



Barber-Collins Security Services Ltd.

Code of Conduct

Intent

Barber-Collins Security Services Ltd. is committed to fostering a safe environment that promotes efficiency, diversity, inclusion, and professional success for all employees. Those achievements depend on a workplace free from behaviours that can undermine the progress and mission of the organization. To this end, an atmosphere of mutual respect, fairness, and trust is essential.

The company is committed to establishing and implementing a standard of excellence in every aspect of its business, while promoting and ensuring ethical and responsible conduct in all its operations, with the utmost respect for the rights of all individuals and for the environment. This code of conduct details behavioural guidelines to meet that commitment.

Guidelines

Company Mission

Providing our customers with an impeccable level of service. Treat all company employees with respect and dignity – remunerate our employees with a fair wage and excel as a community corporate citizen.

Company Values

In order to fulfil the company mission, all personnel must individually and collectively uphold the following company values, including employees, managers and volunteers.

Integrity

Honesty and transparency are displayed at all levels of the organization and in all interactions. Personnel follow through on their commitments, prioritize open communication, and show accountability. Pride in one's work is important, as well as owning up to errors. Personnel raise others up when they are down and make room to celebrate others' achievements.

Professionalism

Competencies (including knowledge, skills, and abilities) are continually built on to successfully perform job requirements. Personnel show respect, equity, and consistency in decision-making, conversations, and interactions with others. Processes are followed mindfully, and teams and supervisors are updated on project statuses, issues, and concerns.

Privacy and Security

Respect is shown towards others' rights to personal privacy and personnel never enquire unprofessionally into others' personal affairs. Cybersecurity best practices are adopted, and strict confidentiality is upheld when necessary. Personal data is carefully stored and managed by individuals authorized to do so.

Health and Safety Conduct

Barber-Collins Security Services Ltd. has policies and practices in place to protect the health and safety of all employees. Conditions in all company facilities are maintained to be safe and clean and to protect the health of employees. The company ensures reasonable access to clean, potable water and sanitary facilities for all employees. Fire safety and ventilation equipment and conditions also meet or exceed legislative requirements. All employees must adhere to all health and safety policies and practices at all times. Removal or modification of any equipment or tools in place to promote health and safety is strictly prohibited. Health and safety concerns should be reported to Candis Tetreault (Certified Worker Member/Rep), or Darryl Rouleau (Certified Management Rep), or Debbie Alberto (Certified Management Rep).

Violence and Harassment

The company has no tolerance for violence and harassment in the workplace. This includes but is not limited to:

- Causing physical harm to another person;
- Threatening behaviour or comments or any behaviour that expresses harmful intent;
- Aggressive behaviour that creates a reasonable fear of bodily harm to another person;
- Verbal abuse, malicious gossip, or causing emotional duress;
- Cyberbullying and Internet harassment; and
- Sexual harassment.

Whenever the company becomes aware of any violent or harassing behaviour, immediate corrective action is taken in line with the severity of the incident and the associated policy. It is important to note that in cases of violence and harassment, disciplinary action may be taken even if there was no intent to cause harm. Fraudulent or frivolous reports of violence or harassment are also subject to progressive discipline.

Mental Health

Barber-Collins Security Services Ltd. understands the importance of maintaining good mental health and works to promote employee mental health whenever possible. Trust, appreciation, honesty, and transparency are foundational elements to company mental health initiatives and policies. All employees are treated equitably, and employees should promote the same ideals. Hazards related to mental health are monitored regularly to ensure the workplace does not negatively affect employee mental health. These hazards include workload, communication, decision-making, support, organizational change, growth opportunities, expectations, and so on.

Employees should speak to their managers or Debbie Alberto (in the office) of any concerns about their mental health. The company makes all reasonable efforts to support and accommodate employees to the point of undue hardship.

Other Health and Safety Conduct Violations

Barber-Collins Security Services Ltd. employees should never create unsanitary, unsafe, or unhealthy work conditions. These behaviours could have significant repercussions for employee wellbeing and the company's ability to remain compliant. If any such behaviour does occur, even if the responsible employee does not recognize their actions to be detrimental, corrective action is taken to ensure the workplace remains safe and healthy.

The use of alcohol and non-prescribed drugs while on company premises or while conducting company business is prohibited. Employees are expected to be fit to work for their shifts. Any employee who is not fit to work for their scheduled shift should inform their Supervisor or Operations Manager immediately in line with company procedures.

All employees are expected to manage potential impairment caused by the legitimate use of medications during work hours by consulting with their treating health professional to determine whether the medication can have any negative effect on work performance. Any concerns should be reported to their Supervisor or Operations Manager as soon as possible.

All personnel must work in a manner conducive to a safe and inclusive environment, following all company practices, policies, and procedures.

Employee Behaviour and Practices

All employees should represent the company well at work and in their behaviour outside work. To guide employees on how to act as representatives, the company has established these guidelines.

Dress Code

Employees should wear issued uniform items while working.

Workplace Morale

Barber-Collins Security Services Ltd. holds workplace morale in high regard. Positive morale directly contributes to business success and means a healthier workplace for employees, so any conduct determined to be detrimental to workplace morale is not permitted. Insubordination and dishonesty are not tolerated. These behaviours erode working relationships within the company and can create discomfort among employees. Disorderly, immoral, or indecent conduct on company premises and when conducting company business is also not permitted. Progressive discipline in line with company policy is taken for any employee found to have taken part in such behaviour.

To promote workplace morale, employees are urged to support one another and collaborate to make the workplace enjoyable and positive. The company is committed to providing a safe and healthy workplace, and this includes the effects morale has on mental health.

Business Success

Employees should continually promote business success so that all individuals associated with Barber-Collins Security Services Ltd. can grow and improve. Any conduct that impedes business success or negatively affects the workplace is prohibited.

Arriving to work late without reasonable cause is unacceptable behaviour. Employees must arrive to work on time or follow the guidelines from the Employee Handbook to notify their supervisor or Manager of lateness or absences. Employees must take all designated breaks and eating periods on time and never exceed the duration of the break. Failure to properly report a workplace absenteeism or failure to provide reasonable cause for an absence from the workplace is also clearly detrimental to business success, and all employees who behave in such a way are held accountable.

Employees must receive prior authorization in order to leave work before the end of their scheduled shift. While at work, employees are expected to follow their scheduled hours and be present at the site and ready for work by their scheduled time. Employees must work productively and safely without distractions while maintaining company standards.

Employees should also never interfere with the normal job activities of other employees or create disturbances that impede their progress. This type of behaviour can involve many different policy or code violations and is not tolerated. Employees should report another employee's behaviour if it prevents them from doing their job.

Customer Service Excellence

Public-facing employees should deliver excellent customer service whenever possible. Clearly communicating with clients, both verbally and in writing, is the foundation for customer service excellence. Best practices for customer service excellence include:

- Displaying an upbeat, polite, and friendly demeanour;
- Using active listening to keep customers at ease and show you want to solve their problem;
- Being observant, flexible, and professional; and
- Giving customers undivided attention.

If a customer request cannot be immediately facilitated, employees should communicate the basics of the process and next steps that will be taken, as well as providing the customer with a timeline for when they can expect their issue to be resolved.

Employees should never leave a customer without a resolution. If the employee cannot help, they should immediately involve a co-worker, supervisor, or manager who can assist with the situation. If assisting a customer requires the customer to wait while the employee addresses the issue, the employee should politely assure them a resolution is in process and thank them for their patience.

Barber-Collins Security Services Ltd. employees should embody a positive and professional demeanour whenever interacting with the public. Directly negative remarks of any kind should be avoided, as they do little to improve the situation and most often can be left unsaid. Sarcasm can be easily misinterpreted and should also always be avoided. Employees should never raise their voice to a customer or behave in way that could be construed as demeaning.

Profanity, intimidation, threats, and any other generally derogatory or negative language and behaviour is also not tolerated.

Just like in the rest of the workplace, Barber-Collins Security Services Ltd. has zero tolerance for violence, harassment, and discrimination when dealing with the public. Any such event between employees and customers is handled in line with the appropriate policy.

De-escalating Hostile Customers

It is the duty of Barber-Collins Security Services Ltd. to ensure the workplace is free of violence and that employees have the tools they need for defusing a hostile situation. Employees are urged to be attentive when customers are approaching and look for signs that the customer is potentially hostile. Knowing this helps employees prepare for the interaction. It is important for employees to control any reactionary impulses and not meet hostile customers with equally hostile responses.

Employees should attempt to immediately get control of hostile situations by first remaining calm. Employees should always try to maintain composure and behave professionally when facing hostile customers. Best practices for body language include:

- Being mindful of body language and resisting the urge to be closed off;
- Not mirroring the hostile customer's body language;
- Maintaining a reasonable proximity to the customer, neither invading their personal space nor standing too far away to hold a conversation;
- Adopting a calm and open posture and avoiding excessive or distracting movements; and
- Avoiding crossing arms, fidgeting, or sighing.

Employees should always let the customer speak and avoid interrupting them. In hostile situations, active listening is especially important to ensure the customer understands that they are being heard. Employees should also encourage the customer to provide more details on the situation. This can help the hostile customer to think rationally, potentially calming them down and getting them to focus on a solution instead of their problem.

Again, safety is paramount. If a hostile situation ever becomes unsafe, employees should immediately remove themselves from the situation, call appropriate authorities and report it to a supervisor or manager as soon as possible.

Company Events

While representing Barber-Collins Security Services Ltd. at events, employees must follow the standards in this code of conduct. Company events include:

- Offsite meetings, including seminars, conferences, or training;
- Celebratory gatherings or Holiday parties;
- Teambuilding events;
- Volunteer or charity events;
- Company-sponsored events; and
- Any other events that employees attend during or outside work hours where they represent the company.

Employees may be allowed to consume alcohol or recreational cannabis during certain company events. The company determines and communicates with employees before the event when alcohol or cannabis use is appropriate or permitted. The company reserves the right to prohibit consumption of alcohol and cannabis at any company or company-sponsored events.

As representatives of Barber-Collins Security Services Ltd., professional, cordial, and safe conduct is expected from employees at all times. Violations may result in disciplinary action up to and including termination of employment.

Alcohol

Where alcohol is served and permitted at company events, Barber-Collins Security Services Ltd. expects attendees to drink responsibly. When attending company events where alcohol is being served, employees must arrive at the company event sober and refrain from bringing outside alcohol into the event. Employees should consume alcohol in moderation and only in appropriate areas. If employees may bring guests to company events, the employee must monitor their guests for signs of intoxication and ensure guests act respectfully.

Employees must at all times adhere to all rules relating to alcohol established by the venue holding the event.

Cannabis

Where cannabis use is permitted at company events, employees must arrive to the event sober and not under the influence of cannabis or cannabis products unless it is medically prescribed. Employees must only consume cannabis and cannabis products allowed by law and in legally established areas, and only consume cannabis products in methods prescribed by law. If employees are permitted to bring guests to company events, the employee must monitor their guests for signs of cannabis intoxication and ensure guests act respectfully.

Employees must at all times adhere to all rules relating to cannabis established by the venue holding the event.

Driving Under the Influence

Under no circumstance should any employee drive while intoxicated or under the influence of recreational cannabis, alcohol, or any other substance that could cause impairment. Any employee who consumes alcohol, cannabis, or cannabis products is automatically considered under the influence and unfit to drive, regardless of the amount consumed. If a company representative determines that an employee is impaired and should not operate a vehicle, they will work to ensure the employee gets home safely. If an intoxicated employee wilfully refuses assistance and attempts to drive themselves, the police will be informed and appropriate workplace discipline will be enforced.

Compliance

All company personnel are responsible for understanding and complying with this code, as well as the applicable laws and regulations.

Criminal Conduct

All criminal conduct by employees while on Barber-Collins Security Services Ltd. property or while conducting company business is prohibited. If the company discovers any criminal activity conducted by employees on company time, the police will be informed as soon as possible. The outcome of any criminal investigation may be considered when determining internal corrective action.

Intentional damage or destruction of property belonging to either the company or its employees, theft (including physical and intellectual properties), and all wilful breaches of company security systems are considered criminal activity and dealt with accordingly. Similarly, possession of a weapon while on company premises or while conducting company business, and the use, possession, sale, manufacturing, or dispensation of any illegal drug, are considered criminal conduct and are prohibited. The company cooperates with reasonable requests for information and documentation from local authorities for the purposes of an investigation.

Violations

Anyone who knows of a possible or actual violation of this code, the law, or regulations must report the issue in writing to their Operations Manager.

Any form of retaliation against a complainant reporting a violation in good faith is strictly prohibited. The company investigates complaints in a timely and private manner, working with the complainant (where possible) and any relevant parties to find a solution. Personnel who fail to report a known violation may be subject to disciplinary action up to and including termination of employment.

Barber-Collins Security Services Ltd. reserves the right to discipline and in certain cases terminate the employment of any employee who violates this code. Discipline is proportionate to the severity of the violation and the employee's standing at the time of the violation. Management will meet with the employee to discuss the violation and work to rectify the situation through whatever reasonable means they determine to be appropriate in the situation.

Acknowledgement and Agreement

By signing below, I acknowledge that I have read and understand the contents of this policy. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face disciplinary action up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____