

# Code of Conduct

## Introduction

This document has been produced expressly for the “clients” of SuiteWorks Business Centres Inc (referred to as ‘SuiteWorks’). It is intended to summarize the policies and procedures that have been developed to ensure that our Clients are treated with the utmost fairness and consistency. Every Client is required to read and understand the policies and practices of SuiteWorks. It is not possible to cover the full range of possible activities, nor is it possible to enforce ethical behaviour with a set of rules. Upholding a high standard of business conduct is the responsibility of each individual Client. Clients are asked to exercise good sense and judgment and to report any suspected unethical or illegal behaviour immediately to the General Manager at SuiteWorks and someone from their company (or, in the case of public sector employees, government department), either their Manager or Human Resources Representative, who will work in conjunction with SuiteWorks to address and resolve the situation.

## Ethical Behaviour

SuiteWorks is dedicated to maintaining its reputation for integrity and good corporate citizenship and expects all Clients to abide by the basic principles of ethical and lawful business conduct. At SuiteWorks we strive to maintain a professional work environment where all Clients are treated with dignity and respect.

## Confidentiality

All Clients must respect the privacy and confidentiality of others who work at SuiteWorks. Professionalism is always required when interacting with other Clients. Each Client is required to adhere to the following:

- When leaving your workspace ensure your computer is locked.
- Use discretion when discussing business in open spaces
- Not using speaker phone in an open environment/office

At the end of the day, lock all work in your drawers/cabinets. Due to the unique work environment, there may be situations where one Client inadvertently becomes privy to the confidential information of another Client. Confidential information includes, without limitation, information given orally or in writing or in any other form in respect of customer lists, business plans, strategic plans, computer data, programs, hardware and software, specifications, drawings, source and object codes, contracts, documents, financial statements, inventions, used in or relating to the business affairs of other Clients. While every precaution has been undertaken to minimize this situation, if you do become privy to confidential information, you agree not to disclose or permit the disclosure of any confidential information to anyone. Furthermore, you agree not to use confidential information gained while using the facilities at SuiteWorks for any reason nor will you disclose such information to others.

## Non-Solicitation

Clients shall not solicit, for their own or their employer’s benefit, directly or indirectly, or for the benefit of any other organization, the business of any customers’ whose identity they learned while working at SuiteWorks.

Clients shall not, directly or indirectly, induce or persuade or attempt to induce or persuade any of the other Clients to terminate their contracts of employment or solicit or attempt to solicit them to leave their employer.

## **Workplace Harassment**

SuiteWorks is committed to maintaining a work environment which promotes the dignity and self-esteem of its employees and Clients. In keeping with this philosophy, SuiteWorks believes that all persons are entitled to equal employment opportunities and does not discriminate based on any of the prohibited grounds of discrimination as outlined in the Canadian Human Rights Act. These include race, national or ethnic origin, colour, religion, age, sex, marital or family status, disability, sexual orientation, physical or mental disability, or a conviction for which a pardon has been granted.

SuiteWorks is also committed to providing a workplace free of harassment and other forms of discrimination on the basis of any of the prohibited grounds of discrimination and expects all employees, Clients, contractors and suppliers to cooperate in achieving this goal.

Harassment is defined as engaging in any conduct, comment, gesture, physical or near-physical contact which is known, or ought reasonably to be known, to cause offence, humiliation, or be unwelcome to any person.

Harassment is strictly prohibited on the grounds of: race, colour, ancestry, age, place of origin, ethnic origin, creed, citizenship, gender, family status, sexual orientation, marital status, record of offences, handicap or pregnancy.

Harassment may include intimidating, annoying, hurtful or malicious comments or conduct made by one person to another. Some examples of prohibited workplace harassment include: racial epithets or slurs; mocking or ridiculing another's culture, accent or appearance; offensive jokes or pranks; posting or circulating offensive material via bulletin boards, e-mail or voice mail.

Sexual harassment may include unwelcome sexual advances, requests for sexual favours and other verbal or physical conduct of a sexual nature. Examples may include but are not limited to; remarks, innuendo's, suggestions, requests, gestures, display of pornographic or offensive pictures or writings, inclusive of those transmitted electronically, and physical contact (i.e.: touching, patting, hugging, pinching, etc).

## **Harassment Procedure**

A person who feels they are a victim of harassment should make it known to the harasser that the unwelcome comment or conduct displayed is unwelcome, will not be tolerated and must stop immediately. If the harassment continues, the Client should report the problem to the Community Manager at SuiteWorks and their Manager or Company Human Resources Representative. If warranted, a joint investigation will be conducted by the two company Representatives. Any resulting disciplinary process will be undertaken by the employer.

## **Appropriate Dress**

SuiteWorks strives to maintain a professional work environment. It is important, therefore, that all Clients dress appropriately in order to support such an environment. Discretion is required and items such as tank tops, halter tops, torn jeans, shorts, hats and clothing on which there is derogatory wording or pictures are unacceptable at all times.

## **Building & Facilities**

### **Building Orientation:**

Every new Client at SuiteWorks will participate in an orientation which will include a tour of the building and facilities, fire and other evacuation procedures and briefing on security, privacy and confidentiality policies.

### **Security Card**

In order to protect Clients and minimize risks and liabilities, we have a security access pass system. All Clients are required to swipe their pass every time they enter and exit the building. A time record log of all entries and exits will be maintained by SuiteWorks and will be made available to any employer that requests a copy in respect of their own employees.

Your pass is for your own personal use to gain access to the office building and should not be loaned to anyone. Should you lose your Security pass, please contact the Client Services immediately. A fee will be charged for the replacement of the card.

This pass is the property of SuiteWorks and must be returned when you terminate your arrangement with SuiteWorks.

### **Guests**

Please ensure that all your guests are properly processed at reception, always escorted appropriately while they are in the secure office environment, restricted to the Client's workspace, common areas and meeting rooms.

### **Workspace**

To ensure confidentiality and a safe and healthy work environment, Clients are urged to keep their workspace neat and free of dangerous materials. Additionally, before bringing any non-standard office supplies, equipment or materials to the SuiteWorks office, Clients must first obtain prior written approval from the Community Manager.

Furthermore, in order to preserve the durability and functionality of the office furniture and equipment, Clients are asked to handle all equipment with care. If there is a defect in the building, furniture or equipment which is likely to cause injury, the Client should immediately inform the Community Manager at SuiteWorks.

Environment SuiteWorks strives to maintain an office environment that is productive, efficient, peaceful and respectful for all our Clients. We would request that Clients use headphones when listening to music, on a conference call or interacting with any computer program that has sound such as the Internet.

### **Removal of Office Materials**

Clients are not permitted to remove any furniture, equipment or materials belonging to SuiteWorks or to any other Client without the written permission from the Community Manager. Removal of any property belonging to SuiteWorks or any Client without proper authorization will be interpreted as theft and SuiteWorks will take appropriate legal action.

## Health & Safety

**Safety & Accident Control** In the course of conducting its business, SuiteWorks is committed to providing its Clients with a safe operating environment. Effective accident control is of vital concern to the Company and safety is a prime consideration in the design and installation of all company facilities.

To this end, SuiteWorks supports and all Clients are expected to co-operate fully in the following safety measures:

1. Safety issues or concerns should be brought to the attention of the Community Manager of SuiteWorks. If there is a defect in the building, furniture or equipment that is likely to cause injury, the Client should immediately inform the Community Manager.
2. Every Client is primarily responsible for his/her own safety and should use care and caution when operating company equipment.

**Reporting an Accident** All injuries, however minor, must be reported immediately to the Community Manager of SuiteWorks and the Clients' employer, who will ensure that adequate treatment is available and provided.

First aid kits are available for injuries that require minor first aid treatment. Injuries which require professional medical treatment and/or which involve loss of work time beyond the day of the injury must be reported to the Clients' manager and/or Human Resources Representative.

**Fire Evacuation Procedures:** The Fire Evacuation Procedures are posted on the bulletin boards. Clients should make themselves aware of the location of fire routes (floor emergency exits), fire fighting equipment and fire alarms in their respective location. As a building occupant, if you discover a fire, the following procedures should be carried out:

1. Leave the fire area, closing all doors behind you;
2. Activate the building fire alarm at the nearest fire alarm pull station;
3. Evacuate the building, using the nearest exit (Do Not Use Elevators)
4. Assemble in your designated area outside the building and inform the Community Manager of the exact fire location. Do not return to your work area until it is declared safe to do so by the Fire Official.

As an occupant of the building, if you hear the fire alarm, you should:

1. Leave the building immediately using the nearest exit;
2. Assemble in your designated area outside the building. Do not return to your work area until it is declared safe to do so by the Fire Official

## Smoking

SuiteWorks does not permit smoking on our property nor does it maintain a smoking area.

## Internet/Intranet/E-mail

The Internet/Intranet and E-mail are business tools, which are to be used for business-related purposes only. Clients are required to use the Internet and E-mail in a professional manner.

Security is the main concern of all Internet/Intranet and E-mail users. All users will be held accountable for any breaches of security or confidentiality.

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Clients with Internet access may download software for direct business purposes only. Any software downloading, acquisition and/or use must be properly licensed and registered. All materials, including e-mails, received or downloaded from the Internet must be scanned for viruses.

Clients must not access, view, download, use, share, store, forward, print, communicate or create information that is inappropriate, unethical or illegal. This would include sites, images, messages or materials that are obscene, pornographic, sexual, racial, gambling or drug related, violent, defamatory, derogatory, discriminatory or harassing in nature. The display or distribution of sexually explicit images or documents is a violation of the Workplace Harassment policy.

No Client may use the company's Internet/intranet facilities to intentionally spread any virus, worm or any other software that is intended to do harm.

SuiteWorks reserves the right to inspect any and all files stored in any area of our network in order to assure compliance with SuiteWorks Infrastructure.

Internet/intranet Email/Procedure Any violation of this policy will result in an investigation by SuiteWorks and where appropriate, the Client's Human Resources representative.

### **Consequences for Contravening Client Code of Conduct**

Clients are asked to exercise good sense and judgment with respect to compliance with any provision of this Client Code of Conduct. The Community Manager will endeavor to amicably resolve directly with the Client any contraventions of the Code's policies or procedures. In the event that the Community Manager cannot resolve a matter to the satisfaction of any Client, third party Client initiating a complaint or SuiteWorks, the Community Manager shall notify in writing the contravening Client's Manager or Human Resources Representative, who will work in conjunction with SuiteWorks to address and resolve the situation.

If warranted, a joint investigation will be conducted by SuiteWorks and the Client's employer Representative. Any resulting disciplinary process will be undertaken solely by the employer.

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