

PROVENCE RESTAURANTS

FOH EMPLOYEE HANDBOOK



PROVENCE
marinaside



the wine bar

The PROVENCE RESTAURANTS Employee Handbook is not contract, express or implied, nor does it guarantee employment for any specific length of time. Although we hope our employment relationship will be long term, either the Company or you can end the relationship at any time, with or without notice, with or without reason, to the extent allowed by law.”

This Employee Handbook supersedes and replaces all previous policies and procedures including, but not limited to, all memoranda or written policies which may have been issued prior to the publication date of this handbook.

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GENERAL INFORMATION

PROVENCE MARINASIDE

ADDRESS

1177 Marinaside Crescent
Vancouver, BC
V6Z 2Y3

Telephone Number
604.681.4144

WEBSITE

www.provencemarinaside.ca

SOCIAL MEDIA

FACEBOOK

facebook.com/ProvenceMarinaside

TWITTER @ProvenceMarina

INSTAGRAM @provencevancity

TIKTOK @provencevancity

TWB - THE WINE BAR

ADDRESS

1167 Marinaside Crescent
Vancouver, BC
V6Z 2Y3

Telephone Number
604.681.4144

WEBSITE

www.thewinebar.ca

SOCIAL MEDIA

FACEBOOK

facebook.com/TWB.TheWineBar

TWITTER @TWB_TheWineBar

INSTAGRAM @twb_thewinebar

HOURS OF OPERATION



BRUNCH

LUNCH

HAPPY HOUR

DINNER

	BRUNCH	LUNCH	HAPPY HOUR	DINNER
MONDAY	10:00 – 11:15	11:30 – 3:00	3:00 – 5:00	3:00 – 9:45
TUESDAY	10:00 – 11:15	11:30 – 3:00	3:00 – 5:00	3:00 – 9:45
WEDNESDAY	10:00 – 11:15	11:30 – 3:00	3:00 – 5:00	3:00 – 9:45
THURSDAY	10:00 – 11:15	11:30 – 3:00	3:00 – 5:00	3:00 – 9:45
FRIDAY	10:00 – 11:15	11:30 – 3:00	3:00 – 5:00	3:00 – 9:45
SATURDAY	9:00 – 2:45		3:00 – 5:00	3:00 – 9:45
SUNDAY	9:00 – 2:45		3:00 – 5:00	3:00 – 9:45

The kitchen will remain open for orders until closing.

Following dinner service, the kitchen will offer our After Hours menu until 10:45pm with last call for food at 10:45pm, and last call for alcohol at 11:00pm.

Guests are permitted to stay until 12:30am to finish food and beverages that have already been served.

MISSION STATEMENT

Good Food Good Life!

PHILOSOPHY

It is the belief of ownership and management that all good things in life stem from a healthy and holistic relationship with our environment, bodies, and the nourishment that we receive from consuming food and beverages that are made from high quality ingredients.

All staff of Provence Marinaside should strive to bring the mission statement of Good Food Good Life! to fruition through exceptional service, and knowledge of our products and services.

Through not just meeting, but exceeding guest expectations, we hope to make each and every guest experience exceptional.

CHEF JEAN-FRANCIS' STORY

A native of Marseille, France, Chef Jean-Francis comes naturally to the culinary world as his mother was acclaimed Chef Suzanne Quaglia of Marseille's famed Le Patalain and one of the very first female chefs in France.

At age eight, he made his first Tarte au Citron from his mother's recipe. This lemon tarte is now featured on Provence's menu.



Following graduation, Chef Jean-Francis apprenticed at Hôtel Sofitel in Marseille, worked with Chef Elie Mazot at Relais et Château's Le Château de la Chevre D'Or in Eze and was Chef de Partie Tournant under the direction of his mentor, Chef Dominique LeStanc, at Hôtel Negresco in Nice (2 Michelin stars).

As Chef de Partie Tournant, Jean-Francis mastered every station in the kitchen while working under the direction of Chef Dominique LeStanc, this was to be a turning point in his life as it was then that he met a young Canadian, Alessandra Mossa, who later became his wife.

While the romantic relationship between Jean-Francis and his wife has ended, they remain friends, and business partners.

In 1991 Jean-Francis (with Alessandra) returned to Marseille to work as Sous Chef in his mother's Le Patalain. The next year he and Alessandra moved to Canada and were married.

Upon arrival in Vancouver he was Sous Chef under Chef Bruno Born at Le Coq D'Or and followed him to the Sheraton Wall Centre Hotel where he became Executive Chef of the hotel's Indigo Bistro Moderne.

He opened his first restaurant, Provence Mediterranean Grill in 1997 in Point Grey and went on to open Provence Marinaside in 2002 and TWB - The Wine Bar next door in 2012 (now amalgamated into Provence Marinaside).

In August 2021, the government of France honoured Chef Jean-Francis by naming him a Chevalier (Knight) of the Ordre du Mérite Agricole – one of France's highest honours, second only to the Legion of Honour.

In 2022, Provence Marinaside celebrated 20 years in Yaletown. Chef

Jean-Francis considers himself fortunate to have more than a dozen staff who have been at Provence Marinaside since the beginning and even earlier with some who worked at The Wall Centre, and then Provence Mediterranean Grill, before joining the team at Provence Marinaside.

CONDUCT AND BEHAVIOUR

RESPECT

As a staff member, you represent the business, and are expected to conduct yourself professionally.

Some days can be extremely stressful and you have to maintain your composure.

Everyone makes mistakes: Guests will tell you that they didn't order the fish soup, when they did, the kitchen will miss your order and you will forget to punch something in. It happens, correct the problem, learn from the experience, and move on - it's not the end of the world.

Create an atmosphere of respect. Be respectful toward others, do everything in a respectful manner, have the respect of others. Treat everyone that you encounter, from the delivery man to the dishwasher in the same way.

THE MAGIC PHRASES

Restaurants are consistently ranked as one of the most stressful places to work, right up there with fire fighters, pilots and soldiers. Every single position is important and has value. **'Please'**, **'thank you'** and **'I apologize'** are three magic phrases that can transform a stressful situation into a pleasant one.

Thank your hostess for cleaning your table, say please to a server when asking for help and when you mess up an order (and you will, mistakes happen),

say I apologize to a Guest and your kitchen staff when you make a mistake and need something two minutes ago!

UNIFORM AND HYGIENE

Your personal presentation is important. You must have a proper, clean uniform for your shift. If for any reason, your uniform is not up to standard, or you do not have one, you will be required to purchase one.

UNIFORM STANDARDS

It is important that you follow uniform standards 100% of the time. Your uniform shows you are part of the Provence



team. It is a symbol to customers you take your position seriously. Every day when you come to work, you should take pride in your appearance and uniform. Never overlook the value of a clean and polished appearance. Your manager has the final approval on all uniform elements. If you are unsure if your uniform conforms to Provence standards, please consult your manager. If your uniform does not meet the standards, you will be asked to change.

For some special occasions, or events,

management may make the decision to deviate from the typical dress code in order to help celebrate. In these cases, the same care and attention to your appearance should be taken while taking advantage of the freedom to show your personality

* Ladies, please keep the cleavage to a minimum – if your grandmother would be scandalized, it's probably not appropriate for work.

* Men - nobody needs to see your chest hair, please keep your shirt buttoned up. If Bruno Gerussi would approve, it's probably not appropriate for work.

SERVERS | BARTENDERS | SERVER ASSISTANTS EXPEDITERS | FOOD RUNNERS

WEEKEND/HOLIDAY BRUNCH

- Black Long Sleeve Collared Shirt
 - Clean and wrinkle free
 - Sleeves may be rolled to just above the elbow
 - $\frac{3}{4}$ length sleeves
 - No visible logos or patterns
- Black T-shirt
 - Standard crew neck or v-neck
 - No deep V shirts
 - No logos, patterns or adornments
 - Clean with no RIPS or FRAYS
- Black Dress Pants
 - Dress pants should be clean and ironed with no rips or tears
 - No patterns or adornments
- Dark Blue Denim Jeans
 - Clean with no RIPS or FRAYS
- Black Skirt
 - Clean and wrinkle free
 - No more than 4 inches above the knee
- Black Dress
 - No tank top or racer back
 - Must have at least a cap sleeve

- Clean and wrinkle free
- No more than 4 inches above the knee
- Black Dress Shoes
 - Shoes must be clean and cover the full foot
 - Black Boots
 - Black boots no taller than the base of the knee
- Black Sneakers
 - Black sneakers (no white soles) with minimal logos.
- Hair
 - Long hair must be pulled back in a ponytail or put up in a bun.

WEEKDAY BREAKFAST/LUNCH/DINNER

- Black Long Sleeve Collared Shirt
 - Clean and wrinkle free
 - Sleeves may be rolled to just above the elbow
 - No visible logos or patterns
- Black Dress Pants
 - Dress pants should be clean and ironed with no rips or tears
- Black Skirt
 - Clean and wrinkle free
 - No more than 4 inches above the knee
- Black Dress Shoes
 - Must be clean and cover the full foot (no open toe shoes or sandals)
- Black Dress
 - No tank top or racer back
 - Must have at least a cap sleeve
 - Clean and wrinkle free
 - No more than 4 inches above the knee
- Black Footwear
 - Must be clean and cover the full foot (no open toe shoes or sandals)
 - No taller than the base of the knee
- Hair

- Long hair must be pulled back in a ponytail or put up in a bun.

HOSTS

As a host, you have a wide degree of freedom when it comes to how you dress for work. Unlike the other FOH staff, you are not required to wear black, and will not wear an apron.

With this freedom, comes some responsibility. You are expected to be clean, and professional in your appearance at all times, and we've got a few guidelines to help you look your best.

- Skirts, dresses, and shorts
 - No more than 4 inches above the knee
- Tops
 - No exposed midriff
 - No tank tops or racer back tops,
 - No T-shirts, unless worn with a blazer, sport coat or similar piece over top
 - At minimum a cap sleeve.
- Footwear
 - Must be clean and cover the full foot (no open toe shoes or sandals)
 - Boots, no taller than the base of the knee
- Hair
 - Stylish and well kempt
 - Long hair should be pulled back in a ponytail or put up in a bun if you are handling food and beverages

Be stylish, be comfortable, be classy.

HYGIENE

- Consistent bathing and oral hygiene
- Clean and manicured nails
- No heavily-scented perfumes, colognes or lotions
- Clean, well-groomed hair; including facial hair and sideburns
- Makeup should be tasteful not excessive

STAFF POLICIES & PROCEDURES FOR SUCCESS

Policies and procedures are in place for the benefit of everyone and should be followed 100% of the time by 100% of our staff. If you have questions why any procedure is in place, ask and we will be happy to discuss it with you.

THE BIG THREE

ABSOLUTELY NO CELLPHONES WHILE ON DUTY

Guests are always watching. We understand that connecting with your friends and family is important, however, we ask that you wait until the end of your shift.

TIME TO LEAN, TIME TO CLEAN.

It's a cliché, but clichés exist because they're true.

There are always tasks that need to get done. Look around and see what you can be doing; wipe down menus, organize glassware, refill water and coffee for another server. Make the most of every minute you are at work and be proud of what you have accomplished at the end of every shift.

FOLLOW HEALTH AND SAFETY POLICIES

100% OF THE TIME

The health and safety of our staff and guests is paramount to our business. Health and safety policies must be followed by all staff, 100% of the time. This includes simple procedures such as hand washing, to more complex ones, such as food storage. Should you ever feel you are unable to follow Health and Safety Policies, immediately contact your manager. Never compromise or make guesses when it comes to health and safety.

ON DUTY

ALL STAFF

- Arrive with enough time to be dressed and ready to work at your scheduled start time.
- No gum.
- Wash your hands at least every 30 minutes.
- Use the staff washrooms only, staff members who are on shift or in uniform are not permitted to use the guest washrooms.
- Eating or drinking must be done discreetly. If you are sitting in the dining room, you must have approval from the MOD, and sit in an approved area.
- Staff members who are not on duty should not be in any operational areas unless they have been requested to be there by management.

Be sure to have all of the tools that you will need during your shift. You should have all of the following items available to you while you are on shift.

SERVERS

- wine opener
- lighter
- pens
- paper

SERVER ASSISTANTS

- lighter
- pens

BARTENDERS

- wine/bottle opener



- pens
- paper
- lighter

EXPEDITERS/FOOD RUNNERS

- hot cloths
- pens
- printer paper & ribbons
- takeout cards and containers
- wet cloths to clean plates

HOSTS

- fully stocked host stand
 - pens
 - tooth picks
 - business cards
 - menus
- special menus for parties
- properly organized coat check

ALL STAFF

Quality check all food and beverages before you deliver. If not prepared to Provence Standards, politely ask the kitchen or bar to make it right.

You are responsible for collecting payments from guests and ensuring that all cash and credit card slips are properly turned in before you leave at the end of your shift.

Failure to turn in credit card slips or cash before leaving at the end of your shift is a disciplinary action and could result in verbal, or written warnings and ultimately termination of your position.

Always follow Serving It Right guidelines for responsible beverage service.

Failure to follow Serving It Right guidelines is a disciplinary action and could result in verbal, or written warnings and ultimately termination of your position.

Hosts are responsible to ensure the public washrooms are checked, stocked and tidied every thirty minutes and are required to initial the bathroom check



sheets once it has been completed.

STAFF DISCOUNTS

WHILE ON SHIFT

- Staff are entitled to a 50% discount on food purchased before, during and after their shift. This applies only to food and non-alcoholic beverage items.
- Staff are entitled to a 50% discount on one single serving alcoholic beverage following a shift.
- Staff may have complimentary drip coffee, and pop during their shift. Any other beverages are to be rung in and discounted following the above rules.

WHEN DINING AS A GUEST

- Staff and up to 3 guests may dine with a 50% discount on food and non-alcoholic beverage items with the following restrictions.
 - No staff discounts will be offered during weekend and holiday brunches.
 - Seating must be before 6:00pm or after 8:00pm during Friday and Saturday dinner service.
- Staff discounts for groups of 5 or more are at the discretion of management. Please book your reservation for larger groups with a manager.

END OF SHIFT & LEAVING EARLY

Staff are not to leave until approved by management, a supervisor or a closer.

Be prepared to work past your scheduled time in the event that it is busy or you have not completed your scheduled duties.

When asked to clock-out by management, a supervisor, or closer, you must clock-out promptly. Time wasting or 'clock milking' to extend hours will be seen as a disciplinary issue, and may result in written warnings, or termination of employment after multiple offences.

There must always be at least two staff members on duty at closing. Under no circumstance should a staff member be left by themselves.

PROMOTIONS & EVENT PARTICIPATION

Staff are expected to participate fully in all promotions or events with enthusiasm. (Even when you are not personally feeling it.) It is important for guests to see that you are excited by all promotions.

STAFF MEETINGS & FEEDBACK

You are encouraged to provide constructive feedback regarding any issues to management whenever possible.

Staff must attend mandatory staff meetings, and will be paid for attending.

Staff must participate in on-site or off site promotional activities from time to time when scheduled to do so, and they will be paid for their participation.

RESTAURANT POLICIES & PROCEDURES FOR SUCCESS

SECURITY

- Only bartenders, management, or authorized staff are to be behind the bar.

- Make sure all bolts are secured, and doors locked before setting the alarm.
- At least two staff members should verify that doors have been secured as described before the alarm is set.
- Only authorized staff, trades people, or delivery persons are permitted in the kitchen, or liquor storage areas.
- For your own safety, we request that you do not bring items of value to work. The company does not accept responsibility for lost or stolen items.

DISCRIMINATION, BULLYING & HARASSMENT

Provence Marinaside and The Wine Bar are committed to providing all of our employees with a harassment free work environment. Should any situation make you feel uncomfortable in any way, please speak with your manager or supervisor. The company will take the necessary steps to ensure that any situation is addressed and resolved.

Please see our Discrimination, Bullying, and harassment policy further in this book.

INAPPROPRIATE BEHAVIOUR

All behaviour deemed inappropriate by management can be grounds for termination. This includes intimidation, aggression, drug or alcohol use, racism, sexism, harassment etc.

Any unruly or drunken behaviour while dining by off-duty staff will not be tolerated and may result in disciplinary action up to and including termination.

TIME OFF AND AVAILABILITY

You are hired based on the availability that you supplied. If this changes, it voids the contract in which you were hired and could result in dismissal if it conflicts with the needs of the business.

TIME OFF REQUESTS

Requests for time off should be made with as much notice as possible. Two weeks is suggested for shorter duration requests. Four weeks' notice or more is suggested for longer requests such as vacations even if exact dates are not known. Ask before you book.

Efforts will be made to accommodate your requests however they are not guaranteed. Please do not book transportation, tickets, etc., without confirming with management that the time-off will be granted. Requesting time-off from usual availability should not be abused. Excessive requests for time off may result in reduction of hours.

Time off requests will be denied for any requests made after the schedule for that time period has been published.

ON-CALL SHIFTS

Due to the unpredictability of the restaurant industry, some shifts are scheduled as on-call. If you have an on-call shift, it is your responsibility to call and speak to the MOD one to two hours prior to the scheduled start time of the shift to find out if you are needed. Failure to call in for an on-call shift will be considered a missed shift just like any other scheduled shift, and may result in disciplinary actions.

Text, Push Chat, or other means of communication are not approved methods for calling in - you must speak with the MOD.

SPLIT SHIFTS

While we try to avoid it, sometimes it is necessary to schedule split shifts.

A split shift is a shift where an employee is scheduled to work two separate work periods in the same day. Typically, this means the employee will work part of

the day shift, have an unpaid break period away from work, and then return later to work part of the evening shift.

In some cases, one portion of a split shift may be scheduled as an on-call shift rather than a regular working shift. Employees scheduled for a split shift are expected to be available for both portions of the schedule as assigned.

From time to time, operational needs may require an employee scheduled for a split shift to work straight through instead of taking the break between shift segments. In that case, the split shift becomes a single continuous shift for that day.

CALLING IN SICK

Provide as much notice as possible by telephone, if you will miss a shift due to illness. Text, Push Chat, or other means of communication are not approved methods for calling in sick - you must speak with the MOD.

Under some circumstances, you may be asked for a doctor's note for extended absences due to illness.

Hangovers are not an acceptable excuse for absences or poor performance.

TRAINING

ALL STAFF

All FOH staff must be familiar with every FOH staff position. With this in mind, you will start your time at Provence by working a few shifts in each area of the restaurant in order to ensure that you have a good working knowledge of the policies, procedures, and methods that we use.

Based on the role for which you were hired, you will work through several of the FOH as follows.

SERVERS

2 x Host
2 x Server Assistant
2 x Food Runner

Following these support shifts, you will work with a training partner shadowing and being shadowed until you are ready to take a full section without supervision. At this time, you will be eligible to take the Tier 2 test.

BARTENDERS

2 x Host
2 x Server Assistant
2 x Food Runner

Following these support shifts, you will work with a training partner in the bar until you are ready to take the bar without supervision. At this time, you will be eligible to take the Tier 2 test.

SUPPORT POSITIONS

2 x Host
2 x Server Assistant
2 x Food Runner
2 x Expediter

Following these shifts, you may be scheduled to work any of these positions.

GIFT CARDS & GIFT CERTIFICATES

Due to the length of time that Provence has been in business, our gift cards and gift certificates take many forms. Because of this, it can be difficult to know what the rules around specific gift cards are. We've posted a helpful visual guide showing some of the various cards/certificates that have been issued over the years and their eligibility to be used for gratuities. This can be found in the Employee Guidelines binder located in the pass area of the kitchen.

In general the following rules will apply.

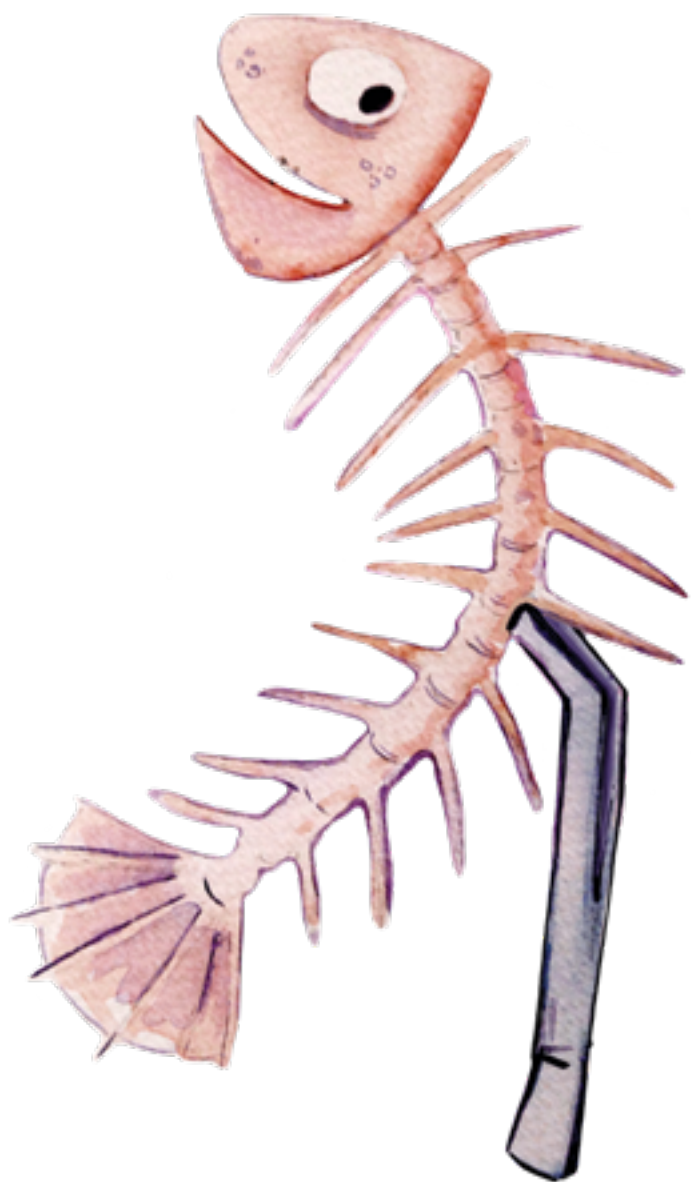
- Physical cards/certificates with the dollar amount printed directly on

them are not eligible to be used for gratuities.

- Digital cards (whether displayed on a phone or printed by the guest) are not eligible to be used for gratuities.
- Physical cards that do not have a dollar amount in the design, or have a dollar amount handwritten are eligible to be used for gratuities.
- Promotional cards issued to staff may be used in conjunction with staff discounts, but are not eligible to be used for gratuities.

If you are unsure about a specific gift card/certificate, please ask a manager.





EMPLOYEE ACKNOWLEDGEMENT

I understand it is my responsibility to read and follow the policies and procedures set forth in this manual. The PROVENCE RESTAURANTS Handbook is not a contract, expressed or implied, nor does it guarantee employment for any specific length of time. Although we hope our employment relationship will be long term, either the Company or you can end the relationship at any time, with or without notice, with or without reason, to the extent allowed by law."

This Employee Handbook supersedes and replaces all previous policies and procedures including, but not limited to, all memoranda or written policies which may have been issued on the subjects covered in this handbook.

The policies included in this handbook are guidelines only and are subject to change as the Company deems appropriate and necessary. From time to time you may receive notice of new or modified policies, procedures, benefits, or programs.

Name:

Date:

Signature:



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Name:

Date:

Signature:



PROVENCE RESTAURANTS

PROVENCE POLICIES



PROVENCE
marinaside



the wine bar

DISCRIMINATION, BULLYING & HARASSMENT POLICY

Here are some key things you need to know about this Policy:

- Provence Marinaside (the “Employer”) is committed to maintaining a workplace that is free from Discrimination, Bullying and Harassment.
- Every staff member must support and enforce a Discrimination-free and Bullying and Harassment-free work environment.
- Any staff member who engages in Discrimination or Bullying and Harassment against another person may be subject to discipline.
- Confidentiality is required so those who may have experienced Discrimination or Bullying and Harassment will feel free to come forward, and the reputations and interests of those accused are protected.
- No staff member shall be subject to retaliation, threat of retaliation, discipline or threat of discipline, as the result of filing a Discrimination or Bullying and Harassment complaint made in good faith.
- Staff members who are found to have made frivolous or malicious complaints of Discrimination or Bullying and Harassment may be subject to discipline.
- This Policy establishes processes for reporting, informally resolving, and formally investigating complaints of Discrimination and Bullying and Harassment. These processes can be found in Section 3.

The spirit of this Policy is to ensure that we all feel comfortable coming to work and asks that we all be conscious of how our actions might affect others. The full legal explanation of our policy is provided below.

1. PURPOSE

1.1 The purpose of this Policy is to clearly set out the commitment of the Employer to maintaining a workplace which is free from Discrimination, Bullying and Harassment and supports the productivity, dignity and self-esteem of every staff member. This Policy is also intended to:

- a) provide clear guidelines for appropriate conduct within the workplace and to ensure accountability;
- b) provide a clear process for staff members to deal with Discrimination, Bullying and Harassment; and
- c) ensure that the Employer complies with the requirements of the B.C. Human Rights Code and Workers Compensation Act.

2. DEFINITIONS

2.1 For the purposes of this Policy, the following definitions apply:

“Bullying and Harassment” means any inappropriate conduct or comment by a person towards a co-worker that the person knew or reasonably ought to have known would cause that co-worker to be humiliated or intimidated, but excludes any reasonable action taken by a Supervisor relating to the management and direction of staff members or the workplace. Examples of Bullying and Harassment include:

- a) words, gestures, actions or practical jokes, the natural consequence of which is to humiliate, ridicule, insult or degrade;
- b) threats or intimidation;
- c) cyber bullying;
- d) physical assault; and

e) persistent rudeness, taunting, malicious gossip, patronizing behaviour, vandalizing belongings or other conduct which adversely affects working conditions or work performance.

“Complainant” means a staff member who alleges that he/she has been the subject of Workplace Discrimination or Bullying and Harassment.

“Discrimination” means discrimination in employment based on a person’s sex, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, age, or criminal conviction which is unrelated to the person’s employment. Discrimination includes Sexual Harassment, as defined below.

“Respondent” means a person who is alleged to have engaged in Discrimination or Bullying and Harassment against a staff member in violation of this Policy.

“Sexual Harassment” means conduct or comments of a sexual nature that is unwelcome and that detrimentally affects the work environment or leads to adverse job-related consequences. Sexual harassment includes:

- a) unwanted touching;
- b) unwelcome sexual flirtations, advances or propositions;
- c) sexually suggestive, obscene or degrading comments or gestures;
- d) offensive jokes of a sexual nature;
- e) leering or staring;
- f) displaying or circulating pictures or other material of a sexual nature; or

g) unwelcome questions or remarks about a person’s sex life, appearance, or clothing.

“Workplace” includes, but is not limited to, the restaurant and other sites where work takes place. It also includes the following:

- a) any location where a staff member carries out his/her duties or performs his/her job;
- b) work-related conferences and training sessions, wherever they are held;
- c) any work-related social function or gathering; and
- d) any location travelled to for work related reasons.

3. POLICY

COMMITMENT AND EXPECTATIONS

3.1 Every staff member has the right to be treated fairly and respectfully in the Workplace. The Employer is committed to providing a positive working environment that is free of Discrimination, Bullying and Harassment and supportive of the productivity, dignity, and self-esteem of all workers. Discrimination and Bullying and Harassment in the workplace violate this commitment and will not be tolerated.

3.2 The Employer complies with the B.C. Human Rights Code and Workers Compensation Act and will make every effort to provide a Discrimination-free and Bullying and Harassment-free workplace. Every staff member must support and enforce a Discrimination-free and Bullying and Harassment-free work environment. Supervisors are responsible to ensure that the areas under their direct control are safe and productive work environments,

and are free of Discrimination, Bullying and Harassment.

3.3 Any staff member who engages in Discrimination or Bullying and Harassment against another person may be subject to discipline.

CONFIDENTIALITY

3.4 Complaints and reports of Discrimination or Bullying and Harassment are confidential and sensitive matters. Confidentiality is required so those who may have experienced Discrimination or Bullying and Harassment will feel free to come forward, and the reputations and interests of those accused are protected.

3.5 All staff members involved in a Discrimination or Bullying and Harassment complaint or report must maintain the confidentiality of any information they receive during the investigation process. Any staff member who breaches this confidentiality may be subject to discipline.

3.6 The Employer will make every effort to keep confidential any information pertaining to a complaint or report, subject to disclosure which is required by law or is necessary to investigate or resolve the complaint or report.

RETALIATION

3.7 No staff member shall be subject to retaliation, threat of retaliation, discipline or threat of discipline, as the result of filing a Discrimination or Bullying and Harassment complaint made in good faith. Any staff member who does anything in an effort to retaliate against a Complainant may be subject to discipline.

FRIVOLOUS COMPLAINTS

3.8 Complaints or reports of Discrimination or Bullying and Harassment are serious matters. Staff members who are found to have made frivolous or malicious complaints of Discrimination or Bullying and Harassment may be subject to discipline.

GENERAL RESPONSIBILITIES

3.9 All staff members must:

- a) not engage in Discrimination or Bullying and Harassment in the course of their employment;
- b) report, using the procedures outlined below, if they experience Discrimination or Bullying and Harassment; and
- c) apply and comply with this Policy.

3.10 The Employer is responsible to ensure that this Policy and its intent and guidelines are communicated to all existing and new staff members.

3.11 The Employer is responsible to:

- a) support staff members by providing information and referral as required;
- b) assist in investigating complaints or reports of Discrimination or Bullying and Harassment and determining appropriate responses;
- c) advise a Complainant and Respondent of the final outcome of a complaint; and
- d) due to the potentially sensitive nature of Discrimination or Bullying and Harassment complaints, maintain confidentiality.

3.12 Supervisors are responsible

to:

- a) prevent and discourage Workplace Discrimination and Bullying and Harassment;
- b) model appropriate behaviour;
- c) take appropriate action if they become aware of Workplace Discrimination or Bullying and Harassment;
- d) encourage staff members to report Discrimination or Bullying and Harassment if it occurs, and immediately inform the Employer of any reports or complaints received;
- e) make staff members aware of, and ensure that they follow, this Policy; and
- f) due to the potentially sensitive nature of Discrimination or Bullying and Harassment complaints, maintain confidentiality.

4. COMPLAINT AND INVESTIGATION PROCEDURES

OPTIONS FOR DEALING WITH COMPLAINTS

4.1 In most circumstances early resolution of Discrimination or Bullying and Harassment complaints is the most desirable outcome. The following steps should be considered when trying to resolve a dispute.

INFORMAL RESOLUTION BY THE COMPLAINANT

4.2 A Complainant who feels that he or she has been subject to Discrimination or Bullying and Harassment in the Workplace is encouraged to make his or her discomfort and disapproval known to the Respondent and ask the Respondent to stop.

4.3 If the Complainant does not feel comfortable approaching the Respondent directly, the Complainant may ask a Supervisor, another staff member, or a member of the

Employer to make the Complainant's discomfort and disapproval known to the Respondent and ask the Respondent to stop.

4.4 While this informal approach is often the simplest and most effective way to end the Discrimination or Bullying and Harassment, the Complainant is not obligated to confront the Respondent.

4.5 If the Discrimination or Bullying and Harassment persists, or if the Complainant is not comfortable approaching the Respondent directly, with or without assistance, the Complainant must file a formal complaint or report.

FORMAL COMPLAINT OR REPORT

4.6 A formal complaint or report of Discrimination or Bullying and Harassment may be made either orally or in writing and should describe the details of the incident(s), including:

- a) the date and time of the incident(s);
- b) any witnesses to the incident(s);
- c) the nature of the Discrimination or Bullying and Harassment; and

any response made at the time of the incident(s).

4.7 A formal complaint or report of Discrimination or Bullying and Harassment should be made to an appropriate member of the Employer unless it is not appropriate to do so in the circumstances (for example, where that Employer is the Respondent). If it is not appropriate, the complaint or report should be made to another Employer representative.

4.8 All complaints or reports will

be taken seriously and will be dealt with fairly and promptly.

INFORMAL RESOLUTION

4.9 Purpose - Another option available for resolution is through informal resolution. In many instances, the Employer advising a Respondent of the impact and the potential consequences of his/her behaviour will be sufficient to stop the behaviour. For this reason, many complaints can be dealt with informally with the goal being simply to stop the behaviour. A Discrimination or Bullying and Harassment complaint that is informally resolved will not result in disciplinary action and documentation about the complaint will not be filed in the personnel files of either the Complainant or Respondent, except as provided in Section 3.13.

4.10 Assignment - When a Complainant makes a formal complaint or report of Discrimination or Bullying and Harassment to the Employer, the Employer representative shall determine whether the complaint is appropriate for informal resolution. If so, the Employer shall attempt to informally resolve the complaint or report. If the Employer becomes aware of a Discrimination or Bullying and Harassment complaint or report of a minor nature by another means, the Employer may deal with it through the informal complaint resolution process.

4.11 Informal Resolution Process - In the informal resolution process, the Employer may discuss the allegation(s) with the Complainant, the Respondent and appropriate witnesses, if any, to try to reach an informal solution.

4.12 If a resolution acceptable to both the Complainant and Respondent is agreed upon in the informal resolution process, the issue will proceed no further. If no mutually acceptable resolution is found, the complaint or report of Discrimination or Bullying and Harassment must be referred to the formal complaint investigation process outlined below.

4.13 Regardless of whether the informal resolution process is successful, the Employer shall prepare a report summarizing the allegation(s), the steps taken to resolve it and the agreed upon resolution, if any. An informal resolution cannot involve any disciplinary action against the Respondent; therefore, that report shall be filed in an Administrative File only. Documentation regarding an informally resolved Discrimination or Bullying and Harassment issue shall NOT be filed in the personnel files of either the Complainant or Respondent, except if the circumstances have resulted in:

- (a) any formal direction as to future conduct or letter of expectations being given to either party; or
- (b) the Employer conducting a review of this Policy with either party; or
- (c) either party being placed on notice regarding future conduct.

FORMAL COMPLAINT INVESTIGATION PROCESS

4.14 Subject to anything in this Policy, The Employer reserves the right to initiate or continue a formal investigation of a Discrimination or Bullying and Harassment allegation where the Employer believes that it

is necessary to do.

4.15 Identification of the Investigator – It is important to have an investigator who is familiar with applicable workplace law and this Policy. The Employer will appoint a suitable investigator (the “Investigator”). The Investigator may be within or outside of the Employer.

4.16 Investigations will:

- (a) be undertaken promptly, diligently and be as thorough as necessary, given the circumstances;
- (b) be conducted in a fair and impartial manner for both the Complainant and Respondent;
- (c) be sensitive to the interests of all parties involved and maintain confidentiality; and
- (d) be focussed on finding facts and evidence, and will include interviews of the Complainant, Respondent, and any other witnesses the Investigator believes may have information relevant to the complaint or report and a review of any documents or other evidence the Investigator considers relevant.

4.17 During the investigation the Complainant has the right to:

- (a) be informed of the progress of the complaint process;
- (b) be accompanied by a person of his or her choice for support during any meetings relating to the complaint, provided no costs are incurred by the Employer;
- (c) be represented by legal counsel paid for by the Complainant; and
- (d) to the extent that it is considered reasonable, be provided with a written summary of the

findings of the investigation at the conclusion of the process.

4.18 During the investigation, the Respondent has the right to:

- (a) be informed as soon as practicable that a complaint has been filed;
- (b) be provided with a written statement of the allegations and given an opportunity to respond to them;
- (c) be informed of the progress of the complaint process;
- (d) be accompanied by a person of his or her choice for support during any meetings relating to the complaint, provided no costs are incurred by the Employer;
- (e) be represented by legal counsel paid for by the Respondent; and
- (f) to the extent that it is considered reasonable, be provided with a written summary of the findings of the investigation at the conclusion of the process.

4.19 During the investigation, if information is received from witnesses, the Complainant or the Respondent, that is substantial and conflicting, the investigator shall provide the Complainant and Respondent an opportunity to respond to the information.

4.20 Mediation – A formal complaint may be suitable for mediation with the consent of the Complainant and Respondent. If mediation is successful, the mediator or designate shall prepare a settlement agreement in writing describing the terms of the resolution. The Complainant and the Respondent shall sign the settlement agreement and a copy will be

provided to each of them. A copy of the settlement agreement may be placed in the personnel files of both the Complainant and the Respondent. The Investigator, or designate, shall monitor the implementation of the resolution, if necessary.

4.21 If mediation is not attempted or is not successful, the formal investigation will be completed. The Investigator will investigate the allegations and determine whether the conduct constitutes Discrimination or Bullying and Harassment as defined by this Policy.

4.22 At the conclusion of the investigation, the Investigator shall prepare a report detailing:

- (a) the evidence of the Complainant, the Respondent and any witnesses;
- (b) the Investigator's assessment of credibility if appropriate;
- (c) the Investigator's findings of fact;
- (d) the Investigator's conclusion as to whether the findings of fact disclose a violation of this Policy; and
- (e) if so, the Investigator's recommendations for an appropriate resolution to the matter.

The Investigator's report shall be forwarded to the chief executive of the Employer, or delegate, for final decision on behalf of the Employer. The chief executive may delegate decision making in this process.

4.23 Upon review of the investigation report, and being satisfied that the investigation was thorough and complete, the chief executive, or delegate, will reach a decision on the appropriate outcome for the

complaint, including what remedial action, if any, will be taken. Such remedial action may include education, training, formal disciplinary action, or such other actions as may be deemed appropriate by the chief executive, or delegate.

4.24 The Employer will report back to the Complainant and the Respondent with the results of the investigation and, to the extent that is reasonable, will provide them with a written summary of the findings of the investigation.

4.25 If discipline is imposed, a copy of the discipline report will be filed in the offending person's personnel file and will be kept in a secure location.

EXTERNAL PROCESSES

4.26 When a complaint is filed with an external body (i.e. Human Rights Tribunal, WorkSafeBC, civil court) internal procedures may be put on hold until the external complaint has been resolved. However, the parties are encouraged to pursue resolution. This Policy is intended to facilitate such resolution.

DRUG AND ALCOHOL POLICY

1. POLICY STATEMENT

Provence Marinaside (hereinafter the "Company") is committed to promoting the health, safety and wellness of its employees, contractors and the public. The Company recognizes and accepts the responsibility to provide Workers with a safe, healthy and productive work environment.

Workers have the responsibility to report to work capable of performing their tasks productively and safely (i.e., mentally and physically fit to perform assigned tasks). Impairment from Drugs,

whether legal or illegal, Alcohol and Medications can have serious adverse impact on the workplace. The Company has established this Policy in order to balance our respect for individuals with the need to maintain an impairment-free work environment.

2. APPLICATION

The present policy applies to all employees, (hereinafter collectively referred to as the “Workers”).

3. RESPONSIBILITIES

All Workers share responsibility for maintaining a safe and productive Alcohol and Drug free workplace.

All Workers are required to perform their job safely and in strict compliance with all applicable rules, policies and procedures. In addition, every Worker is required to:

- Read, understand, and fully comply with this Policy. Any questions on policy details, interpretation or implementation are to be referred to Emrys Horton, Lisa Baldwin, or Jean-Francis Quaglia.
- Report for work Fit for Duty and remain Fit for Duty while on Company business Immediately advise their supervisor of any worker suspected to be not Fit for Duty
- Take appropriate action to minimize any safety risk and advise his/her supervisor accordingly

It is the Manager and/or Supervisor’s responsibility to:

- Observe Worker performance and document any negative changes or problems
- Not to transfer any Worker responsibility including control of any machinery, equipment or vehicle to a Worker suspected to be not Fit for Duty

- Guide Workers who seek assistance for a personal problem to the appropriate resource/department (i.e. Human Resources, Assistance Programs) while maintaining confidentiality

4. COMPANY STANDARDS

To minimize the risk of unsafe performance due to impairment from alcohol, prescription or over the counter medication, or other drugs, whether legal or illegal and substances, all Workers are required to adhere to the following standards.

4.1 Alcohol

The following are strictly prohibited while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business:

- (a) Reporting for duty or remaining on duty while being under the influence of Alcohol
- (b) Consuming Alcohol during the work day including meals or other breaks
- (c) Possessing, distributing, offering or selling Alcoholic beverages

On an exceptional basis for Company-sponsored social events, Alcohol may be served on Company premises or outside of the Company premises with the explicit approval of Jean-Francis Quaglia (eg. Christmas Party). Workers who are permitted to consume Alcohol on such occasions are required to exercise moderation and good judgment, and to avoid operating a motor vehicle with a blood Alcohol level above the legal standard.

4.2 Medications

All Workers are expected to use pre-

scribed and over-the-counter medications responsibly. The intentional misuse of medications (for example, using the medication other than as prescribed, using someone else's prescribed medication, or combining medication and Alcohol use against direction) while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business, is prohibited.

Furthermore, Workers are required to investigate through their doctor or pharmacist whether a medication can affect safe operation and take appropriate steps to minimize associated risk and to advise their Manager or Supervisor consequently.

4.3 Drugs & Other Substances

The following are strictly prohibited while on Company property, operating a Company vehicle or equipment, during working hours, at Company sponsored events, and whenever a Worker is representing the Company or conducting Company business:

- (a) Reporting for duty or remaining on duty while being under the influence of any Drugs, whether legal (eg. Marijuana) or illegal;
- (b) Consuming legal or illegal Drugs during the work day including meals or other breaks;
- (c) Possessing, distributing, offering or selling Drugs, whether legal or illegal;

Workers who are on-call are expected to be fit for work in compliance with these standards. If an unexpected situation arises where a Worker is requested to perform unscheduled services and is unable to report to work due to impairment from Alcohol, medication or Illegal

Drugs, the Worker must decline the call or request.

4.4 Professional Assistance

Any Worker who is unable to comply with the Alcohol and Drug policy or thinks he presents signs of an addiction to Alcohol, Drugs, whether legal or illegal, or medication should seek assistance from, their Supervisor or Manager.

5. PREVENTION AND INVESTIGATION PROCEDURES

5.1 Investigation

The Company will conduct an investigation into any suspected or confirmed violation of this Policy. A Worker may be held out of service with or without pay, depending on the circumstances, while the investigation is being conducted.

The Company reserves the right to investigate any situation where there are reasonable grounds to believe that Alcohol or Illegal Drugs are present on Company Premises or that other misconduct has occurred.

5.2 Alcohol and Drug Testing

Drug and Alcohol testing will only be required if there are reasonable grounds for testing, or if there has been an accident or Near Miss or Significant Incident affecting persons and/or property damage.

If a prescription drug is required by a physician or medical professional that may have the potential for impairment, drowsiness or reduced alertness, the Worker must immediately report this to their supervisor or manager. The supervisor or manager must take appropriate steps to ensure that the Worker and the workplace are safe.

(a) Reasonable Grounds for Testing

Testing for the presence of Drugs and Alcohols when a Supervisor or Manager suspects a worker is unfit for duty due to impairment can be required of the Worker in the circumstance of reasonable grounds. Reasonable grounds include, but are not limited to, information established by the observation of the Worker's conduct or other indicators, such as the physical appearance of the Worker, his or her attendance record, speech, behaviour, and/or body odours which suggest the Worker, is under the influence of a substance prohibited by this policy (including withdrawal symptoms). The Worker will not be permitted to return to work until verified negative test results have been received. If the Worker refuses to comply it will be considered misconduct and a violation of this policy. Any individual failing to cooperate with reasonable suspicion testing may be subject to discipline, up to and including termination of employment.

(b) Post-accident/Post-incident Testing

Testing may be conducted following an accident, or following an incident at the workplace where safety precautions were violated and/or careless acts were performed which resulted in, or substantially increased the risk of, injury or harm to any person or damage to property or the physical environment. As soon as possible, following an accident or incident, the Worker shall submit to tests for substances prohibited

by this policy, unless there is clear evidence that the accident and/or incident could not have been contributed by the Worker, but by an unsafe condition (i.e., structural or mechanical failure which the Worker could not have foreseen or prevented.)

6. POLICY VIOLATIONS

The Company may discipline or terminate the employment of a Worker who fails to comply with the drug and alcohol policy, including failure to report for a test, delaying testing, or refusing to submit to a test. The appropriate consequences depends on the facts of the case, including the nature of the violation, the existence of prior violations, the response to prior corrective assistance programs, and the seriousness of the violation and applicable laws.

7. DEFINITIONS

For the purposes of this Policy, the following definitions apply:

"Alcohol" means the intoxicating agent in beverage Alcohol, ethyl Alcohol, or other low molecular weight Alcohols including methyl and isopropyl. It includes but is not limited to beer, wine and distilled spirits.

"Alcohol and Drug Test" a test administered using technologies such as oral fluids, urine testing and hair samples analyzed by qualified personnel; in the case of urine laboratory test, samples are analyzed by an approved laboratory.

"Company Business" refers to all business activities undertaken by Workers in the course of performing duties, whether conducted on or off Company premises.

"Company Premises" includes but is not necessarily restricted to all

land, facilities, mobile equipment and vehicles owned, leased, or otherwise directly controlled by the Company.

“Drug” means any substance which may, depending on the context, include alcohol, legal drugs, Illegal Drugs or medications, the use of which has the potential to change or adversely affect the way a person thinks, feels or acts. For the purposes of this Policy, drugs of concern are those that inhibit a worker’s ability to perform his or her job safely.

“Worker” any person engaged in work at the workplace and includes contractors and subcontractors.

“Assistance Program” external services designed to assist people with addiction, drug, alcohol or substance abuse issues.

“Fit For Duty” means that a worker is able to safely perform assigned duties without any limitations resulting from, but not limited to: the use or after-effects of Illegal Drugs, Alcohol, and/or medications.

“Medication” refers to a Drug obtained legally, either over-the-counter or through a doctor’s prescription.

“Reasonable Grounds” includes objective information established by observations of a Worker’s conduct or other indicators such as physical appearance, attendance record, circumstances surrounding accidents or near misses in the workplace, presence of Alcohol, Drugs and Drug paraphernalia in the vicinity of the Worker or an area where the Worker works.

STAFF ALCOHOL CONSUMPTION POLICY

1. PURPOSE AND SCOPE

This policy ensures a safe, productive, and professional work environment for all employees and guests. It applies to all staff members, including management, on-site at Provence Marinaside.

2. ON-DUTY CONSUMPTION

2.1 Zero Tolerance: Consumption of alcohol during working hours, including lunch or rest breaks, is strictly prohibited.

2.2 Fitness for Duty: Employees must report to work “fit for duty”—free from the influence of any substance that may impair judgment, coordination, or safety.

2.3 Tasting Exceptions: At the discretion of management, staff may participate in supervised educational tastings for training purposes.

3. POST-SHIFT CONSUMPTION (“SHIFT DRINKS”)

Employees may consume a maximum of TWO drinks after their shift (with your first drink at a 50% discount), provided they meet the following criteria:

3.1 Clocked Out: You must be fully clocked out and have completed all closing duties.

3.2 Uniform Policy: You must change out of your uniform or cover it completely with street clothes (e.g., a jacket or sweater).

3.3 Seating: Staff must sit in TWB and high tops designated area, not at the Provence bar, behind the bar or in work-only zones.

3.4 Service: All drinks must be served by a non-off-duty bartender and recorded in the POS system. Self-service is strictly prohibited.

4. CONDUCT AND RESPONSIBILITY AS A GUEST

4.1 The “Two-Hour Rule”: Staff need to leave the premises for at

least two hours before returning as a guest to ensure a clear break from their shift.

4.2 Change of clothes: Employees must be completely out of uniform to clearly signal to other guests and staff they are now a new customer.

4.3 Professionalism: Off-duty employees drinking at the bar or restaurant are viewed as representatives of the restaurant and must maintain professional conduct.

Loud, aggressive, or inappropriate behavior will result in immediate loss of drinking privileges.

4.4 Safe Transportation: The restaurant strictly prohibits drinking and driving. If an employee appears impaired, management will arrange for safe transportation (e.g., a taxi or rideshare).

4.5 Underage Policy: No alcohol will be served to any employee under the legal drinking age.

5. CONSEQUENCES OF VIOLATION

Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment.

SOCIAL MEDIA POLICY

1. POLICY BRIEF & PURPOSE

Our social media policy provides a framework for using social media. Social media is a place where people exchange information, opinions, and experiences to learn, develop, and have fun. Whether you're handling a corporate account or using one of your own, you should remain productive and avoid damaging our organization in any way. This policy provides practical advice to avoid issues that might arise by careless use of social media in the workplace.

2. SCOPE

We expect all our employees to follow

this policy.

Also, by "social media", we refer to a variety of online communities like blogs, social networks, chat rooms and forums – not just platforms like Facebook, Instagram or .

This policy is built around two different elements: one, using personal social media at work and two, representing our company through social media.

3. POLICY ELEMENTS

USING PERSONAL SOCIAL MEDIA

We [allow] our employees to access their personal accounts at work. But, we expect you to act responsibly and ensure your productivity isn't affected.

Whether you're using your accounts for business or personal purposes, you may easily get sidetracked by the vast amount of available content. So, please restrict your use to a few minutes per work day.

We ask you to be careful when posting on social media, too. We can't restrict what you post there, but we expect you to adhere to our confidentiality policies at all times. We also caution you to avoid violating our anti-harassment policies or posting something that might make your collaboration with your colleagues more difficult (e.g. hate speech against groups where colleagues belong to). In general, please:

We advise our employees to:

- Ensure others know that your personal account or statements don't represent our company. You shouldn't state or imply that your personal opinions and content are authorized or endorsed by our company. We advise using a disclaimer such as "opinions are my own" to avoid misunderstandings.
- Avoid sharing intellectual property

like trademarks on a personal account without approval. Confidentiality policies and laws always apply.

- Avoid any defamatory, offensive or derogatory content. It may be considered as a violation of our company's anti-harassment policy, if directed towards colleagues, clients or partners.

REPRESENTING OUR COMPANY

Some employees represent our company by handling corporate social media accounts or speak on our company's behalf. When you're sitting behind a corporate social media account, we expect you to act carefully and responsibly to protect our company's image and reputation. You should:

- Be respectful, polite and patient, when engaging in conversations on our company's behalf. You should be extra careful when making declarations or promises towards customers and stakeholders.
- Avoid speaking on matters outside your field of expertise when possible. Everyone should be careful not to answer questions or make statements that fall under somebody else's responsibility.
- Follow our confidentiality policy and data protection policy and observe laws on copyright, trademarks, plagiarism and fair use.
- Avoid deleting or ignoring comments for no reason. You should listen to and reply to criticism.
- Never post discriminatory, offensive, or libelous content and commentary.
- Correct or remove any misleading or false content as quickly as possible.

DISCIPLINARY CONSEQUENCES

We'll monitor all social media postings on our corporate account.

We may have to take disciplinary action

leading up to and including termination if employees do not follow this policy's guidelines. Examples of non-conformity with the employee social media policy include but are not limited to:

- Disregarding job responsibilities and deadlines to use social media at work.
- Disclosing confidential information through personal or corporate accounts.
- Directing offensive comments towards other members of the online community.
- Posting comments or content that is disparaging or damaging to the image of the business.

If you violate this policy inadvertently, you may receive a reprimand. We expect you to comply after that, or stricter disciplinary actions will apply.

WORKPLACE FORUM AND COMMUNICATION POLICY

1. PURPOSE

The Provence Marinaside internal forum is a professional tool designed to facilitate knowledge sharing, project collaboration. This policy ensures that the chats/discussion threads remains a safe, productive, and inclusive environment for all employees.

2. CORE PRINCIPLES OF ENGAGEMENT

- Professionalism: All contributions must align with our Employee Code Of Conduct Treat others with dignity and respect, as you would in a face-to-face meeting.
- Constructive Feedback: questions/concerns is allowed, but it must be focused on ideas, not individuals. Use "I" statements to share personal perspectives rather than making broad generalizations.
- Confidentiality: Do not post propri-

etary information, employee/guest information, or sensitive internal documents on any chat or forum.

3. FORUM RULES (ZERO TOLERANCE)

The following behaviours are strictly prohibited and will result in immediate moderation and potential disciplinary action:

- **Harassment & Bullying:** Any content that is discriminatory, offensive, or targets an individual's race, gender, religion, or identity.
- **Defamation:** Posts that intentionally harm the reputation of a colleague, client, or the company.
- **Malicious Disruption:** "Trolling," intentionally inciting anger, or spreading false rumours that damage morale.
- **Privacy Violations:** Identifying a staff member by name in a negative context or sharing their personal contact information.

4. BEST PRACTICES FOR DAILY USE

- **Stay on Topic:** Ensure your comments address the specific topic of the thread or channel to keep discussions efficient.
- **Read Before You Post:** Check previous comments to avoid repeating points already made.
- **Brevity is Key:** Keep posts concise to respect your colleagues' time.
- **Tone Management:** Avoid using all caps (considered shouting) or excessive sarcasm, which can be easily misinterpreted in text.

5. MODERATION AND REPORTING

- **Active Moderation:** The forum is monitored by (Provence Management). They have the authority to remove off-topic or harmful content and provide feedback to the author.
- **Reporting:** If you encounter behaviour that violates this policy contact

[Provence management] directly. Do not engage with or escalate the conflict publicly.

PROGRESSIVE DISCIPLINE POLICY

POLICY BRIEF & PURPOSE

Our Progressive Discipline policy outlines the steps we will take to address an employee's misconduct.

We recognize that people make mistakes, and our employees may not always follow our policies closely. We want to give our employees a chance to correct their behavior when possible and assist them in the process. We also want to ensure that serious offenses are properly dealt with.

1. SCOPE

This policy applies to all our employees.

Policy elements

Our disciplinary process has five steps of increasing strictness. These steps are:

1. VERBAL WARNING

2. WRITTEN WARNING

3. DISCIPLINARY MEETING

4. PENALTIES

5. TERMINATION OF EMPLOYMENT

All these phases are official and should be documented.

Managers should let employees know when they launch a progressive discipline procedure. For example, pointing out a performance issue is not necessarily a verbal warning and may be part of the regular feedback an employee receives. If managers judge that a progressive disciplinary process is appropriate, they must clarify this to their team member and document the step.

Each step may be repeated instead of moving forward to the next step at HR or a manager's discretion. For example, a supervisor may choose to issue

more than one verbal warning to their employees (step 2) before they issue a written warning (step 2) Managers can make the decision to repeat a step if they:

- Feel that the step was not properly executed the first time.
- See signs of improvement in their employee and want to help them further.
- Believe conditions or parameters change enough to make repeating the step necessary.

2. EXPLAINING THE STEPS

Step 1

When a verbal warning is issued to an employee, it should be done privately. When appropriate, an employee should be provided with a copy of the company policy that was violated and an explanation of the progressive discipline steps. Supervisors should provide employees with any coaching or advice they can.

Employees have two weeks to correct their behavior before step 2 takes effect.

Step 2

A manager discusses corrective actions with an employee, who will receive a written warning outlining the policy violation. Employees should receive actionable feedback on how to deal with an unintentional violation.

Employees have two weeks to correct their behavior before step 3 takes effect.

Step 3

Employees will be required to attend a disciplinary meeting with their manager, and a third party to discuss possible penalties if behavior/ is not corrected.

Employees will receive a second written warning outlining the policy violations and possible penalties.

Employees must correct their behavior within one week, or step 4 takes effect.

Step 4

Employees will be called in for a second disciplinary meeting with their manager and a third party to discuss penalties. This usually includes detraction of certain perks and benefits (as long as they are not mandatory by law.) It may also include suspension without pay or demotion for serious offenses. They will have the chance to explain their side and discuss corrective action. Managers must clarify that this is the final step before employment is terminated.

Employees will receive a third written warning outlining policy the violations and the possibility of the termination of their employment.

Employees must correct their behavior immediately, or step 5 takes effect.

Step 5

Employees who continue to violate policies, either voluntarily or involuntarily, by this stage will be terminated. A termination for cause will refer to employees who were guilty of severe violations or felonies.

How to invoke progressive discipline

The progressive discipline process may begin from a different step, according to the severity of an employee's misconduct:

Performance issues. Procedure starts at step 1. Examples are:

- Absenteeism or tardiness
- Disregarding policies
- Lack of knowledge of Health & Safety standards.

Minor offenses (one-time). Procedure starts at step 1. Examples are:

- On-the-job minor mistakes.
- Breach of dress code or smoking

policy.

Serious misconduct/ Repeating an offense for which a progressive discipline procedure already took place. Procedure starts at step 3. Examples are:

- On-the-job major mistakes.
- Rudeness to customers or partners.
- Unwillingness to follow Health & Safety standards

Severe violations and illegal behaviour. Procedure starts at step 5. Examples are:

- Substance abuse.
- Offensive behavior.
- Retaliation against an employee.
- Sexual Harassment.
- Workplace Violence.
- Embezzlement/Fraud/Theft

Management can skip any of the steps if they believe they are obsolete. For example, if an employee has received several formal reprimands for the same offense, HR may choose to terminate them directly. Or an employee may be directly suspended for a short period as a punishment.

This policy is meant to provide general guidelines. Our company reserves the right to treat circumstances in a different way from that described in this policy. But we are always obliged to act fairly and lawfully and document every stage of the progressive discipline process.

3. PREVENTING PROGRESSIVE DISCIPLINE

Disciplining an employee is never a pleasant task. For the sake of everyone involved, we will take actions to prevent the need for disciplinary action. We will:

- Communicate our policies and Code of Conduct clearly to all new hires.
- Announce any revisions or changes in our policies to all our employees in a formal manner (e.g. bulletins,

newsletters.)

- Train managers to communicate, enforce and abide by policies.
- Train employees in certain policies and procedures.
- Establish a culture of respect and collaboration.

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