



Home Dispatch Policy

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Home Dispatch Policy

1. SCOPE

This Policy establishes the basic rules for home dispatch.

Home Dispatch is a component of the business model implemented at Bell Technical Solutions (“BTS” or “the Company”). Home Dispatch has been established, and will be maintained, when it represents a benefit for the employee and the Company. Any employee provided Home Dispatch privileges is considered to be doing so on a voluntary basis, and agrees to the conditions as set out herein.

Given this is a voluntary program, employees provided Home Dispatch privileges can choose to give up their Home Dispatch privileges at any time. In the event that an existing home dispatched employee wishes to change to garage dispatch, the Company shall make the necessary arrangements as soon as possible. The Company will try to offer these arrangements in the employee’s locality when it is possible. Upon giving up home dispatch privileges, the employee understands that there is no guarantee that home dispatch will be available to that employee at a later date. The termination of Home Dispatch privileges, whether by the employee or the Company, for whatever reason, will not result in any additional compensation.

2. USE OF THE VEHICLE

Upon request, an employee must return the vehicle to the location designated by the Company.

The vehicle assigned by the Company to the employee must be used strictly for the purposes of travelling directly to and from the employee’s home to the designated work location; which may be a customer site, work centre or other work site specifically designated by the Company. The vehicle shall not be used outside of working hours or for personal use, with one exception. As part of home dispatch, the employee is allowed to travel from the employee’s home to his first scheduled appointment at the commencement of his shift and from the employee’s last work location to his home.

Any use of the vehicle for reasons other than work for the Company is strictly prohibited. An employee cannot use the vehicle and/or its equipment for any other purpose other than performing work for the Company. In other words, the employee shall not use the vehicle for personal use during, or outside, working hours and will not allow any unauthorized person to occupy or use the vehicle. Any employee who engages in misconduct in respect of this policy may have their Home Dispatch privileges removed without further notice and may also be subject to discipline, up to and including termination.

3. WORKING CONDITIONS

The commuting time from the employee’s home to the first work location and from the last work location to the employee’s home is not considered as time worked and is not compensable, except as provided below.

Primary Dispatch Area

- Based on current technology (*i.e.*, use of Company systems and laptops), if an employee’s first appointment at the commencement of his shift is within his Primary Dispatch Area, then the employee is expected to be at that location and ready to work by no later than 10 minutes after the start of his shift. It is expected that the employee will have logged in and performed the circle check with sufficient time to ensure timely arrival at the first work location.
- Based on current technology, at the end of shift, if an employee is working in his Primary Dispatch Area, then he must leave his last work location no sooner than 10 minutes before the end of his shift. In other words, an employee is expected to be working until 10 minutes prior to end of shift before commencing the commute home; then when at home, he is to log off.

Outside Primary Dispatch Area

- Based on current technology (*i.e.*, use of Company systems and laptops), if an employee's first appointment at the commencement of his shift is outside of his Primary Dispatch Area, then the employee is expected to be in his vehicle, ready to work, travelling en route and crossing the closest geographic boundary of his Primary Dispatch Area no later than 10 minutes after the start of his shift. If the employee is being dispatched outside of his Primary Dispatch Area for the first order of the day and it is closer to his residence than his designated Primary Dispatch Area, then the Primary Dispatch Area rules will apply for the arrival time to that order. It is expected that the employee will have logged in and performed the circle check with sufficient time to ensure timely arrival at first work location.
- Based on current technology, at the end of shift:
 - 1) if an employee is working outside his Primary Dispatch Area, and his residence is farther than the geographic boundary of his Primary Dispatch Area, then he is expected to leave his last work location no sooner than 10 minutes before the end of shift plus the time estimated by GPS to travel from the last work location to the geographic boundary of his Primary Dispatch Area; then when at home, he is to log off.
 - 2) If an employee is working outside his Primary Dispatch Area and the last work location is closer to his residence than his designated Primary Dispatch Area, then the Primary Dispatch Area rules will apply and the employee is expected to be working until 10 minutes prior to the end of the shift before commencing to commute home. Then when at home, he is to log off.

Notwithstanding the policy concerning information collected through Wireless Telematics Technology, the Company will, at its discretion, which shall be reasonably exercised, review the information collected through Wireless Telematics Technology in order to ensure compliance with working hours for the start of the shift and at the end of the shift. It is agreed and understood that prior to imposing any discipline to any employee for non-compliance to working hours; an investigation will take place using normal processes.

4. GENERAL

As technology improves, the temporal allowances may change.

Most of the time, the first appointment will be a customer location, however, at other times his first appointment may be at a Company office to pick up material or attend meetings where his presence has been requested by a member of the management team.

- While the employee is responsible for managing his work assignments, his manager may make regular follow-ups to ensure the employee abides by his working hours and, if required, will apply corrective measures.
- The employee must live within 40 kilometers from his/her usual work centre unless the employee has been "grandfathered" or unless otherwise authorized by the Company.

The employee must take appropriate care of the vehicle at all times

- a. The employee is responsible for ensuring that the vehicle is parked in a safe, secure and legal manner at their home or any other location designated by the Company.
- b. The employee must abide by the Road Safety Act, The Highway Traffic Act and their regulations at all times.
- c. The employee must ensure that the interior of the vehicle is kept neat and clean and that all tools, products and equipment inside or outside the vehicle are secured properly.

Management of the Vehicles

While the Company will as much as possible assign the same vehicle to the same employee to facilitate the application of this policy, the vehicle remains the property of the Company and may be assigned to other employees to use at times of sickness, holidays, or other days off work, or to employees on other working shifts or when deemed appropriate at the sole discretion of the Company.

The vehicle should always be ready for another employee to pick up and use during any time the vehicle is not scheduled to be used by the employee it is assigned to. This means the vehicle must be parked in a manner that is safe, accessible and in alignment with the Company Safety Policies.

When an employee is off work for an extended period of time such as vacation, he is required to return the vehicle to his designated work centre for the duration of the absence unless otherwise specified by his manager.

Apart from the situations described in the above paragraphs, the Company may require the employee to return the vehicle to a garage or other location for maintenance, repair, inventory control and any other reason at the sole discretion of the Company.

Except for disciplinary reasons, fraudulent use of the corporate property or embezzlement, should the Company or manager request that the employee return the vehicle to the garage or any other designated place, the Company commits to give notice of at least 48 hours prior to the date of return.

In situations as above:

- The employee is responsible for arranging his/her transportation back home. In particular situations where this is not possible the manager will ensure that transportation is arranged. If an employee face difficulties, the Field Operations Manager could collaborate to organize the employee's transportation, either with a colleague or any other alternative.
- The return home is completed outside working hours.
- The employee is responsible for completing a full inventory of equipment and tools in his/her truck before returning it.
- The Company will give a reasonable period of time during working hours to perform this inventory.
- Travel time between the drop off location and the employee returning the vehicle home is not paid.

5. OBLIGATIONS AND RECOMMENDATION

The Company accepts to take charge of the costs directly associated with Home Dispatch (i.e., gas, maintenance, insurance etc), as previously approved by the Company.

While all Company vehicles are properly insured, the Company recommends that the employee notify his personal insurer.

Failure to comply with any of the conditions stated herein or if an employee who is granted these privileges moves outside the 40 kilometer distance indicated without notifying the Company, will result in the application of administrative or disciplinary measures as appropriate.

6. ADMINISTRATION

The Company reserves the right to amend, modify or cancel this policy at its own discretion. The Company commits to notifying the Union of any substantial changes related to this policy 30 days before the implementation of any new term or condition.

The policy shall be administered reasonably by the Company.

7. RESPONSIBILITIES

The Vice President has the responsibility to approve this policy.

The Director, HR, Labour Relations and H&S, has the responsibility to write and validate the policy and make any amendments required from time to time.

The Senior Manager(s) – Field Operations has the responsibility to communicate the policy to the Field Operations Managers reporting to him.

The Manager has the responsibility to communicate the policy to the technicians and ensure that a copy is placed in the policy and procedures binder under his/her supervision as well as give a copy to any new employee benefiting from this policy.

8. REVISION HISTORY

- General Policy Revision / Arbitration settlement – effective July 1, 2015