safe and in as good condition as possible. In the event of physical damage or loss of equipment when under your supervision, you may be responsible for their reparation/replacement.



Theft and damage of company equipment

Our equipment is insured for theft and damage. We ask you to inform us within *24 hours* if your equipment is stolen or damaged. We might be able to trace stolen laptops and cell phones. Please also file a theft statement (affidavit) with the police and submit a copy to us.

Employee expenses

There are some expenses that we may pay directly on your behalf (e.g. hotel rooms for work-related travel.) All expenses must be approved by your manager prior to expenses being incurred. You are required to keep track and report on those reimbursable expenses that you pay yourself.

Not all travel expenses are reimbursable. Before travelling for business, contact management to clarify which expenses are reimbursable within your particular trip. Please keep receipts for all reimbursable expenses. You can submit them to your manager through our expense forms within three months after the date of each expense. If your manager approves your expenses, you will receive your reimbursement within two pay periods through e-transfers.

Fridge and Kitchen

We have a kitchen with a sink, fridge, freezer, dishwasher, and coffee and hot water maker. Basic items like coffee, milk and sugar are provided. Please be respectful to others by cleaning up after yourself. Be mindful of keeping food in the fridge longer than a week so as not to cause smells and grow mould.

We have a trash can for general trash and organics (food). Make sure you do not put any organics in the office trash cans as that will cause odours. The other trash can is for recycling. Please clean out your recyclables of any biological matter before placing in the bin.

*Note: We are a proudly Canadian company. With that, we use milk in a bag. After the corner has been cut, the bag of milk stays in the pitcher for storage and pouring.



Security and digital devices

This section deals with all things digital at work. We want to set some guidelines for using computers, phones, our internet connection and social media to ensure security and protect our assets.

Physical Security

- Locking the door - everyone is assigned a personalized door code
- Alarm code - all employees will receive the alarm code.
- If you are last to leave the office, you are responsible for ensuring the office is securing, locking front and back door, and arming security system

Security of company issued devices

An employee is responsible for any company property (inc. laptop or equipment) that they take off-site (ex. to home). In such scenarios damage to such equipment and its reparation responsibility of the employee. We advise you to keep your company-issued computer, tablet and cell phone secure. You can do this if you:

- Keep all devices password-protected.
- Ensure you do not leave your devices unattended.
- Install security updates for browsers and other systems as soon as updates are available.
- Log into company accounts and systems through secure and private networks only.

Follow all instructions for disk encryption, anti-malware protection and password management that you received along with your equipment.

Internet usage

Our corporate internet connection is primarily for business. But, you can occasionally use our connection for personal purposes as long as they don't interfere with your job responsibilities. Also, we expect you to temporarily halt personal activities that slow down our internet connection (e.g. uploading photos) if you're asked to.

You must not use our internet connection to:



- Download or upload obscene, offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and gain access to sensitive information.
- Download or upload pirated movies, music, material or software.
- Visit potentially dangerous websites that can compromise our network and computers' safety.
- Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

Cell phone

We allow use of cell phones at work. But, we also want to ensure that your devices won't distract you from your work or disrupt our workplace. We ask you to follow a few simple rules:

- Use your cell phone in a manner that benefits your work (business calls, productivity apps, calendars.)
- Keep personal calls brief and use an empty meeting room or common area so as not to disturb your colleagues.
- Avoid playing games on your phone or texting excessively.
- Don't use your phone for any reason while driving a company vehicle.
- Don't use your phone to record confidential information.
- Don't download or upload inappropriate, illegal or obscene material using our corporate internet connection.

Also, you must not use your phone in areas where cell phone use is explicitly prohibited (e.g. laboratories.)

Corporate email

Email is essential to our work. You should use your company email solely for work purposes. You can use your corporate email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.

For our general expectations, we expect you to avoid:



- Signing up for illegal, unreliable, disreputable or suspect websites and services.
- Sending unauthorized marketing content or emails.
- Registering for a competitor's services, unless authorized.
- Sending insulting or discriminatory messages and content.
- Spamming other people's emails, including your coworkers.

In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. If you are not sure that an email you received is safe, ask a supervisor.

Company Code of Ethics

Our company 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 Ethics by which all employees – workers and managers alike – must abide. We encourage you to inform your manager of any conduct that is illegal or contrary to the Code of Ethics. The company is committed to protecting employees against all forms of reprisals.

It is the responsibility of all staff 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
- Encourage growth and development of employees by helping them achieve their personal goals at Able Innovations and beyond
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it



- 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
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding

Change of Employment

Resignation

You resign when you voluntarily tell your supervisor that you will stop working for our company. You are required to give at-least a two weeks' notice of resignation. If you hold a highly specialized or management position, we ask that you give us at least a *month's* notice, when possible.

Resignations must be submitted either via e-mail or as a written and signed notice of resignation for our records. We will reply with an acceptance of resignation letter within *two days*. Management will inform your supervisor that you are resigning if you haven't already done so.

Termination

Terminating an employee is always unpleasant but sometimes necessary. If that happens, we want to ensure we act lawfully and respectfully. We may terminate an employee either for cause or without cause.

For cause termination is justified when an employee breaches their contract, engages in illegal activities (e.g. embezzlement), disrupts our workplace (e.g. harasses colleagues), performs below acceptable standards or causes damage or financial loss to our company.

Without cause termination refers to redundancies or layoffs that may be necessary if we cease some of our operations or re-assign job duties within teams. We will follow applicable laws regarding notice and payouts.



We may also compensate accrued vacation and sick leave upon termination, depending on local law.

References

When we terminate employees, we may provide references for those who leave in good standing. This means that employees shouldn't have been terminated for cause. If you are laid off, you may receive references. Please ask your supervisor.

If you resign, you may ask for references and your manager has a right to oblige or refuse.

Employer property

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information or other materials shall remain and be considered the exclusive property of the Employer at all times, and shall be surrendered to Able Innovations, in good condition, promptly and without being requested to do so.