



TEAM MEMBER GUIDE

901 DISMISSAL FOR CAUSE

There are many forms of behaviour which constitute a breach of our Company policies and/or legislation that govern acceptable behaviour and/or actions. We could not list all examples and therefore this list will serve as a guide to let you know what is considered a violation and which category such violations would fall under.

The following will list examples of behaviour and actions that constitute willful misconduct, which may lead to disciplinary actions up to and including dismissal for cause.

1) Violation of Company Policy

Policies are governing documents which are used to establish and maintain the desired behaviour and actions but also create common ground for all Team Members to relate to while in the workplace. Team Members must be mindful throughout the course of the work day. A Team Member may ask for clarification on any Company policy when required. Failure to comply to policies explained to Team Members will be seen as willful misconduct and disciplinary actions may be required up to and including dismissal for cause.

2) Attendance and Punctuality:

(for further details please see section "808: Attendance and Punctuality" and section "902: No Call No Show" of the Team Member Guide).

Some examples of behaviours which are unacceptable and may lead to disciplinary actions up to and including dismissal for cause are:

- Continual Absenteeism
- Continual Tardiness
- Pattern Absenteeism
- Pattern Tardiness
- Any absence which disrupts the operation of the Company
- Any tardy which disrupts the operation of the Company

3) Rudeness to Customers:

Our customers are our priority and the reason we are in business. Keeping to this theme, any behaviour listed below is subject to disciplinary actions up to and including dismissal for cause:

- Rude, insulting, demeaning, or belittling of customers
- Rude, insulting, demeaning, or belittling of another Team Member in front of a customer
- Rude, insulting, demeaning, or belittling comments about the Company in front of a customer



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4) Poor Job Performance

We pride ourselves on being good at what we do, and strive to be the best in our field. We demonstrate this by encouraging continual learning, attracting qualified candidates and rewarding hard work. As a result of this, corrective actions may be required to deter performance which does not meet our Company standards, or to correct performance issues that a Team Member may be struggling with. If continual issues arise regarding job performance when the Team Member has all the necessary tools, training and support to complete their duties, their actions may be seen as wilful misconduct and disciplinary actions up to and including dismissal for cause may be required. Here are a few examples:

- Excessive “come backs”
- Not following legal (provincial/federal or other jurisdiction) requirements according to the position held with the Company

5) Health and Safety Violation

Every Team Member has a responsibility to prevent accidents and/or injuries as well as maintain a safe working environment. As a result, we encourage all Team Members to take initiative to ensure equipment is maintained and follow the standards and policies on health, safety and maintenance listed below. The infractions are among the most severe and will be seen as willful misconduct and may lead to disciplinary actions up to and including dismissal for cause.

- Failure to follow procedures and tasks outlined when occupying a physical position, such as but not limited to: Tire Technician, Mechanic, Mechanic Apprentice, Shipper/Receiver, Logistical/Delivery Driver, Warehouse Clerk.
- Failing to report maintenance issues to your supervisor or health and safety representative when they become a safety concern.
- Being directly responsible for the harm or potential harm of yourself or another individual where it is determined that said accident or incident was caused by negligence, carelessness or malice.

6) Failure to Follow Instructions

There are positions which oversee other Team Members, and these positions are to facilitate the flow of information and to delegate duties and responsibilities. These positions are to ensure a consistent process which our customers and all of our Team Members can depend upon. To this effect, the supervisor’s authority must be respected and adhered to for the efficient operation of the Company. Any form of insubordination will be seen as willful misconduct and may lead to disciplinary actions up to and including dismissal for cause.

7) Willful Damage of Equipment/ Property

(for further details please see section “804: Use Of Company Equipment And Vehicles” of the Team Member Guide).



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8) Other

This category of discipline is used when there is not an explicit policy available that covers an unwelcomed behaviour or action. A reason for such omission is when a reasonable person ought to know that such behaviour or actions is not acceptable. Excessive infractions may require disciplinary actions up to and including dismissal for cause. Examples of other grounds for dismissal for cause are:

- Theft
- Time theft
- Engaging in illegal activity during the course of work
- Using Company property or resources to conduct illegal activities
- Actions that directly undermine the duties and responsibilities of a position held with the company, such as:
 - Tell customer not to buy our products or services
 - Provide confidential information to competitors