

WORKPLACE CONDUCT, ACCOUNTABILITY & CORRECTIVE ACTION PROGRAM

1. Purpose

The Royal Agricultural Winter Fair ("RAWF") is committed to maintaining a safe, productive, respectful, professional and accountable workplace for all employees, volunteers, temporary workers, contractors and other individuals engaged in RAWF operations, events, venues, projects and properties.

The purpose of this Program is to:

- Establish clear expectations regarding workplace conduct and performance;
- Promote accountability for individual actions and decisions;
- Support compliance with corporate policies, procedures, training, and safe work practices;
- Provide a fair and transparent framework for addressing non-compliance;
- Encourage corrective action and continuous improvement;
- Protect the health, safety, welfare, reputation and operational integrity of RAWF.

This Program is intended to complement applicable legislation, collective agreements, employment agreements, corporate policies and established management rights and responsibilities.

Corrective action shall be applied reasonably, consistently, in good faith, and in a manner appropriate to the circumstances.

2. Scope

This Program applies fully to employees. Contractors, subcontractors, volunteers and temporary workers must comply with applicable workplace conduct, safety and operational requirements; however, corrective measures applicable to such individuals may differ from those applied to employees and may include site removal, restricted access, contract administration measures, or other remedies available to RAWF.

Nothing within this Program restricts RAWF from immediately removing any contractor, temporary worker, volunteer, employee or other individual from a workplace, venue, event, project

or site where health and safety, operational requirements, security, animal welfare, public safety or corporate interests may be compromised. Existing authority established elsewhere within the Health & Safety Program shall remain in effect.

3. General Standards of Conduct

All workers are expected to:

- Conduct themselves in a safe, professional and respectful manner;
 - Perform assigned duties competently and safely;
 - Comply with applicable legislation;
 - Follow RAWF policies, procedures and safe work practices;
 - Follow reasonable supervisory and management direction;
 - Attend required training sessions and maintain required certifications;
 - Report hazards, incidents, injuries, property damage and workplace concerns promptly;
 - Protect company property, equipment, infrastructure, animals, exhibits and facilities;
 - Treat fellow workers, volunteers, contractors, exhibitors, visitors and members of the public respectfully;
 - Conduct themselves in a manner that supports the reputation and operational objectives of RAWF.
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4. Accountability

Employees

Employees are accountable for:

- Their conduct;
- Their attendance and punctuality;
- Their work performance;
- Compliance with workplace rules;
- Compliance with health and safety requirements;
- Compliance with training requirements;
- Following reasonable direction from supervision.

Supervisors & Managers

Supervisors and Managers are accountable for:

- Setting clear expectations;
 - Leading by example;
 - Enforcing policies consistently;
 - Addressing concerns promptly;
 - Documenting corrective actions;
 - Escalating serious concerns when required;
 - Ensuring fairness, consistency and procedural integrity.
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5. Employer Authority & Discretion

RAWF retains the authority to:

- Direct the workforce;
- Assign duties and responsibilities;
- Establish operational requirements;
- Develop and enforce workplace policies and procedures;
- Determine appropriate corrective actions;
- Maintain order, discipline, safety and operational effectiveness.

This authority shall be exercised in accordance with applicable legislation and collective agreement obligations.

6. Corrective Action Philosophy

Corrective action is intended to:

- Correct behaviour;
- Reinforce expectations;
- Promote accountability;
- Improve workplace conduct and performance;
- Protect workers, volunteers, contractors and the public;
- Maintain operational effectiveness and workplace safety.

Corrective action is intended primarily as a corrective and educational tool. However, workers remain responsible for their actions and may be subject to discipline where corrective efforts fail or where circumstances warrant more significant action.

7. Progressive Discipline Framework

Except where a more serious response is warranted, RAWF will generally utilize the following progressive discipline process for Employees:

Step 1 – Documented Verbal Warning

The employee will meet with supervision to discuss:

- The concern;
- Relevant policy or expectation;
- Required corrective action;
- Future expectations.

The discussion shall be documented and retained for management records.

Step 2 – Written Warning

A formal written warning may be issued which documents:

- The nature of the violation;
 - Previous corrective actions;
 - Expected improvements;
 - Consequences of continued non-compliance.
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Step 3 – Suspension

An employee may be suspended without pay or removed from assigned duties for an appropriate period.

Factors considered may include:

- Severity of conduct;
 - Safety implications;
 - Prior disciplinary history;
 - Impact on operations;
 - Repeated violations.
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Step 4 – Termination

Employment may be terminated where:

- Corrective action has been unsuccessful;
- Workplace trust has been irreparably damaged;
- Repeated misconduct continues;
- Serious misconduct warrants immediate dismissal.

A note for contractors and subcontractors: They are required to comply with all applicable RAWF policies, site rules and safety requirements. Where a contractor fails to comply, RAWF may:

- Require immediate corrective action;
 - Remove the contractor's personnel from the site;
 - Restrict access to RAWF property;
 - Report concerns to the contractor's employer;
 - Suspend work activities where safety concerns exist;
 - Require replacement of personnel;
 - Exercise contractual remedies available under the applicable service agreement.
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8. Cumulative Accountability & Pattern Behaviour

RAWF recognizes that workplace misconduct does not always occur as repeated violations of a single policy.

Repeated violations of different policies, procedures, workplace rules or expectations may be considered collectively when determining appropriate corrective action.

Employees will be held accountable for their overall workplace conduct and compliance record, and not solely for repeated violations of a single policy.

Examples may include:

- Repeated lateness;
- Attendance concerns;
- Failure to follow supervisory direction;
- Failure to complete mandatory training;
- Safety policy violations;
- PPE non-compliance;
- Failure to follow safe work procedures;
- Disruptive workplace behaviour;
- Inappropriate conduct toward coworkers;
- Misuse of company equipment;
- Repeated violations of multiple workplace policies.

Example:

An employee who receives:

- A documented verbal warning for attendance;
- A documented verbal warning for PPE non-compliance;
- A documented verbal warning for failing to follow supervisory direction;

may be subject to escalation beyond another verbal warning due to the demonstrated pattern of non-compliance.

A continuing pattern of non-compliance may result in suspension or other discipline, even where each individual incident might not independently justify such action.

9. Serious Misconduct

RAWF reserves the right to bypass some or all steps of progressive discipline and impose more significant corrective action where circumstances warrant.

Examples may include:

- Workplace violence;
- Harassment;
- Threats or intimidation;
- Theft;
- Fraud;
- Deliberate dishonesty;
- Falsification of records;
- Reporting to work unfit for duty;
- Possession of prohibited weapons;
- Reckless disregard for safety requirements;
- Deliberate regulatory violations;
- Serious insubordination;
- Damage to company property;
- Conduct which places workers, animals, exhibitors, visitors or members of the public at risk.

Existing provisions contained within the Company Rules, Fit for Duty Program, Violence & Harassment Program and Health & Safety Program remain applicable.

10. Investigations

Prior to imposing corrective action, RAWF may conduct an investigation appropriate to the circumstances.

Investigations may include:

- Interviews;
- Written statements;
- Review of reports;
- Review of attendance records;
- Review of photographs, video footage or electronic records;
- Consultation with supervisors, witnesses or other parties.

Employees are expected to cooperate fully with workplace investigations.

Failure to cooperate may itself be considered a workplace conduct issue.

11. Union Representation

Where a meeting may reasonably result in disciplinary action involving a unionized employee, RAWF will make reasonable efforts to notify the employee and provide an opportunity for union representation in accordance with the Collective Agreement and established labour relations practices.

Where a union representative is unavailable within a reasonable period of time, RAWF may proceed where operational, safety, security, investigative or business requirements necessitate immediate action.

Nothing in this section limits RAWF's ability to temporarily remove an employee from duty, suspend access to workplaces, direct an employee home, or otherwise address immediate workplace concerns pending further investigation.

Nothing in this section prevents RAWF from taking immediate action where necessary to:

- Address safety concerns;
 - Remove a worker from danger;
 - Preserve evidence;
 - Protect other individuals;
 - Maintain operational continuity;
 - Address suspected serious misconduct.
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12. Attendance, Punctuality & Timekeeping

Employees are expected to report to work:

- Fit for duty;
- On time;
- Properly equipped;
- Prepared to immediately commence productive work at the scheduled start of their shift.

Employees are expected to return from:

- Meal periods;
- Coffee breaks;
- Rest breaks;
- Other authorized absences.

on time and prepared to immediately resume productive work.

Where applicable Collective Agreement provisions permit reasonable end-of-shift wash-up, clean-up or preparation activities, such provisions shall be interpreted in accordance with the Collective Agreement and established workplace practices.

Unless specifically authorized by RAWF, wash-up, clean-up or preparation activities shall not be used to shorten working periods, meal periods, coffee breaks or any other authorized breaks.

13. Management Discretion

No employee is entitled to any specific level of discipline.

Progressive discipline is intended as a guideline and not a mandatory sequence.

RAWF reserves the right to determine the appropriate level of corrective action based upon:

- The circumstances;
- The seriousness of the conduct;
- Safety considerations;
- Operational requirements;
- Past disciplinary history;
- The employee's overall record.

14. Policy References

This Program shall be read in conjunction with:

- Company Rules;
- Fit for Duty Policy;
- Workplace Violence Program;

- Workplace Harassment Program;
- Contractor Obligations Program;
- Temporary Workers & Employment Agencies Program;
- All applicable RAWF Health & Safety policies, procedures and safe work practices.

ATTENDANCE, RELIABILITY & TIMEKEEPING POLICY

Royal Agricultural Winter Fair

1. Purpose

The Royal Agricultural Winter Fair ("RAWF") relies upon the regular attendance and reliability of its employees to safely and effectively conduct operations, events, projects and related activities.

The purpose of this Policy is to establish clear attendance, punctuality and reporting expectations, promote workforce reliability, and provide a consistent framework for addressing attendance-related concerns.

Regular attendance and punctuality are essential workplace requirements and contribute directly to workplace safety, operational effectiveness, worker productivity and service delivery.

2. Scope

This Policy applies to:

- All employees;
- Unionized employees;
- Supervisors and Managers;
- Temporary workers where applicable.

Contractors and subcontractors shall be governed by applicable contractual requirements and contractor obligations.

3. General Attendance Expectations

Employees are expected to:

- Report to work as scheduled;
 - Report to work as per each worker's contract terms (in office or otherwise);
- Report to work fit for duty;

- Report to work on time;
- Report to work properly equipped and prepared for their assigned duties;
- Be ready to immediately commence productive work at the scheduled start of their shift;
- Maintain regular and reliable attendance;
- Follow established attendance reporting procedures;
- Notify the Employer as soon as reasonably possible when they expect to be absent or late.

Attendance is considered an essential condition of employment.

4. Scheduled Shift Start Times

Employees are expected to be present and prepared to commence productive work at the scheduled start time of their shift.

Arriving at the workplace, parking lot, entrance gate, locker room, lunchroom or other location shortly before or after the scheduled start time does not constitute reporting ready for work.

Workers are expected to allow sufficient time to:

- Park;
- Enter the workplace;
- Obtain required equipment;
- Store personal belongings;
- Prepare for work;
- Attend assigned work areas;

so productive work may begin at the scheduled shift start time.

5. Absences & Lateness

Employees who expect to be absent or late shall notify RAWF using the designated reporting procedure established by the Employer.

Notification shall:

- Be made personally whenever reasonably possible;
- Be provided as soon as the employee becomes aware of the issue;
- Identify the reason for the absence or lateness;
- Provide an anticipated arrival or return time where known.

Employees are expected to notify the Employer before the start of their scheduled shift whenever reasonably possible.

Notification does not excuse lateness or absence but allows the Employer to plan and respond appropriately.

6. Authorized Reporting Methods

RAWF may establish designated reporting methods for attendance-related matters.

Employees shall utilize only those reporting methods approved by the Employer.

Notification provided through unofficial means may not satisfy reporting requirements.

Examples may include:

- Advising another employee to relay a message;
- Sending a text message to a coworker;
- Posting information on social media;
- Leaving messages with unauthorized individuals.

Employees remain responsible for ensuring proper notification has been received.

7. Failure to Notify

Employees are expected to follow established absence and lateness reporting procedures.

Failure to properly notify the Employer of an absence or lateness may constitute a separate attendance concern regardless of whether the employee subsequently reports for work.

Examples include:

- Arriving late without notification;
- Repeated failure to follow reporting procedures;
- Failure to use the designated reporting number;
- Repeated reliance upon coworkers to relay messages;
- Failure to provide notice when reasonably able to do so.

Where attendance reporting requirements are not followed, corrective action may occur independent of the attendance event itself.

8. Attendance Incidents, Availability for Work & Attendance Monitoring

RAWF may document, monitor and evaluate attendance-related concerns including:

- Tardiness;
- Failure to report for scheduled shifts;
- Unauthorized absences;
- Excessive absenteeism;
- Improper attendance reporting;
- Failure to return from breaks on time;
- Early departures;
- Extended wash-up periods;
- Timekeeping irregularities;
- Unauthorized absence from assigned work areas;
- Failure to remain available for productive work;
- Any other attendance-related concern.

Individual incidents may be reviewed collectively when assessing reliability, accountability, overall attendance performance and determining appropriate corrective action.

8A. Availability for Work

Employees are expected to remain available for productive work throughout their scheduled shift.

When assigned work has been completed, employees shall report to their supervisor, designated reporting location, lunchroom, work area or other location established by management and remain available for further assignments.

Employees shall not leave their assigned work area, work location, venue, building or project without authorization from supervision except during approved breaks or at the conclusion of their scheduled shift.

Employees are expected to remain engaged in productive work, assigned duties, approved training or other authorized activities during scheduled working hours.

Failure to remain available for work, failure to report for reassignment, or unauthorized absence from assigned work areas may constitute an attendance and workplace conduct concern and may result in corrective action.

9. Break Periods

Employees are expected to return from:

- Meal periods;
- Coffee breaks;
- Rest periods;
- Smoking breaks;
- Vaping breaks;
- Other authorized absences

at the designated return time and prepared to immediately resume productive work.

Employees are not entitled to additional smoking, vaping or nicotine-related breaks beyond those permitted by legislation, collective agreement provisions, established workplace practices or supervisory approval.

Excessive, unauthorized or extended breaks may result in corrective action.

10. Wash-Up & End-of-Shift Activities

Where applicable Collective Agreement provisions permit reasonable wash-up, clean-up or end-of-shift preparation activities, such provisions shall be interpreted in accordance with the Collective Agreement and established workplace practices.

Unless specifically authorized by the Employer:

- Wash-up activities shall not be used to shorten working periods;
- Wash-up activities shall not be used to extend meal or rest periods;
- Wash-up activities shall not commence during scheduled break periods;
- Employees shall remain available for productive work until the appropriate time for authorized wash-up activities.

Nothing in this section shall be interpreted as creating additional break entitlements.

11. No-Call / No-Show Expectations

Employees are expected to report for scheduled shifts and notify the Employer of absences or lateness in accordance with this Policy.

A failure to report for work and/or failure to properly notify the Employer may result in attendance review, investigation and corrective action.

This Policy establishes attendance expectations and reporting requirements and is intended to complement, not replace, any applicable Collective Agreement provisions respecting attendance, absenteeism, no-call/no-show situations or loss of seniority.

12. Attendance Monitoring & Timekeeping

RAWF utilizes attendance management, scheduling, payroll and timekeeping systems to support operational planning, workforce management, payroll administration and attendance monitoring.

Employees are required to accurately record their attendance and hours worked utilizing approved systems and procedures established by the Employer.

Attendance records may be utilized to monitor:

- Shift start times;
- Shift end times;
- Lateness;
- Early departures;
- Break duration;
- Meal period duration;
- Unauthorized absences from assigned work areas;
- Attendance patterns;
- Overtime records;
- Other attendance-related concerns.

Employees are expected to remain in their assigned work area and available for productive work except when:

- Performing assigned duties;
- Attending approved meetings;
- Utilizing authorized breaks;
- Carrying out duties assigned by supervision; or
- Otherwise authorized by management.

Employees shall not:

- Record time for another employee;
- Permit another employee to record time on their behalf;
- Falsify attendance records;
- Alter attendance records without authorization;
- Deliberately misrepresent time worked;
- Claim pay for periods not worked.

Electronic attendance records, payroll records, scheduling records, supervisory observations and other operational records may be reviewed as part of attendance management, workplace investigations, operational reviews or corrective action processes.

Attendance monitoring is intended to promote fairness, accountability, consistency and operational effectiveness across all departments, venues, projects and work locations.

13. Attendance Patterns

RAWF recognizes that isolated attendance incidents may occur from time to time.

However, repeated concerns may indicate an attendance pattern requiring corrective action.

Attendance patterns may include:

- Repeated lateness;
- Frequent absences;
- Repeated Monday or Friday absences;
- Repeated absenteeism adjacent to holidays;
- Chronic attendance issues;
- Repeated reporting failures;
- Repeated extended breaks;
- Frequent early departures.

Attendance patterns may be considered cumulatively when determining appropriate corrective action.

14. Medical & Protected Absences

RAWF recognizes that certain absences may be protected by legislation, approved leave provisions, accommodation requirements, disability-related circumstances or applicable Collective Agreement provisions.

Nothing in this Policy limits employee rights under applicable legislation or approved accommodation arrangements.

Employees may be required to provide documentation supporting an absence where permitted by law, policy or collective agreement provisions.

15. Corrective Action

Failure to comply with this Policy may result in corrective action pursuant to the:

Workplace Conduct, Accountability & Corrective Action Program.

In determining appropriate corrective action, RAWF may consider:

- Severity of the concern;
 - Frequency of incidents;
 - Attendance reliability;
 - Compliance with reporting procedures;
 - Operational impact;
 - Previous corrective action;
 - Overall attendance and conduct record.
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16. Examples

The following examples are not exhaustive.

Example 1 – Lateness Following Notification

An employee provides advance notice that they will be late and arrives ninety (90) minutes after their scheduled start time.

Although proper notification was provided, the lateness may still be documented and considered for attendance management purposes.

Example 2 – Lateness Without Notification

An employee arrives twenty (20) minutes late without notifying the Employer.

The lateness and the failure to properly notify the Employer may be treated as separate attendance concerns.

Example 3 – Repeated Extended Breaks

An employee repeatedly returns late from meal periods, coffee breaks, smoking breaks or other authorized breaks.

Each occurrence may be documented and considered cumulatively even where no individual occurrence is significant on its own.

Example 4 – Pattern of Attendance-Related Non-Compliance

An employee receives coaching regarding lateness, later receives coaching regarding attendance reporting failures, and later receives coaching regarding unauthorized extended breaks.

The overall pattern of attendance-related non-compliance may be considered when determining future corrective action.

Example 5 – Compliant Availability for Work

A crew completes its assigned task earlier than anticipated.

Employees return to the designated lunchroom, reporting location or other area established by management and remain available for reassignment.

This would generally be considered compliant workplace behaviour.

Example 6 – Failure to Remain Available for Work

A crew completes its assigned task(s) and an employee leaves the designated work area without authorization for an extended period of time.

The employee is later located elsewhere on the property unrelated to their assignment, without supervisory approval.

This may constitute an attendance, availability for work, productivity and/or workplace conduct concern and may be addressed through the Workplace Conduct, Accountability & Corrective Action Program.

Example 7 – Failure to Follow Reporting Procedures

An employee advises a coworker that they will be absent but fails to utilize the designated attendance reporting procedure established by the Employer.

Even where the message eventually reaches management, the failure to follow established reporting procedures may be documented as an attendance concern.

Example 8 – Attendance Pattern Review

Attendance records indicate repeated instances of lateness, unauthorized extended breaks and early departures over a period of time.

While each occurrence may be relatively minor when reviewed individually, the cumulative pattern may be considered when evaluating attendance reliability and determining appropriate corrective action.

WORKPLACE CONDUCT & PROFESSIONAL EXPECTATIONS POLICY

1. Purpose

The Royal Agricultural Winter Fair ("RAWF") is committed to maintaining a professional, productive, safe, respectful and accountable workplace.

The purpose of this Policy is to establish clear expectations regarding workplace conduct, professional behaviour, working relationships and individual accountability.

Employees are expected to conduct themselves in a manner that supports:

- Workplace safety;
 - Operational effectiveness;
 - Teamwork and cooperation;
 - Positive working relationships;
 - Customer service excellence;
 - Animal welfare;
 - The reputation of RAWF.
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2. Scope

This Policy applies to:

- All employees;
- Unionized employees;
- Supervisors and Managers;
- Temporary workers;
- Volunteers;
- Contractors and subcontractors where applicable.

This Policy shall be read in conjunction with:

- Workplace Conduct, Accountability & Corrective Action Program;
- Attendance, Reliability & Timekeeping Policy;
- Workplace Violence Program;

- Workplace Harassment Program;
 - Company Rules;
 - Applicable Health & Safety Policies and Procedures.
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3. General Standards of Conduct

All workers are expected to:

- Act honestly and professionally;
- Perform assigned duties diligently;
- Follow established policies and procedures;
- Follow reasonable supervisory direction;
- Treat others with respect and courtesy;
- Conduct themselves in a manner that promotes a safe workplace;
- Work cooperatively with others;
- Protect RAWF property, equipment and assets;
- Support operational objectives and event success.

Employees are expected to exercise good judgment and conduct themselves in a manner that reflects positively on RAWF.

4. Professional Behaviour

Employees are expected to:

- Behave professionally at all times;
- Conduct themselves in a courteous and respectful manner;
- Maintain appropriate workplace relationships;
- Address disagreements constructively;
- Communicate professionally with coworkers, supervisors and management;
- Avoid behaviour that may undermine workplace morale, productivity or teamwork.

Unprofessional conduct may be addressed through coaching, corrective action or discipline.

5. Respectful Treatment of Others

All individuals shall be treated with dignity and respect.

This includes:

- Coworkers;
- Supervisors;
- Managers;
- Volunteers;
- Contractors;
- Exhibitors;
- Vendors;
- Visitors;
- Members of the public.

RAWF expects civil and respectful interactions regardless of position, seniority or role.

Nothing in this Policy replaces the specific requirements contained within the Workplace Harassment Program or Workplace Violence Program.

6. Customer Service & Public Interactions

RAWF employees regularly interact with:

- Exhibitors;
- Competitors;
- Sponsors;
- Vendors;
- Guests;
- Members of the public;
- Government officials;
- Venue partners.

Employees are expected to provide courteous, professional and helpful service while carrying out their duties.

Employees shall:

- Provide accurate information whenever possible;
- Refer inquiries to appropriate personnel when required;

- Remain professional during difficult interactions;
- Avoid unnecessary confrontation;
- Escalate concerns through appropriate channels.

Employees represent RAWF and are expected to conduct themselves accordingly.

7. Following Direction

Employees are expected to comply with reasonable direction issued by supervisors, managers or other authorized persons acting within their authority.

If employees believe a direction is unclear, they are expected to seek clarification.

If employees disagree with a direction, they are generally expected to comply first and raise concerns through appropriate channels afterward, unless doing so would create an immediate health and safety risk or otherwise violate applicable law.

Repeated refusal to follow reasonable direction may constitute insubordination and may result in corrective action.

8. Assigned Duties, Work Locations & Chain of Command

Employees are expected to:

- Perform assigned work;
- Remain at assigned work locations;
- Follow established reporting relationships;
- Report concerns through appropriate supervisory channels;
- Remain available for reassignment when duties are completed.

Employees shall not:

- Abandon assigned duties;
- Leave assigned work areas without authorization;
- Self-assign work outside their responsibilities without approval;
- Direct the work of others unless authorized to do so;
- Interfere with the responsibilities of another department or work group.

When work assignments have been completed, employees shall report to their supervisor, designated reporting location or other area established by management and remain available for further assignments.

In the event that work assignments are left incomplete (e.g. end of shift or extenuating circumstance), the employee must inform an appropriate supervisor of the status of the work by returning to the reporting location, or other area established by management, where possible.

9. Cooperation & Teamwork

RAWF operations require cooperation among numerous departments, contractors, exhibitors, venue personnel and external partners.

Employees are expected to:

- Work collaboratively;
- Share information appropriately;
- Assist coworkers when reasonable and safe to do so;
- Support operational needs;
- Participate constructively in workplace activities.

Actions that intentionally disrupt operations, create conflict or undermine teamwork may constitute workplace conduct concerns.

10. Reporting Concerns

Employees are expected to promptly report:

- Hazards;
- Incidents;
- Injuries;
- Unsafe conditions;
- Security concerns;
- Property damage;
- Policy violations;
- Workplace misconduct.

Employees shall cooperate with any subsequent investigation, review or inquiry.

Failure to report significant concerns may be considered a workplace conduct issue.

11. Protection of Property & Resources

Employees shall exercise reasonable care when using or occupying:

- Buildings;
- Facilities;
- Vehicles;
- Equipment;
- Tools;
- Technology;
- Supplies;
- Other organizational resources.

Employees shall not:

- Deliberately damage property;
 - Misuse equipment;
 - Remove property without authorization;
 - Waste organizational resources;
 - Use organizational property for unauthorized purposes.
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12. Animal Welfare Expectations

Given RAWF's unique agricultural and equestrian environment, employees are expected to support and promote animal welfare at all times.

Employees shall:

- Follow applicable procedures;
- Report welfare concerns immediately;
- Treat animals appropriately;
- Cooperate with responsible department personnel.

Conduct that jeopardizes animal welfare may result in immediate corrective action.

13. Workplace Disruptions

Employees shall not engage in conduct that unnecessarily interferes with workplace operations.

Examples may include:

- Excessive horseplay;
- Repeated disruptions;
- Intentionally distracting others from assigned duties;
- Unauthorized gatherings during work time;
- Interfering with operational activities;
- Behaviour that negatively affects productivity.

RAWF recognizes that social interaction is a normal part of the workplace; however, employees are expected to remain focused on assigned duties during working hours.

14. Misrepresentation & Honesty

Employees are expected to be truthful and forthright in matters relating to:

- Employment;
- Attendance;
- Investigations;
- Incident reporting;
- Workplace records;
- Organizational activities.

Knowingly providing false information or intentionally misleading RAWF may result in corrective action.

15. Workplace Investigations

Employees shall cooperate fully with workplace investigations.

This includes:

- Attending meetings;
- Providing information;

- Producing relevant documentation;
- Maintaining confidentiality where appropriate;
- Refraining from retaliation.

Failure to cooperate may constitute a separate workplace conduct concern.

16. Corrective Action

Failure to comply with this Policy may result in corrective action pursuant to the:

Workplace Conduct, Accountability & Corrective Action Program.

RAWF may consider:

- Severity;
 - Frequency;
 - Operational impact;
 - Safety implications;
 - Previous corrective action;
 - Overall workplace conduct record.
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17. Operational Direction & Workplace Interference

Operational requirements occasionally require management to adjust assignments, deploy available personnel, or take other reasonable steps to maintain safe and effective operations.

An employee who disagrees with an assignment, work allocation or operational decision may raise their concern through appropriate supervisory, management, union or grievance processes.

Employees shall not interfere with, obstruct, delay or attempt to prevent another employee, supervisor, manager, contractor or authorized representative from carrying out assigned duties or management-directed work.

For example, where operational requirements require a supervisor, manager or other authorized employee to perform a task in order to maintain operations, an employee may communicate their concern through appropriate channels but is expected to continue performing their own assigned duties and not interfere with the work being performed.

Workplace concerns, collective agreement disputes and jurisdictional concerns are to be addressed through established processes and do not authorize employees to disrupt operations or disregard supervisory direction.

18. Examples

The following examples are not exhaustive.

Example 1 – Following Direction

A supervisor directs a worker to report to a different assignment location due to changing operational requirements. The employee disagrees with the change in assignment location.

The employee complies and reports concerns afterward through the appropriate channel if necessary.

This would generally be considered appropriate conduct.

Example 2 – Unauthorized Departure

An employee leaves their assigned work area and spends an extended period of time in another location without authorization or notification to a supervisor.

This may constitute an attendance and workplace conduct concern.

Example 3 – Completion of Assigned Work

A crew completes its assigned task and reports to the designated lunchroom or reporting area to await further instruction.

This would generally be considered compliant behaviour.

Example 4 – Interference With Another Department

An employee directs workers from another department despite having no authority to do so.

This may constitute a workplace conduct concern.

Example 5 – Unprofessional Interaction

An employee becomes argumentative with an exhibitor, coworker or contractor and refuses reasonable efforts to resolve the situation professionally.

This may result in coaching, investigation or corrective action.

Example 6 – Failure to Report a Significant Concern

An employee becomes aware of a serious safety, security or animal welfare issue and deliberately fails to report it.

This may constitute a workplace conduct violation and may result in corrective action.

Example 7 – Raising Concerns Appropriately

An employee believes work has been assigned in a manner that may conflict with an established practice, collective agreement provision or departmental responsibility.

The employee advises their supervisor of the concern and continues to perform their assigned duties while the matter is reviewed through the appropriate process.

This would generally be considered appropriate workplace conduct.

ELECTRONIC COMMUNICATIONS, TECHNOLOGY & SOCIAL MEDIA POLICY

1. Purpose

The Royal Agricultural Winter Fair ("RAWF") utilizes electronic communications systems, technology, mobile devices, radio systems and digital platforms to support business operations, event delivery, workplace communication, safety, security and customer service.

The purpose of this Policy is to establish expectations regarding the appropriate use of technology, electronic communications and social media while protecting organizational information, operational integrity, privacy and the reputation of RAWF.

2. Scope

This Policy applies to:

- All employees;
- Unionized employees;
- Supervisors and Managers;
- Temporary employees;
- Volunteers;
- Contractors where applicable.

This Policy applies to:

- Computers;
- Mobile devices;
- Tablets;
- Email systems;
- Internet access;
- Social media platforms;
- Radio communications;
- Collaboration platforms;
- Cloud systems;
- Electronic records;
- Digital photographs;

- Video recordings;
 - Any other technology used in connection with RAWF operations.
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3. Professional Use of Technology

Technology resources provided by RAWF are intended primarily for business purposes.

Employees are expected to:

- Use technology responsibly;
- Protect organizational information;
- Follow established security practices;
- Exercise good judgment when communicating electronically;
- Utilize technology in a professional manner.

Limited personal use may be permitted where it:

- Does not interfere with work;
 - Does not create operational disruption;
 - Does not create additional costs;
 - Does not violate policy;
 - Does not compromise security.
-

4. Electronic Communications

All electronic communications conducted through RAWF systems are expected to be:

- Professional;
- Respectful;
- Accurate;
- Appropriate for a workplace environment.

Employees shall not use electronic communications to:

- Harass others;
- Threaten others;
- Discriminate against others;
- Bully others;
- Spread rumours;

- Knowingly distribute false information;
- Disclose confidential information;
- Circumvent established reporting or approval processes.

Electronic communications should be considered permanent business records whenever applicable.

5. Radio Communications

Where radios are utilized for operations, safety, security or event management, employees shall:

- Use clear and professional communications;
- Follow established communication procedures;
- Respect radio discipline requirements;
- Limit transmissions to operationally relevant information;
- Avoid unnecessary radio traffic.

Radio communications shall not be used for:

- Personal conversations;
- Offensive remarks;
- Inappropriate comments;
- Gossip;
- Harassment;
- Discussions unrelated to operational needs.

Employees shall immediately report lost or damaged radios or communications equipment.

6. Photography, Video & Audio Recordings

RAWF recognizes that photography and video may serve operational, safety, security, training, marketing, investigative and business purposes.

Employees shall not create, distribute or publish photographs, audio recordings or video recordings obtained through their work activities unless authorized to do so.

Without authorization, employees shall not:

- Share incident photographs;

- Share investigation materials;
- Share internal operational information;
- Share confidential records;
- Share security-related information;
- Share images of injured individuals;
- Share photographs collected for investigative purposes.

Nothing in this Policy prevents employees from reporting workplace concerns through appropriate legal or regulatory channels.

7. Social Media Conduct

Employees are responsible for their conduct on social media platforms where their actions may reasonably affect RAWF, coworkers, clients, exhibitors, sponsors, contractors or operational partners.

Employees shall not:

- Represent themselves as official spokespersons unless authorized;
- Release confidential information;
- Share non-public operational information;
- Publish photographs or videos obtained through internal investigations;
- Make knowingly false statements regarding RAWF operations;
- Use social media in a manner that may reasonably damage the reputation of RAWF.

Employees are encouraged to exercise professionalism, good judgment and common sense when using social media.

Nothing in this Policy is intended to interfere with rights protected by applicable legislation.

8. Media Communications

Only authorized spokespersons may communicate with the media on behalf of RAWF.

Employees who receive media inquiries shall refer those inquiries to the appropriate designated representative.

Employees shall not:

- Issue statements on behalf of RAWF;
 - Comment publicly regarding active investigations;
 - Release incident information;
 - Release operational information not intended for public distribution;
 - Speculate regarding ongoing matters.
-

9. Confidential & Sensitive Information

Employees may have access to information that is confidential, sensitive, proprietary or operationally restricted.

This may include:

- Employee information;
- Business records;
- Financial information;
- Exhibitor information;
- Incident reports;
- Investigation records;
- Security information;
- Access control procedures;
- Operational plans;
- Personal information;
- Animal welfare information.

Employees shall take reasonable steps to protect such information from unauthorized disclosure.

10. Personal Devices

Employees may possess personal mobile devices at work unless prohibited by operational requirements, safety considerations or management direction.

Personal devices shall not be used in a manner that:

- Interferes with assigned duties;
- Creates safety hazards;
- Distracts from productive work;
- Violates confidentiality obligations;
- Disrupts workplace operations.

The use of personal mobile devices while operating vehicles, mobile equipment, machinery or while performing safety-sensitive work is strictly prohibited unless specifically authorized for operational purposes

Management may establish location-specific or event-specific restrictions where operationally necessary.

11. Monitoring & Organizational Systems

RAWF reserves the right, to the extent permitted by law, to monitor, review, maintain, secure and manage organizational technology systems, records and communications.

Employees should have no expectation that organizational systems are private from legitimate organizational review, maintenance, auditing, investigation or security activities.

This includes:

- Email systems;
- Shared drives;
- Communication platforms;
- Attendance systems;
- Access systems;
- Electronic records;
- Web Browsers;
 - No gaming, pornography or non-business related activities;
- Other organizational technology resources.

12. Cybersecurity & Information Security

Employees are expected to support organizational cybersecurity and information security efforts.

Employees shall:

- Protect passwords;
- Maintain secure access credentials;
- Report suspicious communications;
- Report suspected security incidents;
- Follow technology security requirements established by RAWF.

Employees shall not knowingly:

- Share passwords;
- Circumvent security controls;
- Install unauthorized software;
- Access information beyond authorized permissions.

13. Workplace Investigations

Electronic records, communications, photographs, videos, radio communications and other digital information may be reviewed as part of:

- Workplace investigations;
- Incident reviews;
- Safety investigations;
- Operational reviews;
- Corrective action processes;
- Legal proceedings.

Employees shall cooperate with reasonable requests relating to relevant organizational records and information.

14. Corrective Action

Failure to comply with this Policy may result in corrective action pursuant to the:

Workplace Conduct, Accountability & Corrective Action Program.

RAWF may consider:

- Severity;
 - Intent;
 - Operational impact;
 - Reputational impact;
 - Security implications;
 - Previous corrective action;
 - Overall workplace conduct record.
-

15. Examples

The following examples are not exhaustive.

Example 1 – Media Inquiry

An employee is approached by a reporter seeking information regarding an incident at RAWF.

The employee politely refers the reporter to the designated spokesperson and does not comment on the matter.

This would generally be considered appropriate conduct.

Example 2 – Investigation Photograph

An employee takes a photograph as part of an incident investigation and later shares it through a personal social media account.

This may constitute a serious policy violation.

Example 3 – Personal Device Use

An employee briefly uses a personal mobile phone during an authorized break period without disrupting operations.

This would generally be considered acceptable.

Example 4 – Unsafe Personal Device Use

An employee uses a personal mobile device while operating a forklift, vehicle, heavy equipment or other machinery, resulting in a safety risk to themselves or others.

The use of personal devices while operating equipment, vehicles or machinery may constitute a serious safety violation and may result in immediate corrective action, up to and including termination of employment.

Example 5 – Failure to Follow Device Restrictions

An employee has been instructed that personal mobile device use is prohibited while performing assigned duties due to operational, safety or customer service requirements.

The employee repeatedly uses their personal device despite previous coaching or direction.

This may constitute a workplace conduct, performance and safety concern and may result in corrective action.

Example 6 – Radio Discipline

An employee uses an operational radio for personal conversation unrelated to workplace activities.

This may constitute a policy violation.

Example 7 – Social Media Complaint

An employee disagrees with a workplace decision and raises the concern through supervisory, union or organizational processes rather than publicly disclosing confidential operational information online.

This would generally be considered appropriate conduct.

Example 8 – Incident Information

An employee receives information regarding an ongoing investigation and shares details with individuals who have no legitimate business need to know.

This may constitute a confidentiality and workplace conduct concern.

WORKPLACE INVESTIGATIONS POLICY

1. Purpose

The Royal Agricultural Winter Fair ("RAWF") is committed to maintaining a fair, respectful, safe and accountable workplace.

The purpose of this Policy is to establish a consistent process for investigating workplace concerns, incidents, complaints, policy violations and other matters that may affect workplace safety, operations, productivity, employee relations, animal welfare, security, reputation or compliance with corporate policies and procedures.

Investigations assist RAWF in determining facts, identifying root causes, implementing corrective measures, maintaining fairness and accountability, and ensuring appropriate workplace decisions are made.

N.B. Event Control:

During designated operational periods, RAWF may establish Event Control as a temporary operational coordination function to facilitate incident reporting, communication, dispatch, documentation, escalation and response activities.

Event Control supports operational decision-making and incident management and may collect information, reports, witness statements, photographs, video recordings, attendance records and other operational documentation.

Information generated through Event Control may be utilized during subsequent workplace investigations, incident reviews, corrective action processes or other organizational reviews.

Event Control does not replace managerial authority, workplace investigations, corrective action processes or other organizational decision-making functions unless specifically delegated by RAWF.

2. Scope

This Policy applies to:

- All employees;
- Unionized employees;
- Supervisors and Managers;
- Temporary workers;
- Volunteers where applicable;
- Contractors and subcontractors where relevant.

This Policy shall be read in conjunction with:

- Workplace Conduct, Accountability & Corrective Action Program;
 - Workplace Violence Program;
 - Workplace Harassment Program;
 - Incident Reporting & Investigation Procedures;
 - Company Rules;
 - All other applicable RAWF policies and procedures.
-

3. Circumstances Requiring Investigation

RAWF may conduct an investigation whenever deemed appropriate.

Examples include:

- Attendance concerns;
- Repeated lateness;
- No-call/no-show incidents;
- Harassment complaints;
- Workplace violence complaints;
- Safety violations;
- Failure to follow procedures;
- Insubordination;
- Misconduct;
- Theft;
- Fraud;
- Falsification of records;

- Timekeeping concerns;
- Property damage;
- Security incidents;
- Visitor complaints;
- Public complaints;
- Animal welfare concerns;
- Social media concerns;
- Contractor non-compliance;
- Policy violations;
- Any other matter affecting RAWF operations.

The decision to investigate rests solely with RAWF.

3A Operational Investigations vs. Workplace Investigations

RAWF recognizes that an incident may result in multiple forms of review or investigation depending upon the nature of the event and the issues involved.

Operational investigations are conducted to determine:

- What occurred;
- Immediate risks to persons, animals, property or operations;
- Required response actions;
- Root causes;
- Corrective operational measures;
- Lessons learned and opportunities for improvement.

Workplace investigations are conducted to determine:

- Whether policies, procedures or workplace rules were violated;
- Whether employees, volunteers, contractors or other individuals complied with workplace expectations;
- Whether corrective action, discipline, additional training or other measures may be appropriate.

An operational investigation and a workplace investigation may occur simultaneously or sequentially and may involve the same incident.

Nothing in this Policy prevents RAWF from conducting a workplace investigation arising from an incident that has already been subject to an operational investigation, incident review, safety investigation or emergency response process.

3B Relationship to Event Operations & Event Control

RAWF may establish temporary operational structures during designated operational periods, including but not limited to:

- Event Control;
- Incident Command functions;
- Crisis Management Teams;
- Dispatch functions;
- Emergency Operations Teams;
- Other event-specific reporting or response structures.

Where such structures are activated, employees, volunteers, contractors, exhibitors and other participants shall comply with all applicable reporting, communication, documentation, escalation and response procedures.

During Event Operations, Event Control may act as the primary reporting and coordination hub for incidents, emergencies, operational concerns and event-related matters.

The existence or use of Event Control does not replace RAWF's authority to conduct separate workplace investigations, administrative reviews, disciplinary reviews or corrective action processes.

Information, reports, witness statements, photographs, video recordings, attendance records, deployment records, incident cards, operational logs and other documentation generated through Event Control or other operational response systems may be reviewed and relied upon during subsequent workplace investigations.

4. Investigation Authority

Investigations may be conducted by:

- CEO;
- Operations & Facilities Manager;

- Direct Supervisor;
- Department Manager;
- Human Resources representative;
- Designated Management representative;
- External investigator;
- Legal counsel;
- Labour relations advisor;
- Other individual appointed by RAWF.

RAWF reserves the right to determine the appropriate investigator based upon the nature and complexity of the matter.

5. Principles of Investigation

Investigations will generally seek to:

- Identify relevant facts;
- Maintain fairness and objectivity;
- Provide affected individuals an opportunity to respond;
- Protect workplace safety and operational integrity;
- Protect the confidentiality of information where reasonably possible;
- Reach findings based upon available evidence.

RAWF recognizes that confidentiality cannot always be guaranteed; however, information shall be shared only with those who require it for legitimate business, legal, investigative or safety purposes.

6. Employee Responsibilities

Employees are expected to:

- Cooperate fully with investigations;
- Attend required meetings;
- Provide truthful and complete information;
- Preserve relevant evidence;
- Follow management direction;
- Maintain confidentiality where requested;
- Refrain from retaliation against any participant.

Employees shall not:

- Knowingly provide false information;
- Destroy evidence;
- Interfere with witnesses;
- Attempt to influence testimony;
- Retaliate against participants;
- Obstruct the investigation process.

Failure to cooperate may itself constitute a workplace conduct concern.

7. Union Representation

Where a meeting may reasonably result in disciplinary action involving a unionized employee, RAWF will make reasonable efforts to notify the employee of the purpose of the meeting and provide an opportunity for union representation in accordance with the Collective Agreement and established labour relations practices.

Where a union representative is unavailable within a reasonable period of time, RAWF may proceed where operational, safety, security, investigative or business requirements necessitate immediate action.

Nothing within this Policy limits RAWF's ability to:

- Temporarily remove a worker from duties;
 - Restrict workplace access;
 - Suspend access credentials;
 - Direct a worker from the premises;
 - Preserve evidence;
 - Protect workers or members of the public;
 - Maintain safe operations pending completion of an investigation.
-

8. Administrative Actions Pending Investigation

RAWF may implement temporary administrative measures while an investigation is being conducted.

Such measures are not disciplinary and do not imply wrongdoing.

Examples include:

- Reassignment of duties;
- Changes in reporting relationships;
- Restriction of access to specific areas;
- Temporary removal from a project or event;
- Placement on administrative leave;
- Temporary suspension pending investigation;
- Direction to remain away from specific workers, contractors or locations.

The duration and nature of such measures will be determined by RAWF based upon the circumstances.

9. Sources of Information

Investigations may include review of:

- Employee interviews;
- Witness statements;
- Supervisor notes;
- Attendance records;
- Timekeeping records;
- Payroll records;
- Electronic communications;
- Photographs;
- Video recordings;
- Security records;
- Incident reports;
- Event Control records;
- Daily operational logs;
- Dispatch records;

- Incident cards;
- Training records;
- Inspection reports;
- Operational records;
- Safety reports;
- Other information deemed relevant.

RAWF is not required to rely upon any particular source of evidence and may determine the relevance and weight of information obtained during an investigation.

10. Findings

Upon completion of an investigation, RAWF may determine that:

A. Allegation Not Substantiated

Available evidence does not support the allegation.

No further action may be required.

B. Concern Substantiated

Evidence supports that a policy, rule, procedure or workplace expectation was violated.

Corrective action may follow.

C. Policy or Process Gap Identified

An investigation may identify deficiencies in:

- Training;
- Supervision;
- Procedures;
- Communication;
- Operational processes.

In these circumstances RAWF may implement corrective measures independent of employee discipline.

11. Corrective Outcomes

Depending upon the findings, RAWF may:

- Provide coaching;
- Require training;
- Issue verbal warnings;
- Issue written warnings;
- Suspend employees;
- Terminate employment;
- Remove contractors from site;
- Modify operational procedures;
- Implement safety improvements;
- Refer matters to law enforcement or regulatory authorities where appropriate.

Corrective actions shall be determined pursuant to the Workplace Conduct, Accountability & Corrective Action Program.

12. Retaliation

RAWF prohibits retaliation against any individual who:

- Reports a concern in good faith;
- Participates in an investigation;
- Provides information during an investigation;
- Acts as a witness.

Retaliation may result in disciplinary action up to and including termination.

This provision is intended to align with existing Violence & Harassment Program protections.

13. Investigation Records

RAWF shall maintain investigation records as deemed appropriate.

Records may include:

- Complaint information;
- Investigation notes;
- Witness statements;
- Findings;
- Corrective actions;
- Related correspondence;
- Supporting documentation.

Records shall be maintained in accordance with applicable legal, operational, labour relations and business requirements.

14. Management Discretion

Not every complaint, incident or workplace concern requires a formal investigation.

RAWF retains discretion to determine:

- Whether an investigation is warranted;
- The scope of the investigation;
- The investigator assigned;
- The evidence reviewed;
- The findings reached;
- Any resulting corrective action.

Nothing within this Policy limits the authority of RAWF to take immediate action to protect workers, contractors, volunteers, exhibitors, animals, visitors, members of the public or operational interests.

15. Examples

The following examples are not exhaustive.

Example 1 – Attendance Investigation

Attendance records indicate an employee has repeatedly arrived late, returned late from breaks and failed to properly report absences.

RAWF may review attendance records, interview the employee and supervisors, assess attendance patterns and determine appropriate corrective action.

Example 2 – Unauthorized Absence From Work Area

A worker completes an assigned task and is later located elsewhere on the property without authorization.

RAWF may review supervisory records, interview witnesses and determine whether the employee failed to remain available for productive work.

Example 3 – Safety Violation

An employee is observed failing to follow a required safety procedure.

RAWF may interview witnesses, review training records and determine whether further coaching, retraining or disciplinary action is appropriate.

Example 4 – Harassment Complaint

A worker reports repeated unwelcome conduct from another employee.

RAWF may conduct interviews, gather statements and investigate the complaint in accordance with the Workplace Harassment Program. [\[RAWF-H&S M...& Programs | Word\]](#)

Example 5 – Event or Fair-Time Misconduct

A complaint is received regarding employee conduct involving another worker, exhibitor, volunteer, contractor or member of the public.

RAWF may investigate the circumstances and determine whether workplace conduct expectations have been violated.

Example 6 – False Information During Investigation

An employee knowingly provides false or misleading information during an investigation.

The false information itself may become a separate workplace conduct issue subject to corrective action.