



Employee Handbook

Of Sutton Group- Summit Realty's
Human Resources Policies and Procedures.

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This handbook provides information about the policies and programs that apply to all employees of Sutton Group- Summit Realty Inc. Throughout this document, Sutton Group- Summit Realty Inc. will be referred to as "The Company", "Sutton Summit" or "The Brokerage". The terms of this handbook concerning the employment relationship are implemented at the sole discretion of the Company and may be withdrawn or changed at any time, with notice, when possible.

TEAM Sutton SUMMIT!

These are exciting times for our company as we pursue our mission to GROW and build careers. The career opportunities that exist for our employees are real and more exciting than they have ever been.

Nestled in the quaint town of Streetsville, Sutton Summit is home to over 170+ agents. We take pride in our staff and realtors diverse demographic. We provide professional and top of the line realtor care, training and service to each and everyone of our realtors at our brokerage.

We have been around since 1987 constantly and consistently evolving. We keep a keen eye on the ever-changing Real Estate industry and do what it takes to bring new systems, technology, and business ideas to our brokerage. We strive to be leaders and trend setters and work to provide the same level of information and knowledge for our staff and Realtors.

As part of our Brokerage, we already know that you are dedicated!

Whether you are a long-time team member or just starting out with us you are reading this handbook because we know that you are the best. We believe you are a shining star, our shining star. You fit our culture of going above and beyond, striving to be the best and take pride in excelling in your area of expertise.

We strive for our brokerage to be ever growing and emerging. Our Realtors and our staff are who we look to, to represent our brand. We believe in building our reputation from the inside out. We are proud of the professionalism and excellence of our agents and their trust in us as their brokerage. They expect the best from us, and we do everything we can to deliver. We grow our services, not just based on the needs or desires of our Realtors, but what we know can grow their business. You are a touch point for our realtors, we depend on you to deliver precise, excellent service with a gentle touch.

On behalf of the Sutton Summit family, I would like to thank you for being a part of our team and thank you for bringing your unique skills, ideas, and energy. I sincerely hope you find your time with us to be rewarding, challenging, and above all, it provides you with the opportunity to grow and prosper.

Sincerely,
David Gorski
Brokerage Owner, Sutton Group-Summit Realty Inc.

Using your Employee Handbook.

How to find information

To make it easy for you to find information that you need quickly and easily. We've organized the Employee Handbook into several sections. You can find any specific section by reviewing the Table of Contents.

Updates

The Company is always growing and adapting to the changing market, and its internal and external needs. Therefore, from time to time the Employee Handbook may require updates. At the Company's sole discretion, policy information may be changed or removed or new employee programs may be added. If there are any changes to the information contained here, you will be notified, and the revised policy information will be provided to you in a timely manner whenever possible.

Interpreting and applying the Company Policies

These guidelines apply to all employees and we hope all employees respect the intent and nature of the policies. All employees are provided with this Handbook to ensure company policies and programs are understood, interpreted, and applied consistently. If a provision or policy contained in this Handbook conflicts with any Provincial legislation, it will be the provincial legislation that applies.

Terms and Conditions of Employment

The Company strives for an efficient and effective work environment that encourages dedication, mutual respect, and achievement among our employees. The policies in this Handbook are designed to foster that environment. We consider compliance with the policies in this Handbook essential to your continued employment with Sutton Group- Summit Realty Inc. Therefore, it is imperative that you conduct yourself in accordance with these policies.

Questions and Reporting

If you have any questions with respect to the interpretation or application of these policies or to report violations of the policies and programs contained here, you should:

- Discuss the matter with your Manager or Supervisor
- Contact the General Manager at (905) 897-9555 Ext. 108 or (416) 575-5735

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Section I

INTRODUCTION

Section I- Subsection 1.1

Employee Basics

Your First 90 Days of Employment

The first 90 days of employment are considered an evaluation or “probationary” period. During this period, you will have a chance to evaluate The Company as an employer and we will have an opportunity to evaluate you as an employee. At the end of the period, if you are meeting the job expectations, are complying with the requirements of this employee handbook, have a good attendance record, and have had no disciplinary problems, you will be taken off this “probationary” status.

Also, once you have successfully completed your evaluation period, you must maintain expected levels of performance and continue to work in accordance with all of the Company’s policies and procedures.

Employee Records

The Company maintains records for every employee. This file contains facts about you and work-related information, some of which must be collected by law for Income Tax, Employment Insurance Benefits, and Canada Pension reasons.

Your file may include:

- Work history documents such as application forms and resume;
- Performance appraisals, and other performance- related notations;
- Records of events, promotions, special assignments and other changes;
- Information you’ve provided on your outside achievements including community or other honors.
- Human Resources and payroll information such as your home address, telephone number, marital status, dependants, beneficiary, and person to notify in case of emergency.

To keep our records up to date and to ensure you receive important company mailings such as T-4s at Tax time, please notify the General Manager whenever there is a change in your:

- Name
- Address
- Telephone Number
- Other personal status changes (e.g. Marital status)

Your file will be maintained throughout your employment with The Company. If you wish to resign, retire, or are terminated, we are required by law to retain your employee file for a period of time.

Section I- Subsection 1.2

Mission and Values

Sutton Group- Summit Realty's primary mission is to provide a high level of service to our Realtors and a challenging and rewarding environment for our employees.

We are committed to:

- Open communication
- Teamwork and cooperation
- Mutual respect
- Integrity
- Thought leadership
- Providing quality service
- Continuous improvement
- Learning & Development

Mission Statement

Providing people with tools, resources, and education necessary to create a better everyday life through homeownership- while building wealth through real estate.

Section II

General Information

Section II- Subsection 2.1

Contact Information

Mississauga Office

33 Pearl St, Mississauga, ON L5M 1X1
(905) 286-5888

Section II- Subsection 2.2

Who can help you?

- 1) Any issues or questions that you may have should go through your direct supervisor.
- 2) If your direct supervisor/ or Manager is the cause of these issues or is unable to answer your questions, then you should address them with the General Manager, Sabiha Ali.
- 3) If you have still not had a satisfactory response to your issue or questions, you must immediately address them with Human Resources.
- 4) Do not discuss your issues with co-workers as they may not be in the position to provide you with the appropriate guidance or response.

Section III

Employee Relations

Section III- Subsection 3.1

Equal Opportunity Employment

Sutton Group- Summit Realty Inc. shall adhere to a policy of equal opportunity for all employees and operates its office without discrimination on the basis of race, national origin, religion, age, sexual orientation, or disability. The Company shall not fail or refuse to hire or discharge, nor shall it otherwise discriminate against any individual with respect to compensation, terms conditions, privileges or employment based on an individuals race, national origin, religion, sexual orientation, disability or age limit, segregate or classify its employees or applicants for employment in any way that would deprive or tend to deprive any individual of employment opportunities, or otherwise adversely affect the individual's status as an employee.

As an exception to the policy stated above, The Company may employ an individual on the basis of the individuals religion, sex, national origin, or age in these certain circumstances where religion, sex, national origin, or age is a bona fide occupational qualification, reasonably necessary to the normal operation of the brokerage, program, or job duty.

No qualified disabled person shall, on the basis of a disability, be subject to discrimination in employment with The Company. With respect to employment, a "Qualified disabled person" is a disabled person who, with or without reasonable accommodation, can perform the essential functions of the job in question.

Section III- Subsection 3.2

Employee Standards of Conduct

Sutton Group- Summit Realty regards its work policy, rules, and standards as important and takes any violation of them seriously.

Policy

All Sutton Group- Summits employees are required to adhere to The Company's Standards of Conduct.

The following list provides examples of conduct that is unacceptable:

- A violation of published policies, rules, and regulations of Sutton Group- Summit Realty
- Failure to comply with the directions of management of Sutton Group- Summit Realty acting within the scope of their authority.
- Theft, vandalism, and willful, or neglectful damage to the property of Sutton Group Summit Realty Inc or its members.
- Assault of any nature
- Discrimination or harassment based, among other grounds on race, religion, gender, disability, ethnicity, national origin, or sexual orientation (refer to Harassment policy)
- The violation of the rights of any member of The Company

NOTE: Any reprisal, or express or implied threat of reprisal for making and pursuing a complaint under any procedure authorized by Sutton Group- Summit Realty is deemed an offence against the Sutton Group Summit Realty Code of conduct.

Disciplinary policy

As discussed above, the appropriate disciplinary action depends on the nature of the issue at hand. Serious offences call for immediate reaction. In such situations, disciplinary action may be applied without delay, up to and including termination of employment for cause, please refer to the section entitled Termination of Employment (Section XI). Other infractions such as tardiness, will be more appropriately handled through various levels of discipline, beginning with discussion with your Manager. In the absence of your manager, the general manager, owner. The following are the steps of our discipline policy which is designed to give employees an opportunity to improve their performance or conduct. One or more of these steps may, however, be omitted depending on the individual circumstances of the misconduct.

- Verbal warning (undocumented)
- Verbal warning (Documented)
- Written warning
- Final written warning
- Termination

In certain circumstances, an employee may be suspended from employment until an investigation is performed. Subject to applicable local laws, suspensions will be paid if the employee is re-instated; otherwise, the suspension will be without pay. In the case of an investigation, other employees are expected to assist and cooperate as best they can. All information obtained from employees during an investigation is kept confidential to the extent possible without hindering the investigation.

Section III- Subsection 3.3

Non-Disclosure of Confidential or Proprietary Information

Policy

As a condition of employment with Sutton Group- Summit Realty, all employees are required to sign a Confidentiality Agreement to ensure the confidentiality and security of company property and proprietary information.

The protection of confidential business information and trade secrets is vital to the interests and success of Sutton Group Summit Realty. Such confidential information includes, but is not limited to, the following examples:

- Compensation Data
- Computer Software
- Financial information
- Marketing strategies
- Business growth strategy
- Pending projects and proposals
- Proprietary production processes
- Personnel/Payroll records, and
- Conversations between any persons associated with the company

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Section III- Subsection 3.4

Fraternization Policy

Sutton Summit strongly believes that a work environment where employees maintain clear boundaries between employee personal and business interactions is necessary for effective business operations. Although this policy does not prevent the development of friendships or romantic relationships between co-workers, it does establish boundaries as to how relationships are conducted during working hours and within the working environment.

Individuals in supervisory or managerial roles and those with authority over others' terms and conditions of employment are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, and their ability to affect the employment of individuals in subordinate positions.

With safety in mind, relationships in the workplace should be disclosed to your reporting manager, or HR Manager.

Section III- Subsection 3.5

Covid 19 Workplace Policy & Procedures

Purpose

A Covid-19 policy has been developed to ensure a safe and healthy work environment at Sutton Group-Summit for all employees. This company policy includes the measures we are actively taking to mitigate the spread of coronavirus.

Scope

This Covid-19 policy applies to all our employees who physically work in our office to ensure we collectively and uniformly responding to this challenge.

Policy

The objective of Sutton Group- Summit Realty Covid-19 policies and procedures are to:

- To actively take measures to mitigate the spread of Covid-19.
- Promote a safe and secure work environment for all staff.

Employee Illness and Leave

If you suspect you may have Covid-19 related symptoms, you should:

- Inform your manager
- Leave the premises immediately
- Get tested for Covid-19 by a medical practitioner
- Follow the advice of the local public health authorities
- If you have a positive COVID-19 diagnosis, you need to send your results on a ministry of Health approved document via email to your manager. Please return to work only after being cleared by the Ministry of Health. All leaves will be reviewed on a case by case basis, and all leaves granted due to Covid-19 are unpaid, unless you qualify for your Sutton Summit Paid Personal Wellness days. (Refer to Section 7- subsection 7.1 "Sutton Summit Wellness Days")

Section IV

EMPLOYMENT

Section IV- Subsection 4.1

Recruitment and Selection Policy and Procedures

Purpose

A recruitment and selection policy has been developed to ensure Sutton Group- Summit Realty fills vacancies with the most suitable candidate.

Policy

The objective of Sutton Group- summit Realty recruitment policies and procedures are to:

- Attract new employees that possess the attributes which will enable them to perform their work to a high standard of competence and efficiency.
- Provide equal treatment with respect to employment without discrimination because of race ancestry, place of origin, citizenship, creed, sex, sexual orientation, age, record of offenses, marital status, family status, or disability; and
- Develop and utilize present human resources to the best advantage of both The Company and individual employees.

Section IV- Subsection 4.2

Recruitment Requisition

Recruitment action will only be initiated by a completed recruitment requisition. The requisition must be filled out by the general manager or brokerage owner, and be signed off by the brokerage owner before being forwarded off to the Human Resources Office.

Upon receipt of the recruitment requisition, the Human Resources Office will review the recruitment and selection process and determine appropriate action. Because the recruitment and selection process may take a length of time, these procedures should be started as soon as a specific vacancy is identified.

Section IV- Subsection 4.3

Job Descriptions

Its important that the job description accurately reflects the actual position and the needs of the business, since it will form the basis for determining the appropriate compensation level for the position, assessing whether candidates are qualified for the position, in addition to acting as an aid in the performance review process.

If the duties of the position are significantly changed at the time of vacancy, the appropriate person should contact the Human Resources Office to outline the changes. The changes should be sent to the Human Resources Office in typewritten form for clarity and attached to the recruitment requisition. If the job position is newly created, the position title and complete outline of the position responsibilities should be sent to the Human Resources office for review.

Section IV- Subsection 4.4

Advertisements

The Human Resources Office is responsible for posting vacant positions externally and internally. This will be accessible in high traffic areas of the brokerage.

Section IV- Subsection 4.5

Application and Selection Process

Section IV- Subsection 4.5.1

Employment Applications

External candidates must fill out a Sutton Group Summit Realty Application. Any misrepresentations, falsifications, or material omissions contained in the application may result in exclusion of the individual from further consideration for employment of, if the person has been hired, termination of employment.

Section IV- Subsection 4.5.2

Receipt of Applications

All candidates who wish to be considered for a vacancy must submit a resume and outline the desired position to the Human Resources Office within the time limit indicated. Only those employees who are designated as internal candidates are normally eligible to apply at the time the job is posted.

Section IV- subsection 4.5.3

Selection Criteria and Preliminary Evaluation of Candidates

The selection criteria consist of the skills and qualifications required to do the job. Some examples of criteria in which may be used in the screening and interview process are: relevant or equivalent work history, (internal and external), education, knowledge of the job, technical skills and abilities, knowledge and abilities, problem-solving abilities, communication skills, and supervision and delegation experience.

The relative importance of each skill and qualification to the position will be assessed.

This process serves as a toll to choose candidates for an interview and should be conducted in an objective manner.

Section IV- Subsection 4.5.4

The Interview

The job interview further allows Human Resources and/ or the hiring manager to assess the selected candidates' job suitability. The interview is comprised of a set of questions, based on the selection criteria, which should be posed to all candidates.

Human Resources normally arrange interviews between candidates and the hiring managers unless otherwise agreed.

The responsibility for selecting the most suitably qualified **external** candidates to fill a position lies with the Human Resources Office.

Section IV- Subsection 4.5.5

Criminal Background Tests & Employment Tests

Criminal background checks and employment tests may be conducted as a part of the interviewing process and shall be conducted upon after an offer is extended. The results of the check may have a direct impact on selecting the most suitable candidate.

Section IV- Subsection 4.5.6

Employment References

Employment references provide the hiring department with an opportunity to find out how potential candidates performed in previous jobs. Written approval for Human Resources to contact provided references should be received from the candidate. Appropriate references include, but may not be limited to, current and or previous supervisors. References should normally be checked after completion of the interview process. All questions asked of a referee which is not work-related should be disregarded.

Section IV- Subsection 4.6

Offers of Employment

When the final decision on the successful candidate is made, the hiring manager should contact Human Resources and must confirm via email all the details in the offer of employment. This information will include the following:

- Position Title
- Start Date and End Date (If applicable)
- Full Time or Part Time (with hours per week defined)
- Probationary period
- Starting Wage/Salary including any additional benefits or vacation allotment
- Any other conditions of employment deemed as necessary

The Human Resources Office is responsible for making verbal offers to the candidate and confirming all details in the Offer of Employment. After discussion with Human Resources, the hiring manager may elect to directly inform the successful candidate.

In order to signify the successful candidates acceptance of the offer, he/she is required to sign a copy and return it to the Human Resources Office for inclusion into his/her personal file.

If the successful candidate is already employed at Sutton Summit, Human Resources will meet with the successful candidate to have him/her sign any changes or amendments to his or her original offer of employment.

The Human Resources Office maintains certain files for several years as required by law and therefore requires resumes, and or records of the interview process returned at the completion of the hiring process. The hiring manager is also required to provide Human Resources with written feedback on all candidates. In particular, specific job-related information, stating which qualifications were lacking in each applicant is required. This information will also be maintained in confidence in Human Resources. However, if an unsuccessful candidate wishes to direct feedback, Human Resources may provide some feedback to the candidate by referring to the hiring manager comments.

Section IV- Subsection 4.7

Orientation Policy

Sutton Summit recognizes the importance of new employee orientation as a means of fostering a positive first impression and providing new employees with important information. The Sutton Summit Orientation will familiarize new employees with the brokerage vision, mission, and will provide a clear understanding of expectations.

Policy

The responsibility for the initial orientation of the new employee falls under the Realtor Care Coordinator. New employees will be provided with information on Sutton Summit's policies and procedures, expectations, and job information.

Section IV- Subsection 4.8

Access Key

Access Keys will be given to staff to gain entry into the building. Access Keys will be issued within the first week of employment. Upon acceptance of this card, it is the responsibility of the employee to ensure the physical security of the Access Key. The Access Key is activated under your name and is for your use only. It is not to be given or loaned to any other employees or non-employees of Sutton Summit. In the event of an investigation, you will be liable for any activities associated with your card. In the case of loss or theft, it is the duty of the employee to immediately report it to the General Manager of the brokerage.

Section IV- Subsection 4.9

Definition of Employee Status

Employee defined

Sutton Summit categorizes the status of employees to make distinctions in benefits and conditions of employment among employees and to aid in better understanding of employment relationships.

Employees in the orientation and evaluation period

A newly hired employee (Hourly paid or monthly salaried) who is in the first 90 calendar days of employment.

Regular Full-Time

An employee with a regular work schedule with at least 32 hours per work week, or at least 64 hours per bi-weekly is considered a full time employee.

Regular Part-Time

An employee with a regular work schedule with less than 32 hours per week or less than 64 hours bi-weekly is considered a part time employee.

Contract

An employee who works under contract for an employer. A contract employee is hired for a specific job at a specific rate of pay. A contract employee does not become a regular addition to the staff and is not considered a permanent employee.

Employee sub-categories

Hourly- Paid hourly on a weekly payroll

Salaried- Paid an annual salary in equal installments on a weekly basis

The following terms are related to employment status:

Active Employment- An employee who is at work or on leave

Inactive Employment- an employee who is on leave of absence without pay

Re-employment- The employment of a previous Sutton Summit Employee

Section IV- Subsection 4.10

Employee Files

Policy

Sutton Summit shall maintain confidential, updated, and orderly personnel files for each of its employees. Personnel files are maintained to ensure that legal, regulatory, and procedural requirements have been met, to collect information for to assist with human resource management.

Procedure

Employee files are maintained in the Human Resources office. These files are maintained in a secure environment and are held in strict confidence. The Brokerage Owner, and the General Manager may access individual employee files.

Employee files include but are not restricted to:

- Employee information sheet
- Home address and telephone number
- Emergency contact
- Hiring and termination dates
- Birth date
- Letter of Offer of employment
- Payroll/salary information
- Employment confirmation letters
- Records of Disciplinary action
- Performance Reviews
- Employee Counseling/meeting records, if applicable
- Confidential correspondence with an employee

Employee files are retained in accordance with government requirements.

Changes to Employee Information

It is the responsibility of each employee to promptly notify Human Resources of any changes of information such as:

- Mailing address
- Telephone numbers
- Individuals to be contacted in the event of an emergency

An employee's personnel data should be accurate and current at all times.

Access to Employee Files

Employee files are the property of Sutton Group- Summit Realty, and access to the information is restricted. Management employees of Sutton Group- Summit Realty who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact the General Manager. With reasonable advanced notice, the employee may review his or her employee file in the HR Office and in the presence of either the General Manager or HR Manager.

Documents from employee files may not be removed from the premises.

Employee File Retention

Employee file information must be kept for three (3) years from the date of separation.

Section IV- Subsection 4.11**Probationary Period****Policy**

Upon being hired by Sutton Group- Summit Realty, all new employees shall be on probation. The purpose of the probationary period is to give The Company time to adequately assess the new employee's performance and suitability to the job and allow the employee an opportunity to adjust to his or her new position. The length of this period is 3 months (90 days).

Procedure

The length of the probationary period will be stated in the offer of employment. During the probationary period, the General Manager and Dept supervisor and employee must devote special attention and effort to ensure that the responsibilities of the position are being learned and the employee is progressing at a satisfactory rate.

Reasonable effort will be made to assist new employees meet performance expectations. However, in some cases, the employee may be deemed unsuitable, and therefore may be terminated during the probationary period. Human Resources must be consulted in any case where an employee's performance is unsatisfactory, and termination is being considered.

Section IV- Subsection 4.12

Internal Promotions

All positions are open to internal staff to apply first. All employees will be given an opportunity to discuss the position with the general manager. An external job posting will be posted, for the purpose of people planning. In the event a suitable candidate is not identified internally, the external search will begin

Promotion

Employees will be eligible for promotion based on a certain set criteria, including but not limited to a minimum service date of 6 months. Employees must be in good standing, and have no disciplinary action on file.

Section IV- Subsection 4.13

Hiring of Relatives

Policy

The intent of this policy is to avoid creating or continuing an employment situation where there is the potential for favouritism and/or conflict of interest. Hiring of relatives is not supported by Sutton Summit Realty, and it is against the brokerages policy.

Section IV- Subsection 4.14

Outside Employment

All employees may choose to be employed at a secondary occupation, with conditions as followed, that it does not affect the scheduling requirements of Sutton Group- Summit Realty, and that it not be in the real estate industry (i.e another brokerage)

Section IV- Subsection 4.15

Employment Exits

Procedure

1. The purpose of the exit interview is to identify the reasons for employee turnover and job satisfaction/dissatisfaction and to formulate recommendations for increasing organizational structure
2. Normally, the General Manager will conduct the exit interview
3. The employee is encouraged to share all information, but the interviewer will only record what the employee wants recorded. The employee may decline an exit interview and this decision should be noted on the form.

Section IV- Subsection 4.16

Rehire Policy

The General Manager and or Brokerage owner are responsible for determining and communicating to Recruitment whether an employee is eligible for rehire at the time of termination, whether voluntary or involuntary, and if conditions exist that would affect the rehire eligibility process.

Eligible for Rehire

Employees who leave Sutton Summit in good standing and later want to return are eligible for consideration for rehire.

Not Recommended for Rehire

Employees who have been terminated for reasons other than serious conduct or behaviour violations may be eligible to seek employment with Sutton Summit after a period of 1 year or more or after having demonstrated acceptable work performance during the gap of separation.

Not Eligible for Rehire (Non-Rehireable)

Employees terminated for serious conduct or behaviour violations are not eligible for rehire in any type of Sutton Summit employment.

Continuous Service Date

The Continuous Service Date is the most recent date of hire. Credit for prior service will be granted only when employees return to employment from lay off status within 3 months of departure

Previous employees who are rehired will not be given credit for prior service for purposes of continuous service date, (vacation, and sick leave)- unless they have left Sutton Summit in the last 3 months through lay off status.

Section V

WORK SCHEDULING

Section V- Subsection 5.1

Hour of Operation

Sutton Group Summit Realty's core hours of operation are from 9:00am to 9:00pm Monday to Friday. From 9:00am to 5:00pm on Saturdays. From 10:00am to 4:00pm on Sundays.

Section V- Subsection 5.2

Meal Periods

Employees are entitled to a meal break once they have worked 5 consecutive hours. Meal breaks shall not be taken later than 5 hours from the time you start work.

Section V- Subsection 5.3

Disruption to Time Worked

When an Employee is required to report to work, but works less than 3 hours, he or she must be paid whichever of the following amount is highest:

- 3 hours at the minimum wage, or
- The employees regular wage for the time worked

In the event that a shift must end or cannot begin before its regularly scheduled time due to various reasons including (but not limited too) systems problems, low call volume, emergency ect., employees may be sent home early.

Section V- Subsection 5.4

Inclement Weather & Emergency Closing

Policy

On occasion, inclement weather may make it difficult for employees to get to work. Employees are expected to make arrangements during periods of inclement weather which will enable them to arrive as soon as possible.

When weather conditions are severe, The Brokerage Owner and or General Manager may permit employees to leave early. Employees cannot be sent home without prior consultation with the Brokerage Owner. The decision to close the Brokerage completely cannot be made lightly and will only be made by the Brokerage Owner. When the decision is made to close the office, employees will receive official notification by the General Manager.

Time off from scheduled work due to inclement weather closings will be unpaid.

Procedure

When an employee is unable to report to work or will be late to work because of inclement weather conditions, The employee shall contact their immediate supervisor or the General Manager as soon as possible to advise them of their absence or delay. In some circumstances, the employee may be given the option or making up the time.

Section VI

Compensation and Performance

Section VI- Subsection 6.1

Payday

Sutton Summit employees are paid weekly. In the event that a regularly scheduled pay day falls on a weekend or holiday, employees will receive pay on the next day of operation.

Pay statements will be dispensed by the payroll department electronically to the email address provided by the employee.

Section VI- Subsection 6.2

Compensation

Employees are paid a pre-determined hourly rate for each hour worked and will be scheduled a meal period for every 5 hours of work.

Management and other non-management employees are paid a salary based on responsibilities.

Section VI- Subsection 6.3

Overtime

Overtime is earned after employees work 44 hours in a work week. Employees may be requested to work more than 40 hours per week. Overtime pay is to apply to hours in excess of 44 hours per week. Overtime work must always be approved by the brokerage owner, broker of record, or general manager before it is performed.

Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, vacation time does not constitute hours worked.

Overtime worked without prior authorization from the broker of record/general manager may result in disciplinary action. In lieu of overtime pay, employees can opt for time off. Any such time off must be pre-arranged and approved by The broker of record/general manager.

Section VI- Subsection 6.4

Performance Reviews

The prime purpose of employee performance review is to allow a supervisor and employee to evolve a method of appraisal and feedback that reflects the position objectives, the demands of the job and current events, for the purpose of improving the employees value and potential within the brokerage.

Objectives:

- To measure and evaluate an employees results, job related attributes and behaviour.
- To identify areas requiring improvement in performance
- To ensure the employee and the organization are both clearly aware of the goals, performance, and measures
- To ensure that goals are realistic and attainable
- To determine what training and development is required.

The performance of each employee will be reviewed formally and in writing on at least about the anniversary date of employment or the date of the previous performance review. Additional appraisals may be conducted more frequently or when performance is not meeting standards.

Employee objectives may be added to, or changed, throughout the year as changes occur in organizational priorities and goals. When this occurs, the general manager will advise employees to review and document new/changed objectives.

Any increases will be determined on the basis of the brokerages financial performance, individual employee performance, adherence to company policies and procedures, and ability to meet or exceed duties as well as achieve performance goals.

Section VII

ATTENDANCE

Policy

Sutton Summit expects that every employee will be regular and punctual in attendance. The ability to make best efforts to punctually attend work, in good mental and physical condition, is a condition of employment.

Employees defined as excessively absent will be subject to the progressive discipline policy.

Section VII- Subsection 7.1

Reporting Absences

In the event of an absence, or tardiness, employees are expected to give their manager a reason. Reporting an absence must be made prior to the start of the shift where possible, with at least 2 hours notice.

Where voicemail is used, the manager must call the employee back to confirm the absence and obtain appropriate information. General reasons for the absence indicating how long the employee expects to be away must be obtained. Except as otherwise provided in the procedure, detailed medical information should not be requested. Where a definite return date is not provided or a defined time frame for the absence is not provided, the employee is required to call on a daily basis to report his/her absence.

The supervisor receiving the call must always be sensitive to the employees right to privacy. While it is reasonable to have the general reasons for the absence, the employee is not required to provide a detailed diagnosis of his/her illness, injury, or disability. Particular sensitivity must be exercised when serious health issues are involved.

All calls should be documented in the following format:

- A) Date and time of the call
- B) Name of caller
- C) General reason for absence
- D) Expected date of return
- E) Employees phone number
- F) Name of manager taking the call

The supervisor or manager should confirm in writing that the employee was advised of any alternate duties and/ or the availability of other accommodations should be noted. Managers are encouraged to contact the employee who is unable to attend work for the purpose of determining the duration of the absence.

A physician's certificate may be requested when an absence is extended for 2 or more consecutive days. When a repeated pattern of absenteeism is noted or in any case deemed necessary by a manager, a physician's certificate may be requested on the first day. The certificate shall state clearly the expected return to work, if possible, for the physician to determine.

It is the responsibility of each employee to provide contact information (address and phone number) to the appropriate manager, so that the manager may contact them for reasons related to attendance.

Absences one week or longer

Employees should go to the General Managers office for any medical requests of absences of one week or longer.

Sutton Summit Wellness Days

Upon passing the probationary period, Sutton Summit Realty has decided that all Full Time (Hourly or Salaried) employees get 5 paid sick leave days per calendar year. Please note that the 5 sick day allotment is a part of the personal emergency/sick days granted under Provincial law and outlined in the Employment Standards Act. Unused sick leave is not carried forward from one year to the next. The terms of the "Sutton Summit Paid Wellness Days" are implemented at the sole discretion of the Company and may be withdrawn or changed at any time, with notice, when possible.

Section VII- Subsection 7.2

Absent Without Notice- NO CALL NO SHOW

Absent Without Notice

No-call, No-show- if an employee fails to call-in or report for work, this is considered a “no call no show” (unscheduled absences without managerial notification). The first “no call, no-show” will result in a written warning, the second “no call, no-show” will result in a final written warning, and a third “no call, no-show” will result in termination of employment.

AWOL- Employees who have three consecutive days of “no call, no-show” will be immediately terminated for being Absent Without Leave (AWOL).

Section VII- Subsection 7.3

Roles & Responsibilities

Employees:

- To attempt best efforts to be physically and mentally fit for work
- To attend work, on time, for every scheduled day of work
- To provide reasons for absence, tardiness, or leaving early
- To contact the General Manager if unable to attend work

Managers:

- Counsels employees regarding attendance
- Request any medical documentation permitted by Ontario law, under the Employment Standards Act
- Stay in touch with employees who are away from work, and record reasons given for absences, lateness, and leaving early.

Section VIII

Observed Holidays

Section VIII- Subsection 8.1

Public Holidays

Sutton Summit Realty observes the following paid holidays per year.

Ontario:

- New Years Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

Section VIII- Subsection 8.2

Application of Policy

The policy applies to all full time employees, and in the case where employees are scheduled to work on a holiday, provided that the following criteria are met:

- The employee has worked the last scheduled work day preceding the holiday and their first scheduled day following the holiday.
- An employee who is absent on one or both of the qualifying days listed above due to verified illness (for example bereavement), shall not lose their entitlement under this policy.

For employees on Salary, when an observed holiday falls during a vacation period, the employee shall receive an additional day of vacation in lieu of the observed holiday at a mutually convenient time to the employer and employee or public holiday pay for the holiday

Section IX

Vacation Policy

Section IX- Subsection 9.1

Vacation Policy

Sutton Summit Realty believes that annual vacation supports employee wellness. The utilization of vacation entitlement enables our employees to remain effective, responsive, and productive.

While trying to accommodate all requests for the vacation period selected, management reserves the right, based on business activities, to limit the number of employees taking vacation at the same time.

In the cases of conflicting simultaneous requests, choice of vacation is given to the employee with tenure.

Section IX- Subsection 9.2

Scheduling Vacation

Requests for vacation should be provided at least 2 weeks prior to the start of vacation to your immediate reporting manager. Sutton Summit staffs according to business needs, and thus vacation will be approved based on the scheduling availability.

Vacation requests must be submitted via a time off request form. These forms can be found in the HR Office.

Resignations/Terminations

Paid vacation time Accruals will be paid out to employees who are no longer with Sutton Summit Realty.

Section IX- Subsection 9.3

Changing Vacation

- I. Employees are expected to give adequate notice of any change in vacation plans to allow for adjustments needed to meet business requirements.
- II. Vacation can be changed:
 - a. By mutual agreement
 - b. By employer in the event of an operational emergency (an unanticipated, urgent event of pressing necessity requiring the presence of the employee)

Section X

Discipline

Section IX- Subsection 10.1

Discipline Policy

Policy

The objective of the disciplinary process described in this policy is to improve performance and compliance with brokerage standards by correcting unsatisfactory performance and behaviour.

On occasion, there may be employees whose standard of performance or conduct are unsatisfactory. Sutton Group-Summit Realty will take corrective action to assist employees in improving their performance or conduct to an acceptable standard. Disciplinary action is part of this corrective action.

Disciplinary action should normally follow a progressive model; that is, under normal circumstances, discipline should progress from verbal reprimands, to written reprimands, and finally discharge. However, there are some situations which are so serious that a strict adherence to the progressive discipline model are inappropriate, and more serious disciplinary action up to and including discharge is warranted at the first offence. Examples of such situations include, but are not limited to: theft in any form, vandalism or destruction of property, divulging company business practices, and misrepresentations of Sutton Summit to a client, realtor, or the general public.

All employees should understand their responsibilities of their job, as well as performance and behaviour expectations in the workplace. Managers play a key role in ensuring that this policy is disseminated and understood by employees.

Behaviour that may result in disciplinary action:

The following instances may require disciplinary action of up to and including dismissal. These examples are not intended to be a complete list of possible serious infractions:

- Habitual lateness
- Neglect in work performance
- Play, sleep at work (wasting company time)
- Abusive language, inappropriate behaviour, arguing
- Inappropriate or unprofessional language or behaviour towards other employees
- Does not respect company policies and procedures
- Working under the influence of alcohol, illegal drugs, or intoxicants
- Insolence or poor Realtor/Client/Customer service level
- Fraudulent sick leave (No Call/No Show/ Job abandonment)
- Negligent behaviour resulting in Sutton Summit lose a Realtor/an employee losing their job
- Falsification of worked hours
- Unauthorized possession or concealing of weapons while on the premises

- Accepting bribes/conflict of interest

Section XI

Termination of Employment

Both Sutton Summit Realty and the employee have the right to sever an employment relationship. Various forms of termination which include: voluntary resignation, dismissal, termination resulting from an redundancy or layoff, and death. In all cases, any supervisor must receive the approval of the General Manager or Brokerage owner prior to the termination of an employee's employment.

Section IX- Subsection 11.1

Voluntary Termination

Resignation from Sutton Summit Realty

An employee who decides to resign must notify the General Manager of this intention in writing as early as possible.

The letter of resignation must specify the effective date for the resignation. Resignations, once submitted and accepted, are binding on the employee and Sutton Summit Realty and cannot be changed except by mutual agreement.

When made aware of a resignation, The general manager will arrange a time for the employee to attend an exit interview.

Job Abandonment

When an employee does not report and Sutton Summit Realty is not notified of his or her status, it will be assumed after 3 consecutive days of absence that the employee has resigned via job abandonment and Sutton Summit Realty will begin exit procedures.

Section IX- Subsection 11.2

Involuntary Termination

Dismissal

In cases where an employee's poor work performance shows no substantial improvement, despite attempts by the employer to resolve the problem with the employee, or in cases where an employee's actions irrevocably have frustrated the relationship of the employee with the employer (eg. Theft, fraud etc), the employer may consider the dismissal of that employee.