

EMPLOYEE HANDBOOK

# QUINTILES CANADA INC.

(Confidential)



Effective September 2013



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## PREFACE

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## Introduction:

Thanks to the dedication of our employees, **Quintiles** is the global leader in pharmaceutical services. Together, we help improve the lives of people all over the world. Our customers include the world's leading pharmaceutical, biotechnology and medical device companies. They count on us to help them deliver lifesaving products to patients.

Our headquarters in Durham, North Carolina, is not far from our beginnings with five employees in a rented trailer on the campus of the University of North Carolina at Chapel Hill. Now, **Quintiles** is a global company and a business success story. Simply put, **Quintiles** pioneered the industry and is now the largest pharmaceutical services provider in the world.

One of its locations is **Quintiles Canada** which is as well a business success story. **Quintiles Canada** celebrated its 10th anniversary in 2006. It started in 1996 with a handful of enthusiastic and eager employees setting up the new Canadian headquarters in the province of Quebec and today, it employs over 200 employees across the country. Our employees are recognized for their top notch competencies within our industry in Canada but moreover, they can as well deliver and compete globally. Therefore, they are the reason why we have a leading presence in Canada and as well, they are able to contribute to our global leadership position.

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## A Word about This Handbook

This Employee Handbook contains information about the employment policies and procedures of **Quintiles**. We expect and encourage each employee to read this Employee Handbook carefully. The Company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company and which complies with all relevant legislation. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and inconsistent verbal or written policy statements. The Company reserves the right to modify the provisions of this Employee Handbook. No oral statements or representations can change the provisions of this Employee Handbook.

This Employee Handbook is designed to answer questions you may have with **Quintiles** and your employment with our Company with regards to employment policies and procedures. We ask that you keep this information confidential outside of the workplace. It is important to note that legislation and local jurisdiction will always take precedent over the policies and procedures in this Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers.

As our policies and procedures change, you will be provided with updates.

*For questions you may have do not hesitate to contact your Manager or your Human Resources Representative.*

### **Acknowledgement:**

I have been notified that I have access to a copy of the **Quintiles** Employee Handbook on **Quintiles'** Intranet and acknowledge my obligation to read and understand its contents.

I understand and agree that the handbook is intended to provide an overview of the Company's employee policies and procedures and does not necessarily represent all such policies and procedures in force. I also understand that the enclosed Company policies and procedures do not create or express an implied contract or covenant of any type between the Company and myself.

The Company may at any time, add, change or rescind any policy or procedure at its sole discretion, without notice.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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# Section 1

## GUIDING PRINCIPLES AND STANDARD PRACTICES

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## Open Door Policy:

**Quintiles** promotes an atmosphere where employees are encouraged to openly discuss any issues with their Line Manager.

*For more information regarding **Quintiles** Global "Open Door Philosophy", please visit:*

***<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/14.%20Open%20Door%20Philosophy%20Policy.pdf>***

## Accessibility Statement:

At **Quintiles**, we are committed to ensuring that we provide a safe, welcoming, barrier-free and accessible environment for our employees, customers, prospects, suppliers, job applicants, visitors and other stakeholders who enter onto our premises, do business with us, access our website or communicate with us. This applies in relation to employment with our Company, and with respect to areas such as customer service, the built environment, information and communication, and transportation. With approximately 15% of the population having some type of disability, accommodating employees and customers with disabilities makes good business sense and is the right thing to do!

As an organization, we are responsible for ensuring that our employees, as well as our facilities, policies, business practices and systems comply with the governing legislation and relevant best practices with regard to the accessibility for individuals with disabilities in a way that promotes their dignity and independence. To that end, we have implemented policies and training programs for employees which address specific issues. These programs are tailored to particular groups of managers and employees, and include information on topics such as:

- ▶ non-discriminatory job posting, interviewing and hiring practices;
- ▶ accommodating employees with disabilities;
- ▶ communicating with customers with various types of disabilities;
- ▶ communicating clearly and concisely by telephone;
- ▶ the use of assistive devices and alternatives to telephone communications;
- ▶ the use of service animals and support persons;
- ▶ the provision of accessible invoices/bills;
- ▶ notices of temporary disruptions; and
- ▶ relevant policies, practices and procedures.

We all have a part to play in ensuring that employees, customers, prospective customers and other stakeholders with disabilities are treated fairly and in a manner that respects their dignity and independence.

## Business Ethics:

### The Commitment to Ethically Sound Principles at Quintiles

The Commitment to ethically sound principles at **Quintiles** is evidenced by established policies as well as by oversight functions. Two committees of the Board of Directors oversee the ethical conduct of work at **Quintiles**. The Medical Ethics/Quality Assurance Committee considers scientific issues, and the Audit Committee monitors the Company's business operations.

On the scientific and operational side, our ethical commitment includes adherence to principles of good clinical practice (GCP), good laboratory practice (GLP), the PHRMA Code, healthcare fraud and kickback laws as well as specific policies and training regarding informed patient consent, animal welfare, conflict of interest, scientific fraud and misconduct.

In the financial and administrative area, the Audit Committee oversees internal financial controls, policies and procedures. In addition, it monitors all aspects of external reporting: financial statements, tax reporting, and compliance with applicable regulations. These services fulfill obligations to regulatory agencies, employees, clients and investors.

In the relationship we have with our clients and the pact we have with all our employees, the Conflict of Interest Policy and Procedures approved by the Executive Management Committee defines our ethical standards.

Since its inception in 1982, **Quintiles** has built a reputation for conducting its business with integrity and in accordance with the highest level of ethical behavior. Our integrity is essential to the success of **Quintiles**. Honesty, good judgment and adherence to applicable laws and regulations are required in all our business practices worldwide.

We will remain a profitable Company but never at the expense of sound business ethics. Adherence by all employees to our commitment to conduct the Company's business with integrity and in accordance with the highest ethical standards will benefit us, our shareholders, customers and clients. Nothing less is acceptable.

With respect to our ethical commitment to employees, we will always strive to pay our employees competitive wages and ensure a benefits package that enriches and safeguards our workforce.

We will advance our ethically diverse employee workforce and our policy of hiring and promoting individuals without regard to race, color, religion, national origin, gender, age or disability.

We will ensure that workplace harassment is not tolerated. **Quintiles** will not tolerate verbal, nonverbal or physical conduct by any employee which harasses, disrupts or interferes with another's work performance or which creates an intimidating, offensive, abusive or hostile work environment. Such conduct, when severe or pervasive enough to create an objectively hostile or abusive work environment that a reasonable person would find hostile or abusive, is not only against **Quintiles'** policy but also the law.

With respect to its communications with clients, shareholders, employees and the public, all statements will be true and factual. Nothing less will do.

This defines our commitment to ethically sound business practices. No other practices will be tolerated.

*For more information please visit:*

***<http://intranet.quintiles.com/BUs/CorpComm/Pages/Business-Ethics-HelpLine.aspx>***

## **Status of the French Language:**

The *Charter of the French Language* is provincial legislation which provides that the language of business in Québec is French. One of the key provisions of the *Charter* is that all employees have the right to work in French.

## **Equal Employment Opportunity:**

At **Quintiles**, we pride ourselves on conducting business in a non-discriminatory manner.

- ▶ We guarantee that every person has the right to be treated without discrimination on the job or while applying for a position.
- ▶ This non-discriminatory policy applies to employment advertising, recruitment and selection, promotion, training, transfer, compensation, performance management, disciplinary action and termination.

*For more information regarding our "Equal Employment Opportunity Statement", please visit:*

***<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/07.%20Equal%20Employment%20Opportunity%20Statement%20Policy.pdf>***

## **Home Based Worker:**

**Quintiles** considers home-based employment to be a viable work arrangement, appropriate for certain positions and employees.

*For more information regarding **Quintiles** Global "Home Based Worker" policy, please visit:*

***<http://intranet.quintiles.com/Employee/WFH/Pages/Home-based.aspx>***

## Immigration Law Compliance:

At **Quintiles**, we abide by all applicable immigration legislation when making hiring decisions and pride ourselves on using a non-discriminatory approach.

- ▶ We will employ Canadian citizens and those who are authorized to work in Canada.; and
- ▶ We do not discriminate based on citizenship or place of origin.

## Pay Equity:

At **Quintiles**, we pride ourselves on an equitable system of compensation for our employees that complies with all governing Pay Equity legislation requirements.

- ▶ Employees are paid equally for work of equal value.
- ▶ The "value" of jobs is based on the levels of skill, effort, responsibility and working conditions involved in doing the work.

## Harassment -- Employee Rights:

You have the right to freedom from discrimination and harassment in the workplace by **Quintiles** or our agents (suppliers, customers, contract workers, etc.) or by another employee whether on the grounds of race, ancestry, place of origin, religion, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender (including transgendered individuals), age, handicap, record of offences for which a pardon has been granted, marital status, family status or any other prohibited ground under the applicable governing legislation.

- ▶ At **Quintiles**, we respect the rights of each employee and comply with all legislation designed to protect employee rights and freedoms.
- ▶ Bullying and harassment, in any form, will not be tolerated.

## If You Have A Complaint:

By working together, we can resolve any concerns that may arise.

*Further information on this can be found in our "Doing The Right Thing" resource guide by clicking on the following link:*

**<http://intranet.quintiles.com/BUs/CorpComm/Pages/Updated-Doing-the-Right-Thing-.aspx>**

## Protection of Privacy:

**Quintiles** recognizes that your right to privacy is an important issue. We understand your interest in protecting your private personal information while working with us. As a result, we manage your personal information with great care as reflected through this privacy policy (also see Employee Files).

- ▶ While we have always tried to ensure your personal information is protected, our privacy policy provides you with all of the safeguards as standardized in federal and/or provincial privacy legislation.

## General Application:

At **Quintiles**, our privacy policy applies to all personal information we collect, use or disclose. Examples of personal information that may fall under the policy include, but are not limited to:

- ▶ name, home address, personal telephone numbers, and e-mail addresses;
- ▶ Social Insurance Number, gender, date of birth, driver's licence number or other photo-identification;
- ▶ family member information (i.e. beneficiary designation);
- ▶ medical information;
- ▶ emergency contact names, addresses and telephone numbers;
- ▶ pension information; and
- ▶ banking information.

*This personal information may be collected when:*

- ▶ you are hired;
- ▶ you sign a contract; or
- ▶ you apply for employment.

Canada's *Personal Information Protection and Electronic Documents Act* (PIPEDA) and its regulations apply across Canada; however, some aspects are superseded by provincially based legislation as in Alberta and Quebec.

Alberta's *Freedom of Information and Protection of Privacy Act* enables organizations to disclose an individual's personal information without consent to public bodies that are authorized by legislation to collect such information.

Quebec's *An Act Respecting the Protection of Personal Information in the Private Sector* replaces Part 1 of *PIPEDA* for organizations subject to private sector privacy for the collection, use and disclosure of personal information within the province.



## Principles:

Under *PIPEDA*, there are ten principles which form the basis of our policy. These principles are interrelated and we shall adhere to them as a whole. Each principle must be read in conjunction with the accompanying commentary. As permitted by *PIPEDA*, and its regulations, the commentary in our policy may be tailored to reflect personal information issues specific to our Company and our industry.

To better understand our policy, we have set out some basic definitions to use when reading and interpreting the principles below:

*Collection* - the act of gathering, acquiring, recording, or obtaining personal information from any source, including third parties, by any means.

*Consent* - voluntary agreement with the collection, use and disclosure of personal information for defined purposes. Consent can be either express or implied and can be provided directly by the individual or by an authorized representative. Express consent can be given orally, electronically or in writing, but is always unequivocal and does not require any inference on the part of **Quintiles**. Implied consent is consent that can reasonably be inferred from an individual's action or inaction.

*Disclosure* - making personal information available to a third party.

*Personal Information* - information about an identifiable individual that is recorded in any form.

*Third Party* - an individual or organization outside **Quintiles**.

*Use* - the treatment, handling, and management of personal information by and within **Quintiles**.

## Principle 1 - Accountability

**Quintiles** is responsible for personal information under its control and is accountable for the Company's compliance of its policies with the following principles.

- ▶ We are responsible for personal information in our possession or control. We shall use appropriate means to provide a comparable level of protection while information is being processed by a third party (see *Principle 7*).
- ▶ We shall implement policies and practices to give effect to these principles, including:
  - ▶ implementing procedures to protect personal information and to oversee our compliance with our policy; and
  - ▶ establishing procedures to receive and respond to inquiries or complaints;

## **Principle 2 - Purposes for Collection of Personal Information**

**Quintiles** collects personal information only for the following purposes:

- ▶ To establish and maintain responsible employment relations with Employees
- ▶ To meet legal and regulatory requirements.
  - ▶ Unless required by law, we shall not use or disclose personal information that has been collected without first obtaining your consent, preferably in writing.

## **Principle 3 - Obtaining Consent for Collection, Use or Disclosure of Personal Information**

The knowledge and consent of an employee is required for the collection, use, or disclosure of personal information, except where inappropriate.

NOTE: In certain circumstances personal information can be collected, used, or disclosed without the knowledge and consent of the individual. For example, legal, medical, or security reasons may make it impossible or impractical to seek consent. Seeking consent may be impossible or inappropriate when the individual is seriously ill, or under other circumstances.

- ▶ In obtaining consent, we shall use reasonable efforts to ensure that you are advised of the purposes for which personal information collected will be used or disclosed. Purposes shall be stated in a manner that can be reasonably understood by you.
- ▶ Generally, we shall seek consent to use and disclose personal information at the same time we collect the information. However, we may seek consent to use and disclose personal information after it has been collected, but before it is used or disclosed for a new purpose.

## **Principle 4 - Limiting Collection of Personal Information**

**Quintiles** shall limit the collection of personal information to that which is necessary for the purposes. We shall collect personal information by fair and lawful means.

## **Principle 5 - Limiting Use, Disclosure, and Retention of Personal Information**

**Quintiles** shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. **Quintiles** may disclose your personal information to:

- ▶ A company or individual employed by our Company to perform functions on its behalf, such as data processing;
- ▶ An agent or third party retained by our Company in connection with our administration or the provision of products or services;
- ▶ A third party or parties, where you consent to such disclosure or disclosure is required by law or emergency.
- ▶ Government.

Only **Quintiles** employees whose duties reasonably so require, are granted access to your personal information.

We shall keep personal information only as long as it remains necessary or relevant for the identified purposes or as required by law.

Personal information that is no longer necessary or relevant for the identified purposes or required to be retained by law shall be destroyed, erased or made anonymous. In any event, we shall maintain reasonable and systematic controls, schedules and practices for such information, its retention and destruction.

## **Principle 6 - Accuracy of Personal Information**

Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

Personal information used by our Company shall be sufficiently accurate, complete, and up-to-date to minimize the possibility that inappropriate information may be used.

We shall update personal information about employees as and when necessary to fulfill the identified purposes or upon notification by the individual.

## **Principle 7 - Security Safeguards**

**Quintiles** shall protect personal information by security safeguards appropriate to the sensitivity of the information.

We shall protect personal information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security measures. We shall protect the information regardless of the format in which it is held.

We shall protect personal information it discloses to third parties by contractual agreements stipulating the confidentiality of the information and the purposes for which it is to be used.

All of our employees with access to personal information shall be required, as a condition of employment, to contractually respect the confidentiality of personal information.

## **Principle 8 - Openness Concerning Policies and Practices**

**Quintiles** shall make readily available to you specific information about our policies and practices relating to the management of personal information.

We shall make information about our policies and practices easy to understand, including:

- ▶ Upon request, the title of the person(s) designated to oversee our compliance with this policy;
- ▶ The name and title of the person or persons accountable for our compliance with the policy and to whom inquiries or complaints can be forwarded;
- ▶ The means of gaining access to personal information held by us; and
- ▶ A description of the type of personal information held by our Company.

We shall make information available to help you exercise choices regarding the use of your personal information and the privacy-enhancing services available from our Company.

## **Principle 9 - Employee Access to Personal Information**

**Quintiles** shall inform you of the existence, use, and disclosure of your personal information upon request and shall give you access to that information. You will be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

NOTE: In certain situations, we may not be able to provide access to all of the personal information about an employee. Exceptions may include information that is prohibitively costly to provide, information that contains references to other individuals, information that cannot be disclosed for legal, security or litigation privilege. We will provide the reasons for denying access upon request.

Upon request, we will allow you a reasonable opportunity to review the personal information in your file. Personal information will be provided in understandable form within a reasonable time and at a minimal or no cost to you.

We will promptly correct or complete any personal information found to be inaccurate or incomplete. Any unresolved differences as to accuracy or completeness shall be noted in your file. Where appropriate, we shall transmit to third parties having access to the personal information in question any amended information or the existence of any unresolved differences.

## **Principle 10 - Challenging Compliance**

You will be able to address a challenge concerning compliance with the preceding principles to the designated person or persons accountable for our compliance with the policy.

We shall maintain procedures for addressing and responding to all inquiries or complaints from its employees about our handling of personal information.

We shall inform our employees about the existence of these procedures as well as the availability of complaint procedures.

The person or persons accountable for compliance with our policy may seek external advice where appropriate before providing a final response to individual complaints.

We shall investigate all complaints concerning compliance with the policy. If a complaint is found to be justified, we shall take appropriate measures to resolve the complaint including, if necessary, amending our policies and procedures.

## Code of Conduct For Customer Interaction:

The business of **Quintiles Commercial** is dependant upon pharmaceutical, medical device and biotech companies and their representatives. It is important that you treat every customer, or potential customer, professionally and respectfully.

Because some of our customers visit our facilities on a regular basis, you must be constantly aware that the relationship is professional, and conduct yourself accordingly and with integrity.

When **Quintiles Commercial** is conducting a project, we are under constant scrutiny by the customer. A single, unprofessional comment or action may cause the loss of present or future business. You are expected to conduct yourself in a professional and confidential manner at all times while representing the Company.

## Conflict of Interest:

### Bonding:

Certain positions within the Company may include the handling of large sums of money, valuable goods or entrance into the premises after hours.

- ▶ **Quintiles** may require you to be bondable as a prerequisite to obtaining your position.

### Non-Competitive/Non-Solicitation Agreements:

In order to protect **Quintiles** business, guidelines have been established around Non-Competition and Non-Solicitation Agreements.

- ▶ Protecting information of a proprietary interest is extremely important to **Quintiles**. Such information includes, but is not limited to: customer lists; intellectual property such as trademarks, goodwill and trade secrets; marketing and pricing strategies; and special or insider knowledge of how our business is managed or conducted. As such, we may require you to sign a Non-Competition and/or a Non-Solicitation Agreement when you are hired.
- ▶ All applicants being considered for employment must disclose any contract, employment agreement or non-competition / non-solicitation agreement with a previous employer. If any part of the agreement is still in force, a copy must be sent to legal counsel for review prior to any offer of employment being made.

### Other Business Activities and Other Interests:

As an employee of **Quintiles**, you are expected to commit your full-time attention to your work responsibilities.

- ▶ You may not accept or maintain employment or make or maintain business interests in entities who compete with us.
- ▶ You may not engage in outside activities adversely affecting your employment or performance at **Quintiles**.

### Gifts and Entertainment:

**Quintiles** has designed a framework of acceptable gifts, both given and received in order to outline possible non-compliance.

*For more information regarding **Quintiles** Global "Gifts and Entertainment" policies, please visit:*

**<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/08.%20Global%20Gift%20and%20Entertainment%20Policy.pdf>**

### Internal Gifts and Outings:

**Quintiles** outlines a framework of acceptable gifts given in recognition to employees and to encourage the exchange of gifts within limits.

*For more information regarding **Quintiles** Global "Internal Gift and Outings Policy" please visit:*

**<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/10.%20Internal%20Gift%20and%20Outings%20Policy.pdf>**

### Charitable Contributions:

**Quintiles** establishes guidelines and procedures when employees and offices make charitable contributions.

*For more information regarding **Quintiles** Global "Charitable Contributions" Policy, please visit:*

**<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/02.%20Charitable%20Contributions%20Policy.pdf>**

## Use of Computers:

At **Quintiles**, we are firmly committed to ensuring that our computer resources are purchased, maintained and protected in full compliance with all governing legislation.

- ▶ The increasing threats of copyright infringement, computer viruses and the risk of legal action as a result of using illegal software have made this policy a priority. We are committed to only installing software that has a valid registered license and is pre-approved for installation on your computer by the Company's Information Technology Operations Department.
- ▶ You may not download any software or other programs (including media player upgrades or PDF reader upgrades) without prior authorization from the Information Technology Operations Department.

## Internet Access Policy:

At **Quintiles**, we recognize the convenience and usefulness of the Internet as an integral information source. However, care and caution must be exercised in order to prevent disturbances to your co-workers. At all times, any policies and/or guidelines restricting the use of the Internet (e.g. prohibited sites), **MUST** be respected and adhered to.

**The Company maintains a website on the Internet at the following URL:**

***<http://www.quintiles.com>***

- ▶ Any connection between the Company and the Internet presents the opportunity for unauthorized access to our internal information systems. It is extremely important that such a connection is secure, controlled and monitored.

## Personal Use:

We do not prohibit our employees from accessing the Internet for personal reasons; however, the following rules and procedures must apply:

- ▶ Internet access for personal use should be occasional. Wherever possible, personal Internet use should be confined to times outside your working hours or while on lunch or breaks.
- ▶ You must not use Company provided Internet access, computers or mobile devices to access, download, or post inappropriate or offensive material on the web. This includes but is not limited to content of a pornographic, hateful, vulgar or defamatory nature, online gambling sites, or file sharing sites designed for sharing and downloading copyrighted content such as music, films, pirated software, etc.
- ▶ Resources (time, disk space, paper, etc.) associated with personal communication must be negligible. In particular, such use must not interfere with your work responsibilities or required business communications.



**Never...**

- ▶ forward any e-mail chain letters;
- ▶ send sensitive information by e-mail or over the Internet, especially without proper encryption and/or password protection;
- ▶ download and/or receive files from the Internet without performing a virus scan;
- ▶ use information from the Internet for any purposes which may violate any applicable laws or regulations; or
- ▶ use such information for personal profit or benefit.

**Social Media:**

**Quintiles** prohibits employees from accessing social media sites using Company-owned electronic resources (i.e., PCs, laptops, tablets, PDAs, smart phones, etc.).

These services may supply e-mail "spammers" with a source of e-mail addresses and offer an entirely new venue for sending out unsolicited advertisements. Furthermore, messaging systems are currently the "tool of choice" for penetrating otherwise protected networks with malicious code, such as a virus, worm, or other foreign code.

- ▶ Messaging systems bypass our network protection software.
- ▶ Use of these systems may also have an impact on employee productivity.
- ▶ The use of external Instant Message Systems, such as MSN Messenger, Yahoo Instant Messenger, Facebook, Twitter, etc. is prohibited.

*For more information regarding **Quintiles** Global "Guidelines and Policies on Social Media", please visit:*

***[http://intranet.quintiles.com/BUs/CorpComm/Documents/Quintiles%20Social%20Media%20Guidelines%20050611\\_FINAL.pdf](http://intranet.quintiles.com/BUs/CorpComm/Documents/Quintiles%20Social%20Media%20Guidelines%20050611_FINAL.pdf)***

### Participation in Online Forums and Blogs:

Employees should remember that any messages or information sent on facilities provided by the Company to one or more individuals via an electronic network - for example, web-based mailing lists, bulletin boards and online services - are statements identifiable and attributable to the Company.

- ▶ The Company recognizes that participation in some forums may be important to the performance of an employee's job. For instance, an employee may find the answer to a technical problem by consulting members of a news group devoted to the technical area in question.
- ▶ Employees should include the following disclaimer in all their postings to public forums: "The views, opinions, and judgements expressed in this message are solely those of the author. The message contents have not been reviewed or approved by **Quintiles**."
- ▶ Employees should note that even if disclaimers are used, a connection with the Company still exists and a statement could be imputed legally to the Company. Therefore, employees should not rely on disclaimers as a way of insulating the Company from the comments and opinions they contribute to forums. Instead, employees must limit their discussion to matters of fact and avoid expressing opinions while using the Company's systems or a Company-provided account. Communications must not reveal information about the Company's processes, techniques or trade secrets, or divulge any other confidential information, and must not otherwise violate this or other policies of the Company.
- ▶ In a democracy such as Canada, citizens enjoy a certain amount of freedom of speech. **Quintiles** recognizes the right of employees to express their own opinions. Web logs ("blogs"), social networking sites and other forums (online and otherwise) provide individuals with a vehicle to express their thoughts and opinions on a wide variety of subjects. The Company understands that some employees will want to post information expressing their thoughts, opinions, beliefs and experiences on such forums. Employees are free to do so, on their own time, using their own resources; however, certain types of inappropriate content can give rise to disciplinary action, up to and including, termination of employment.
- ▶ Inappropriate content that can lead to discipline includes, but is not limited to, the following types of material:
  - ▶ disparaging, damaging or embarrassing comments about the Company, its products/services, employees, business dealings, customers, suppliers or the executive/management team;
  - ▶ confidential or proprietary information related to the Company itself, or its employees, customers or suppliers (including trade secrets, customer lists or intellectual property such as patents, trademarks and copyrights);

- ▶ material related to any of **Quintiles's** employees or group of employees that is hateful, racist, vulgar, insulting or offensive, that results in the bullying or harassment of any of the Company's employees, or otherwise contravenes applicable human rights legislation;
- ▶ material that is defamatory to the Company, or its employees, executive/management team, customers, competitors or suppliers;
- ▶ material related to the Company that contravenes legislation, such as the *Competition Act*, and legislation prohibiting insider trading or other offences related to the trading of securities; and
- ▶ any content, in general, that has the effect of bringing the Company into disrepute, or that has the potential to damage **Quintiles's** reputation.

### Disclosure:

**Quintiles** trusts that you will act with integrity, honesty and in accordance with all policies.

- ▶ If you are aware or become aware of any breach, or possible breach of these policies, you are expected to promptly and fully disclose the particulars of same to the appropriate officials (an Executive of **Quintiles**).

Notes:

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## Section 2

### FAIR EMPLOYMENT POLICIES

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## Career Ladders and Job Descriptions:

At **Quintiles**, we provide Global Career Ladders and Job Descriptions.

- ▶ Job descriptions improve understanding of the position by outlining key responsibilities and requirements.
- ▶ Job descriptions also allow your Line Manager to understand and evaluate what you do fairly and objectively.
- ▶ The standards and objectives established for the job as well as the performance appraisals and professional development sessions are based on the job description.
- ▶ Job descriptions are reviewed periodically by Senior Management to ensure that they remain accurate.

*For more information regarding "Career Ladders" and "Job Descriptions" approved for the jobs in Global Career Ladders, please visit:*

**<http://intranet.quintiles.com/Employee/Careers/LaddersDesc/Pages/Home.aspx>**

**<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/12.%20Job%20Descriptions%20Policy.pdf>**

*For information regarding "Promotions", please visit:*

**<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/17.%20Promotions%20Policy.pdf>**

## Reporting:

Due to the matrix structure of **Quintiles**, reporting within business units may blend function-oriented Departments and mission-oriented teams.

- ▶ The matrix reporting system refers to the two (2) levels of responsibility an employee has at **Quintiles**. The first level concerns the employee's department; employees report to their Line Manager. The Line Manager is then generally responsible for employee performance; assign training and ensure its completion; selection, career development management, attendance and other workforce related matters.
- ▶ The second level in the matrix reporting system is the employee's responsibility to a Project Manager.
- ▶ For every research program at **Quintiles**, the Line Manager assigns a team member from their Department. The Supervisor assigned to coordinate this team is the Project Manager who directs a project each step of the way, assuring adherence to deadlines, budgets and to the project's requirements. Each team member is responsible to the Project Manager for successful and timely completion of all project tasks assigned.

- ▶ Should a conflict arise because of responsibilities to a Line Manager and Project Manager, employees should first inform their Line Manager. If the Line Manager is unable to resolve the conflict and the employee is unable to meet project responsibilities, the Line Manager should then notify his/her Project Manager. The conflicts will be resolved at regularly scheduled meetings with Project Managers and Line Managers.
- ▶ Rescheduling, reorganizing priorities, or reallocating resources may be necessary. This may include assigning other members from the employee's department to assist the employee on a project. However, the responsibility for project-related tasks rests solely with the project team member.
- ▶ As an organizational structure, a project matrix offers flexibility in internal scheduling and coordination.
- ▶ The matrix reporting management system has worked well at **Quintiles**, assuring the efficiency in managing projects and producing high-quality results.

### Career Management at Quintiles:

**Quintiles** is committed to employee growth and development. Here at **Quintiles**, we think of Career Management as an ongoing process where you:

- ▶ Become aware of your interests, strengths, and development opportunities
- ▶ Can obtain information about the kinds of opportunities available at **Quintiles**
- ▶ Identify your career goals
- ▶ Establish an action plan to achieve your goals

We encourage you to "own" and proactively manage your career. We've assembled a number of tools and information sources for you to investigate and use as you take charge of your career here. We look forward to working with you as you enjoy an exciting career at **Quintiles**!

### Career Options

There are many ways to achieve career development at **Quintiles**, whether it's a traditional rise up the ladder, a lateral move within, or across, a department or from one business line to another, or job enrichment in your current position. The following terms will help you understand what options might be available to you at any given time.

VERTICAL	traditional advancement up a pre-defined career ladder
ENRICHMENT	expand the responsibilities of your current job
LATERAL	same level and responsibilities, moving across departments, business lines, or geographies
REALIGNMENT	move downward for better fit with interests, personal responsibilities, or learn new skills
TRANSITION	move out of an organization if skills or interests do not match up with available work

*For more information regarding "Career Management", please visit:*

***<http://intranet.quintiles.com/employee/careers/Management/Pages/Home.aspx>***

### Employment Applications:

At **Quintiles**, we rely on the accuracy of information contained in your employment application as well as the accuracy of other data presented throughout the hiring process and during the course of your employment with our Company.

- Any misrepresentation, falsification or material omission of information presented throughout the hiring process and during the course of your employment with our Company may result in disciplinary actions up to, and including, termination.

*Moreover, for information regarding the "Employment of Family Members", please visit:*

***<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/06.%20Employment%20of%20Family%20Members%20Policy.pdf>***



## Employment Reference Checks:

In order to protect our Company and our employees, reference and/or other checks are required for all potential new employees prior to being hired at **Quintiles**.

The collection, use and disclosure of your personal information by the Company will be protected by and dealt with in accordance with the relevant privacy legislation.

- ▶ To ensure that individuals who join us are well qualified and have a strong potential to be productive and successful, it is standard policy to check the employment references of all applicants who are being considered for a position.
- ▶ Reference guidelines are as follows:
  - ▶ at least two (2) professional references;
  - ▶ no character references will be accepted;
  - ▶ references are limited to persons who are able to provide information related to the applicant's:
    - ▶ work experience;
    - ▶ educational qualifications;
    - ▶ training; and
    - ▶ on the job performance.
  - ▶ no references that may inadvertently provide information on a protected freedom (i.e. a priest, rabbi or imam may indicate religion of applicant); and
  - ▶ at least one (1) reference(s) must be a former/current Manager.
- ▶ Depending on the nature of the position, other checks may be required (e.g. criminal background check, verification of education credentials, credit check, driver's abstract, etc.).
- ▶ Any references and/or other checks will only be requested after a conditional offer of employment has been made and, if required, written consent will be obtained.
- ▶ Failure to provide the required information may result in exclusion from further consideration for employment.

**Note:** Should an employee receive a written request for a reference, the employee is to refer the request to Human Resources. Under no circumstances should a **Quintiles** employee release any information about a current or former **Quintiles** employee without the appropriate approvals.

## Employment Screening:

**Quintiles** is committed to hiring the most qualified individuals available, and to maintaining an environment where “the best” people want to work.

**Quintiles** seeks to ensure that its assets, and those of its clients, including property, employees and information, are protected, that a safe working environment is maintained, and that hiring Managers and Human Resources professionals are equipped to make employment decisions based upon a thorough pre-employment evaluation.

- ▶ As part of the process of weighing an applicant's qualifications and determining his or her suitability for an open position, **Quintiles** requires that all candidates for certain levels and types of employment undergo post offer/pre-employment screening according to the local legal and cultural standards.
- ▶ This screening can include a background check, verification of employment and education history, and in some regions/countries, a pre-employment drug-screening.
- ▶ This policy applies at minimum to all final candidates for open positions. The screening will be conducted post offer/pre-employment. The Company reserves the right to impose additional requirements should they be warranted by the position or where a regulatory requirement must be met.
- ▶ If a customer or prospective customer requires an employee to have a new background check conducted in order to participate in a project, an employee who may be assigned to that project may be asked to undergo such a check.
- ▶ Any background check is governed under the relevant local legislation. If the employee chooses to opt out of the check, they may be limited in the work to which they are assigned. However, if sufficient work is not available, the employee's employment may be terminated due to lack of work.

*For more information regarding our "Employment Screening Process" or our "Hiring Approval Policy", please visit:*

**<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/16.%20Post-off,%20Pre-employment%20and%20Employment%20Screening%20Policy.pdf>**

**<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/09.%20Hiring%20Approval%20Policy.pdf>**

### Former Employees:

At **Quintiles**, we recognize that, due to advancement opportunities elsewhere, our employees may choose to leave the Company. We also recognize that some who choose to leave may wish to return at some point in the future. The following guidelines have been established for those former employees who express interest in returning to our Company:

- ▶ A re-hire waives all rights accruing from prior services except as prescribed by law under the governing employment legislation.
- ▶ It is our policy not to hire former employees who have been terminated for "wilful misconduct" or "just cause" or who were terminated for having had an employment record that was unsatisfactory.

### Transfers:

**Quintiles** is committed to providing fulfilling employment for its employees. However, a situation may arise where an internal transfer to another position may be in the best interest of either your development plan and/or our continued success. With that in mind, we have established guidelines which are to be applied in a consistent, fair and equitable manner.

Notes:

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## Section 3

### EMPLOYEE RIGHTS

#### In This Section

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## Our Respectful Workplace:

As an employee of **Quintiles**, you have certain rights and obligations. Above all else, you have the right to be treated with dignity and respect, and to work in an environment that promotes the health, safety and well-being of all employees. This means you have both rights and obligations towards your fellow employees and other stakeholders.

Therefore, behaviour amounting to violence or harassment will not be tolerated by **Quintiles**. Workplace violence or harassment includes any conduct or comment which causes humiliation or embarrassment to our employees because of their sex, sexual orientation, gender (including transgendered individuals), pregnancy, civil status, racial or ethnic background, colour, ancestry, social condition, political convictions, language, any other prohibited ground of discrimination, or any other reasons.

## Violence and Harassment in the Workplace:

At **Quintiles**, nothing is more important to us than the physical and mental health, safety, security, dignity, self-respect and well-being of our employees, managers, contractors, and that of our customers and other visitors, including vendors, suppliers and members of the general public. Employees and other internal and external stakeholders have a right to work and conduct their business at **Quintiles** without fear of violence or anything that would disrupt our safe and respectful workplace and place of business.

- ▶ Violence, intimidation, harassment and bullying in any form will not be tolerated on **Quintiles** premises, at any Company event or while conducting Company business, for any reason whatsoever. We acknowledge our responsibility to support and assist persons subject to violence and harassment and that appropriate action will be taken, whether such conduct is perpetrated by an employee, Line Manager, contractor, customer or a member of the public. You have the responsibility to conduct yourselves accordingly.

***Unless otherwise noted in this policy, references to “employees” also include such individuals as Line Managers, executives, contractors, agency employees, and in some cases could also potentially include consultants.***

### Workplace Violence:

Workplace violence is defined by the applicable provincial legislation.

**Quintiles** recognizes that there is a potential for workplace violence to occur. We also acknowledge that physical and emotional harm can often arise out of such acts of violence. No forms of violence will be tolerated in the workplace, on the part of either employees, managers, contractors, customers, suppliers or visitors. Every effort will be made by the Company to identify possible sources of violence and to implement procedures which eliminate or minimize the risks created by such situations.

- ▶ Any acts of violence or threats of violence in the workplace are unacceptable and will give rise to progressive discipline, up to and including termination of employment. The Company is committed to the prevention of workplace violence and to responding appropriately if workplace violence does occur. All managers, employees and contractors are responsible for creating and maintaining a safe work environment free from violence, threats and intimidation.

*Workplace violence includes, but is not limited to, the following types of conduct:*

- ▶ actual and attempted acts of physical violence, including actions such as hitting, punching, slapping or kicking;
  - ▶ threats of physical violence or intimidation;
  - ▶ sexual assault; or
  - ▶ other acts of physical aggression, such as the deliberate destruction of or damage to property, especially where such actions are meant to intimidate one or more individuals.
- ▶ Employees who are victims of violent incidents in the workplace are advised to consult a physician for treatment and/or referral for counselling.

***We will not discriminate or retaliate against an employee because he or she has been, or is perceived to be, a victim of workplace violence.***

*Please contact the Human Resources Department for definitions and specific policies for your location.*

***This Workplace Violence policy will be reviewed on an annual basis, or more frequently where necessary.***

**Robbery • Violent Acts • Fighting • Illegal Acts:**

At **Quintiles**, we urge you not to get involved in any actions that may deter a robbery, violent act or other illegal action while on Company property or while conducting business for the Company.

- ▶ If you encounter a situation, be passive. Do not try to stop the robbery, violent act or illegal action. When you and your co-workers are safe, notify your immediate Line Manager immediately.
- ▶ If a fight breaks out in the workplace, be passive. Do not try to physically intervene. Notify your Line Manager immediately.
- ▶ **All** illegal actions will be reported immediately to the proper authorities.

**Workplace Harassment:**

Workplace harassment is defined according to Provincial Legislation and in general is similar to the definition found under the *Ontario Health and Safety Act (OHSA)* as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. While **Quintiles's** Workplace Harassment Policy is not meant to stop free speech or to interfere with everyday social relations, harassment can be distinguished from normal, mutually acceptable socializing in that it is offensive, insulting, intimidating, hurtful and malicious. It creates an uncomfortable work environment and has no place in employment relationships at our Company.

**Guiding Principles:**

- ▶ What one person finds offensive, others may not. Generally, harassment is considered to have taken place if the person knew, or ought to have known, that the behaviour is unwelcome.
- ▶ For the purpose of this policy, retaliation against someone for invoking this policy, for participating and co-operating in any investigation under this policy, or for associating with a person who invoked this policy, will be treated as a form of workplace harassment in itself.
- ▶ Our policy applies to all our employees, including Management and contractors, and extends to all Company activities, including lunches and social gatherings (whether on-site or off-site).
- ▶ It is both your responsibility and ours to keep each other informed of matters that infringe upon these rights. These matters must be brought to the attention of your Supervisor.



- ▶ While harassment is usually based on an ongoing pattern of abuse, in some instances a single incident can be sufficiently serious to constitute harassment.
- ▶ In the interest of being respectful and sensitive towards victims of workplace harassment, confidentiality will be maintained wherever possible. Exceptions will only be made where disclosure is necessary for the purposes of conducting a proper investigation or taking appropriate disciplinary measures, or where required by law or the principles of natural justice.

### **Sexual Harassment:**

At **Quintiles**, we are committed to providing you with a work environment free from sexual harassment. You have the responsibility to conduct yourself accordingly.

- ▶ Like other forms of harassment in the workplace, sexual harassment is against the law. It is also against our policy, which is to encourage respect and courtesy among us all. Also, such conduct creates a negative impact on work performance and creates an intimidating, hostile and/or offensive working environment.

*Examples of sexual harassment include, but are not limited to:*

- ▶ gender-related comments about an individual's physical attributes, mannerisms or characteristics;
- ▶ unwelcome physical contact such as patting, touching, pinching, petting, etc.;
- ▶ suggestive or offensive remarks;
- ▶ unwelcome propositions of physical intimacy;
- ▶ gender-related verbal abuse, threats or taunting;
- ▶ leering (a side glance expressive of malignity, amorousness or some unworthy feeling);
- ▶ bragging about sexual prowess;
- ▶ demands for dates or sexual favours;
- ▶ offensive jokes or comments of a sexual nature about an employee;
- ▶ display of sexually offensive pictures;
- ▶ unwelcome questions or discussions about sexual activities;
- ▶ sexual assault; and
- ▶ unwelcome language related to gender.

Both male and female employees can be victims of sexual harassment, which can be perpetrated by members of the opposite sex as well as those of the same sex. While incidents of sexual harassment are often characterized by an imbalance of power in the workplace, this is not necessarily always the case, with a harasser's co-worker and even his or her Line Manager sometimes being the victim.

### **Racial and Ethnic Harassment:**

At **Quintiles**, we do not condone racial or ethnic harassment. Racial harassment is when someone bothers, threatens or treats another person unfairly because of his or her race, colour or ancestry. Such forms of harassment can also be connected with one's place of origin, religion, citizenship or first language.

*Examples of conduct which may be racial or ethnic harassment include:*

- ▶ unwelcome remarks, jokes or innuendos about a person's racial or ethnic origin, colour and place of birth, citizenship or ancestry;
- ▶ displaying racist or derogatory pictures or other offensive material;
- ▶ insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment; or
- ▶ refusing to speak to or work with someone or treating someone differently because of their ethnic or racial background.

### **Psychological Harassment (Bullying):**

At **Quintiles**, we are committed to providing you with a work environment free from psychological harassment.

Psychological harassment is behaviour that is repetitive, hostile or unwanted, damaging to a person's dignity and results in a harmful work environment.

*Examples of psychological harassment include, but are not limited to:*

- ▶ making rude, degrading or offensive remarks;
- ▶ discrediting the person; spreading rumours, ridiculing him/her, humiliating him/her, calling into question their convictions or their private life, shouting abuse, sexually harassing him/her, or harassing that person based on any ground prohibited by human rights legislation, including race, colour, sex, sexual orientation, gender (including transgendered individuals), pregnancy, civil status, age, religion, political convictions, language, ethnic or national origin, social condition or handicap;
- ▶ belittling the person; forcing him/her to perform tasks that are belittling or below his/her skills, simulating professional misconduct;
- ▶ character assassination; spreading rumours, gossip and innuendo, especially that which is malicious, hurtful and untrue;

- ▶ social isolation; ostracizing or ignoring an individual;
- ▶ violence, intimidation or threats of violence;
- ▶ deliberately undermining someone or stopping that person from completing his or her work;
- ▶ belittling an employee's work or achievements or constantly taking credit for that person's accomplishments; removing responsibilities and accountabilities without reason;
- ▶ constantly changing work requirements and/or standards;
- ▶ assigning unreasonable duties or workload to an employee; assigning demeaning and/or insulting work;
- ▶ establishing impossible deadlines designed to set up an employee for failure;
- ▶ withholding necessary information or deliberately giving false information;
- ▶ making or forwarding offensive jokes, especially when the jokes are directed towards that person or to an identifiable group to which that person belongs;
- ▶ spying on someone, stalking the person, sabotaging or tampering with his or her equipment or belongings, or otherwise invading that person's privacy;
- ▶ regularly shouting or using profanity, especially when directed towards the individual concerned;
- ▶ constantly or persistently criticizing an individual; regularly criticizing someone in public;
- ▶ unwarranted, unjust or unreasonable punishment; constantly threatening someone with being fired where termination is not warranted;
- ▶ falsely accusing an employee of misconduct, criminal activities or harassment;
- ▶ continuously blocking reasonable requests for training, leaves or transfers; or
- ▶ engaging in online or "cyber" bullying.

*Unless an individual has been unfairly singled out for especially harsh treatment, workplace bullying generally does not include situations such as the following:*

- ▶ holding people accountable for their performance through the provision of routine coaching and feedback, fair and objective performance appraisals, performance improvement/corrective action plans, or through appropriate and justifiable disciplinary action;
- ▶ providing fair and reasonable constructive feedback or evaluation of the work completed by a colleague or a direct report;
- ▶ a Line Manager assigning additional work of a reasonable scope and quantity to his or her direct reports, or requesting an employee to work reasonable overtime hours when required;
- ▶ minor differences of opinion and/or the occasional workplace conflict which does not get out of hand; and/or
- ▶ occasionally showing slight frustration or annoyance, where such behaviour is justified and displayed in a respectful manner with no threat of violence, intimidation or other inappropriate reprisals.

### **What to do in Cases of Violence or Harassment:**

At **Quintiles**, we are committed to providing a workplace free from violence and harassment in which everyone can expect to be treated with dignity and respect. Workplace violence and harassment will not be tolerated for any reason; they are serious matters which will give rise to progressive discipline, up to and including termination of employment. This includes violence and harassment both at and away from the actual work site, as long as there is some connection with the work relationship. Instances of workplace violence and harassment include those which occur during business travel, at off-site conferences and training, in the Break Room and at work-related social gatherings, etc.

In this policy, "complainant" normally refers to the person who is the victim of the alleged violence or harassment, but can also refer to another individual who files a complaint on behalf of the victim, such as a witness or the victim's supervisor, manager or colleague. "Respondent" refers to the person who has allegedly committed acts of violence or harassment. The process described in our program applies to complaints of either violence or harassment, except where otherwise indicated.

***All claims of workplace violence and harassment will be dealt with fairly, promptly and confidentially.***

**Roles and Responsibilities in Cases of Violence or Harassment:**

We all have a role to play in preventing workplace violence and harassment and in dealing with such allegations when they do occur. Some of the specific roles and responsibilities of the relevant stakeholders are detailed below.

**Employees and Contractors:**

- ▶ to treat everyone in the workplace with dignity and in a manner that is respectful and free of violence, threats, intimidation and harassment;
- ▶ to make changes to their own behaviour where they become aware that there is potential for such behaviour to harm, intimidate, threaten or cause offence to others;
- ▶ to refuse to accept violent or harassing behaviour from others, regardless of whether that behaviour is perpetrated by one's manager or co-workers, or by a customer, supplier or member of the public;
- ▶ to intervene and/or report instances of inappropriate behaviour on the part of others which could amount to workplace violence or harassment;
- ▶ to be supportive of others who are victims of workplace violence or harassment; and
- ▶ to cooperate fully with any and all workplace violence and harassment investigations.

**Supervisors and Managers:**

- ▶ to maintain a workplace free from violence and harassment;
- ▶ to take allegations of violence or harassment seriously and follow-up appropriately;
- ▶ to maintain confidentiality wherever possible;
- ▶ to be familiar with the requirements of the Violence and Harassment in the Workplace policy and all of the relevant sub-policies;
- ▶ to be aware of the signs of workplace violence and harassment and be prepared to intervene when appropriate;
- ▶ to refer victims or perpetrators of violence or harassment to appropriate resources where applicable; and
- ▶ to set a good example and maintain a high standard of conduct in all dealings with others.

**Complainants/Victims of Violence or Harassment:**

- ▶ in cases of harassment, to clearly inform the harasser that his or her behaviour is unacceptable and that it must stop immediately;
- ▶ in cases of violence or in other cases where the complainant is not comfortable informing the respondent personally, this may be done by a manager or a Human Resources representative to whom the incident is reported;
- ▶ to preserve evidence and document dates, times and the names of any witnesses, as well as any attempts to resolve the situation; and
- ▶ to cooperate fully with any and all workplace violence or harassment investigations.

**Respondents/Employees Accused of Violence or Harassment:**

- ▶ to cooperate fully with any and all workplace violence or harassment investigations; and
- ▶ to preserve evidence related to instances of alleged violence or harassment, documenting dates, times and the names of any witnesses.

**Human Resources:**

- ▶ to educate employees about workplace violence, harassment and domestic violence;
- ▶ to assist managers and employees in investigating allegations of workplace violence and harassment;
- ▶ to inform employees and managers of their rights and responsibilities and of their right to obtain legal advice and/or representation from a qualified lawyer independent from the Company;
- ▶ to mediate workplace disputes involving workplace harassment, where appropriate, to facilitate the finding of a mutually acceptable solution;
- ▶ to assist employees in filing complaints of workplace violence and harassment; and
- ▶ to provide referrals and information about assistance that may be available.

**Investigators:**

- ▶ to carry out fair and impartial investigations into allegations of workplace violence and harassment;
- ▶ is a specially trained person who is appointed to investigate a formal complaint of workplace violence or harassment; and
- ▶ would normally be a Human Resources representative or a neutral third party.

**Joint Health and Safety Committee / Health and Safety Representative:**

- ▶ to be informed where incidents of workplace violence occur which result in personal injury - wherever possible, the identities of the individuals concerned will be protected;
- ▶ to participate in an investigation where there is a work refusal as a result of workplace violence;
- ▶ to obtain the results of workplace violence risk assessments;
- ▶ to provide recommendations in relation to policies, procedures and programs with regard to the prevention of workplace violence and harassment; and
- ▶ to respond to employee concerns related to workplace harassment or bullying.

*For more information regarding Quintiles Global "Anti-Harassment Policy" and "Workplace Violence and Threats Policy", please visit:*

***<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/18.%20Anti-Harassment%20Policy.pdf>***

***<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/19.%20Workplace%20Violence%20Threats%20Policy.pdf>***

## Serious or Life-Threatening Illnesses:

At **Quintiles**, our policy is to maintain a safe and healthy environment for all of our employees. If you are diagnosed with a serious or life-threatening illness you are expected to continue to work if you are medically able to perform to our standards and do not create a danger to your own health or to the health and safety of your co-workers.

- ▶ We treat all medical information as confidential and we assure confidentiality.
- ▶ You are under no obligation to discuss your medical information unless the condition is infectious or affects your job performance. If this is the case, you are required to speak to your Line Manager immediately.

Once disclosed we will, in every reasonable manner, support and facilitate your efforts to continue working and will establish:

- ▶ acceptable performance levels (based on job performance, attendance and job responsibility) that will be mutually agreed upon;
- ▶ regular reviews to ensure these agreed-upon levels are maintained; and
- ▶ a procedure where, if there is significant deterioration below these performance levels and/or you are putting yourself or your co-workers in danger, you will be eligible to apply for the appropriate disability benefits.

Any employee who refuses to work with, harasses or discriminates against, a co-worker who has a serious or life-threatening illness will be counselled and educated on the subject. If the employee persists in the refusal, harassment and/or discrimination, that employee will be subject to disciplinary action as in the case of any other performance problem.

***No employee will have their job security jeopardized solely because of their illness.***



## Infectious Illnesses:

Infectious illnesses pose a risk to business, employees in the workplace, their families and the general public. Individual employees may become ill from time to time from common infectious agents which circulate in our communities. Generally, these are self-limited illnesses with little or no implications for co-workers or the business at large. There may be scenarios with wider implications (e.g., pandemic influenza (H1N1), etc.) for our workers and our business.

### Definition:

Illnesses, which may be severe and possibly life threatening, can be communicated via air, water, environmental surfaces, vector (e.g., mosquitoes) or direct person-to-person contact. These infectious illnesses may threaten to affect a significant portion of the workforce from community exposure (e.g., influenza outbreak) and may be of concern for their potential to spread rapidly in the workplace.

Preventing the spread of infectious illnesses at all times is important to our workplace. This policy applies to all our employees and is designed to minimize and mitigate these adverse effects. An early, consultative, and coordinated response will sustain the wellness of our employees and our business continuity.

- ▶ You are encouraged to control the spread of infection through regular hand washing.
- ▶ You are encouraged to remain at home if you are ill with an infectious illness (you must advise your Line Manager immediately so that appropriate measures can be taken within your department).
- ▶ You are encouraged to return to work once your health care professional indicates you are well. A signed health care professional's statement to that effect is required.
- ▶ Violation of this policy may lead to progressive discipline, up to and including termination.

*For more information regarding Quintiles "Emergency Response Plan", please visit:*

**<http://intranet.quintiles.com/BUs/CorpComm/Pages/Business-Continuity-Travel-Systems-Help-Ensure-Employee-Safety-During-Crises.aspx>**

## Alcohol and Substance Abuse:

It is our desire to provide a safe drug and alcohol-free workplace for our employees at **Quintiles**. To promote this goal, you are required to report to work in an appropriate mental and physical condition to perform your job in a satisfactory manner.

- ▶ Violations of this policy may lead to disciplinary action, up to and including termination of employment. Such violations may also have legal consequences.
- ▶ **While on the premises of Quintiles and while conducting business related activities off the premises of Quintiles, you may not use, possess, distribute, sell, or be under the influence of alcohol or an illegal substance.**
- ▶ **Exception:** If you are participating in a Company function or if you are conducting business in a social environment that is serving alcohol (see The Company and Alcohol below) **Quintiles** expects that you act responsibly.
- ▶ The legal use of legally prescribed medication is permitted on the job only if it does not impair your ability to perform the essential functions of your job effectively and in a safe manner, that does not endanger other individuals in the workplace.
- ▶ Any employee reporting for work and found to be under the influence of alcohol or any illegal substance will be asked to leave the premises, but, in view of their condition, will be provided transportation in order that they arrive home safely.

**Note:** Employees who are experiencing work-related problems resulting from drug, narcotic or alcohol abuse, or dependency are urged to request assistance from Human Resources or the *Employee Assistance Program* in seeking the appropriate rehabilitation or treatment.

## The Company and Alcohol:

**Quintiles** insists that you have a designated driver if you have consumed alcohol or are under the influence of any drugs at any Company sponsored event or while you are conducting Company business at any time and/or place (i.e. lunch with customers, etc.).

- ▶ If you are unable to have a designated driver, we insist that you make alternate arrangements. Please do not drink and drive.

*For more information regarding Quintiles "Safe Driving for Quintiles Business in North America" policy, please visit:*

***<https://ata.quintiles.com/sites/GlobalTE/Pages/Safe-Driving.aspx>***

## Smoking Policy:

**Quintiles** is required by law to prohibit smoking in an enclosed workplace and to comply with all Municipal Guidelines and By-Laws. Your health is important to us!

- ▶ You are not permitted to smoke in Company vehicles, whether owned, rented or leased.
- ▶ You may have a cigarette outside the building in designated areas away from any doors, windows and/or air intakes, without offending anyone, while you are on lunch or a scheduled break.
- ▶ You are asked to properly extinguish and dispose of your cigarette waste. Do not litter.
- ▶ Excessive smoke breaks will be monitored and may give rise to progressive discipline.

## Right to Refuse Unsafe Work:

With certain exceptions, the right to refuse unsafe work is a legal right of every worker in Canada. At **Quintiles**, we are committed to upholding this right and to ensuring a safe workplace for us all.

- ▶ If you have any health and/or safety concerns, bring them to the attention of your Line Manager immediately.
- ▶ If you believe that the health and/or safety of you or anyone else may be endangered by the physical condition of the workplace or by any equipment or machine you are to use or operate, you have the right to refuse this unsafe work. You must immediately report the refusal and your reasons to your Line Manager and/or a member of the Joint Health and Safety Committee.
- ▶ Our Management will be informed of the situation and your Line Manager and/or a member of the Joint Health and Safety Committee will investigate the concern with you. This should resolve the situation or satisfy your concern.
- ▶ If, after the investigation, you still have reason to believe that you could be in danger, you may be assigned to other reasonable work and a Worker's Compensation Board officer may be contacted to assist in further investigation.
- ▶ No reprisals will be taken against any employee who acts in compliance with or seeks enforcement under the provisions of the governing health and safety legislation.

Notes:

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## Section 4

### PROGRAMS & BENEFITS

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## Training:

We succeed at **Quintiles** because we adhere to high standards. The foundation for success is based on having organized and well-trained employees.

- ▶ A supervised training program is provided for all new employees, most of which is on-the-job training.
- ▶ Other training programs include seminars, conferences, workshops, external courses and trade shows.

## Tuition Assistance Plan:

**Quintiles** recognizes that additional job-related education is a long-term investment for employees. This allows employees to enhance skills in their field and/or to meet anticipated corporate needs.

- ▶ A program for educational assistance has been established for full-time and part-time regular employees who have completed one (1) or more years of service with the Company. The length of service requirement must be met prior to an employee enrolling in a reimbursable program.
- ▶ Job-related course work or curriculums for qualified employees will be considered on a case-by-case basis.

**Employees must have the Department Head approval prior to the employee's enrollment.**

- ▶ Employees must complete the *Education Assistance Form* and submit it for approval, in writing, prior to course registration. Please find the Tuition Assistance Reimbursement Request Form in the "Forms" section at the end of this Handbook.

*For more information regarding "Educational Assistance" and "Learning Development" please visit:*

**<http://intranet.quintiles.com/Employee/CompBenefits/CA/Benefits/Documents/Canadian%20Tuition%20Assistance%20Policy%20-%202012.pdf>**

**<http://intranet.quintiles.com/BUs/Training/CareerDev/Pages/Home.aspx>**

## Seminars, Conferences, Workshops, etc.:

- ▶ From time-to-time, we may request that you undertake special training necessary for your job function. Your attendance at any seminar, conference, workshop, etc. will be subject to the approval of your Line Manager.
- ▶ You may also request special training yourself.

## Professional Meetings/Associations:

Allocation of budget dollars for professional meetings and association memberships varies by Department.

- ▶ Subject to Management's approval, typically, employees may have one (1) membership in a professional organization and may attend one (1) conference per year.
- ▶ This is only permitted after the orientation/training period is complete.
- ▶ The association meeting should be discussed with the employee's Supervisor and should be relevant to the employee's current position responsibilities.
- ▶ Employees may also elect to use dollars allocated to meeting attendance to purchase software or books related to their professional development, or pay for educational programs to enhance their professional development, for example, medical terminology or management training courses.

*For more information regarding "Learning Development", please visit:*

**<http://intranet.quintiles.com/BUs/Training/CareerDev/Pages/Home.aspx>**  
**x**

## Incentive Programs:

### Short-Term Incentive Plan:

**Quintiles** has a discretionary cash bonus plan designed to reward eligible employees for achieving and exceeding performance targets for their businesses. In keeping with our "pay for performance" philosophy, personal performance will play a role in bonus awards, where permitted.

- ▶ Employees must be actively employed on the date the bonus is paid to receive the cash bonus, and must otherwise comply with all terms and conditions of the applicable plan.

*For more information on the most recent Global "Performance Incentive Plan", please visit:*

**<http://intranet.quintiles.com/Employee/CompBenefits/PerformanceIncentive/Pages/Home.aspx>**

**<http://intranet.quintiles.com/BUs/HR/HRPSC/Documents/Quintiles%202012%20Performance%20Incentive%20Plan.pdf>**

### **Work Worth Doing:**

"Work Worth Doing" is our global on line recognition program that serves to show our appreciation to colleagues and recognize them for their good work.

*For more information regarding **Quintiles** "Work Worth Doing" Program, please visit:*

***<http://intranet.quintiles.com/Employee/CompBenefits/Rewards/Pages/Home.aspx>***

### **Employee Referral Program:**

An individual is considered a qualified referral when a **Quintiles** employee actively recruits the individual for consideration against current or future openings.

*For more information regarding the Global "Employee Referral Program", please visit:*

***<http://intranet.quintiles.com/Employee/Careers/EmployeeReferral/Pages/Home.aspx>***

### **Rewards & Recognition Program:**

At **Quintiles**, we wish to reward and recognize all our dedicated employees.

- ▶ *These programs recognize the contributions of employees. They are based on **Quintiles** values: Customer Service, Quality Improvement, Leadership, Personal Integrity and Teamwork. Most of these programs are open to all employees in good standing who are employed as regular full-time and part-time employees.*
- ▶ We hope that they are of value to you and demonstrate our appreciation for your continued commitment.



### Service Awards:

It is with great appreciation that **Quintiles** recognizes employees for their dedication and commitment to the Company. Employees will be presented with a special gift for completion of five-year increments of service to celebrate their years of service with the Company.

- ▶ All regular full-time and part-time employees are eligible for this program.
- ▶ Employees will receive award packets where they will review gift catalogue and make a selection directly with the supplier. The gifts will be of the following value, and will be presented by management as close as possible to the anniversary date:

Year 5 Award	\$100
Year 10 Award	\$200
Year 15 Award	\$300
Year 20 Award	\$350
Year 25 Award	\$400

### Employment Benefits:

At **Quintiles**, we are pleased to offer you, our employees, valuable employment benefits which amount to a considerable number of dollars each year in addition to the wages you earn. Some of these benefits are required by governing legislation while others have been initiated by the Company.

- ▶ **Quintiles** offers a competitive benefits package to its full-time and part-time regular employees. All employees classified as "regular" are entitled to join the Benefits Plan.
- ▶ Information on our Company Benefit Plan is detailed in the benefits booklet provided by our program carriers.

*For further information regarding "Quintiles Canada Group Benefits and Retirement Plan", please visit:*

**<http://intranet.quintiles.com/Employee/CompBenefits/CA/Benefits/Pages/Home.aspx>**

## Employee Assistance Program:

The Employee Assistance Program (EAP) is intended to help employees deal with personal problems that might adversely impact their work performance, health and well-being.

- ▶ **Quintiles** Employee Assistance Program (EAP) provides assessment, short-term counselling and referral services for employees and their household members on a vast array of issues related to family, relationships, work, finances, health and emotional well-being.
- ▶ Practical solutions, professional support and valuable resources are available online at **<http://www.lifeworks.com>** or by phone at 1-877-207-8833 24/7. This service is completely confidential and at no cost to the employee. To access, visit the site and log in as:

USERNAME: quintilesca

PASSWORD: canada

## Micro Purchasing Plan:

All full-time and part-time regular employees employed longer than twenty-four (24) consecutive months are eligible for reimbursement for approved computer hardware and software.\*

Please find the Micro Purchasing Plan Form in the "Forms" section at the end of this Handbook.

*For more information regarding the "Micro Purchasing Plan", please visit:*

**<http://intranet.quintiles.com/Employee/CompBenefits/CA/Benefits/Documents/2013%20Micro%20Purchase%20Plan%20Policy.pdf>**

\*Field Sales employees are not eligible for this benefit.

## Healthy U Healthy Q:

The Employee Wellness program has been designed to assist employees and their families to achieve and maintain a healthy lifestyle. Programs are designed to improve and achieve healthy eating and physical activity habits, improve work/life balance and take charge of monitoring their health state.

*For more information regarding Healthy U Healthy Q Employee Wellness Program, please visit:*

**<http://intranet.quintiles.com/Employee/CompBenefits/CA/HealthyU/Pages/Home.aspx>**

## Section 5

### EMPLOYMENT/COMPENSATION POLICIES

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## Employee Categories:

Based on the conditions of employment, employees of **Quintiles** fall into the following categories:

**Regular Full-time:** Permanent employees who work a minimum of 37.5 hours per week.

**Regular Part-time:** Permanent employees who work less than 37.5 hours, and minimum 25 hours, per week on a fixed schedule.

**Temporary Employees:** Employees who are hired to work for the Company for a specific project or time frame on a full-time or part-time temporary basis for a predefined period of employment. These employees are not eligible to participate in the Company benefits.

**Agency Temporary Employees:** Employees who are hired through placement agencies to work for the Company for a specific project or time frame, and are not eligible to participate in the Company benefits nor will they be paid for holidays by **Quintiles**.

**Contract:** Employees are hired under specific terms and projects; there is no guarantee regarding service or hours. Contract employees are not eligible to participate in the Company benefits, unless where certain exceptions may apply; therefore being stipulated in their contract.

## Probationary Period:

At **Quintiles**, our new hires must undergo a probationary period.

- ▶ The probationary period for our new employees normally lasts for 90 days from the date of hire.
- ▶ During this time, we evaluate qualifications, skills and "fit" within our Company. This also gives new employees the opportunity to decide if **Quintiles** is a place in which they feel comfortable and would like to work.
- ▶ The given time frame stated above does not constitute an obligation on our part to retain a new employee until the end of the probationary period. This period involves special orientation activities plus closer and more frequent performance evaluations than those given to regular employees.
- ▶ During this time, the Company or the new employee may terminate the working relationship without advance notice, except as prescribed by governing legislation.

- ▶ Prior to the end of the probationary period, a probationary review will be conducted to determine the employee's suitability for regular employment. At the end of the probationary period we may extend the evaluation period for an additional allotment of time for performance reasons, or where we require additional time to assess an employee's suitability for regular employment.
- ▶ Upon satisfactory completion of the probationary period, the new employee will officially achieve regular full-time or part-time employee status and as such, will be eligible for most of our benefits (exceptions would be benefits without a waiting period or a specific waiting period).
- ▶ If the probationary period is extended beyond 90 days, the new employee will begin to receive the Company applicable benefits after the probation period has been completed.
- ▶ Upon conclusion of the probationary period, the new employee will then be expected to meet and maintain Company standards for job performance and behavior expected of all regular employees.

### **Probationary Period / New Position:**

Employees filling a new position will serve up to a three (3) month trial period depending upon the job in question.

- ▶ A performance review will be conducted at the end of the trial period.
- ▶ Wherever possible, internal transferees who do not successfully pass their probation will be offered a position substantially similar to their previous role. However, in the event that a suitable position is not available, regrettably, termination of employment may be our only option.
- ▶ For existing employees who are in a trial period for a new position, there will be no interruption in their benefit coverage or seniority within the Company.

## Orientation Program:

During your first few days of employment, you will participate in an orientation program conducted by various members of the Company, including your Line Manager. The purpose of the orientation is to familiarize you with **Quintiles** so that you may begin your career with us in a positive manner.

During this program, you will receive important information regarding the performance requirements of your position plus other information necessary to acquaint you with your job and the Company.

- ▶ You will also be asked to complete all necessary paperwork such as medical benefit plan enrollment forms, beneficiary designation forms and appropriate tax forms.
- ▶ Please use this orientation program to familiarize yourself with our Company, our policies and benefits and to meet your co-workers.
- ▶ We encourage you to ask any questions you may have during this program so that you will understand all the guidelines that affect and govern your employment relationship with us.

All other inquiries regarding office space, office keys, furniture, business cards, name plates and access cards should be forwarded to the Facilities Management and all other inquiries to the appropriate support function or your Line Manager.

## Dress Policy:

It is our desire to create a work environment that is both professional and comfortable and abides by health and safety regulations.

### Appearance:

Due to the nature of our business, **Quintiles** relies on each employee to demonstrate professionalism and good judgment on matters of attire in the workplace. It is our desire to create a work environment that is both professional and comfortable and that abides by health and safety regulations.

What you wear matters! **Quintiles** expects all employees to maintain a neat, well-groomed and professional appearance at all times. Employees who represent the company in client interactions should dress in a way that reflects well on **Quintiles**. Typically, appropriate business attire is required, unless the customer specifically suggests that **Quintiles** representatives dress casually.

In all situations, employees should avoid extremes in dress. Moderation is strongly recommended when selecting and wearing attire at the workplace. The following guidelines may be helpful:

- ▶ Business casual attire is appropriate, unless more formal business attire is required, everyday of the week, including Friday. Business casual attire should be comfortable, yet communicate a professional look.
- ▶ Attire and footwear that one would wear to the beach, gym or weekends is not appropriate for our workplace.
- ▶ Though employees should use their best judgment in determining business casual attire, a combination of existing business wardrobe with casual attire represents a good general guideline.
- ▶ For men, this attire might include casual slacks and collared shirts worn with or without ties.
- ▶ For women, this attire might include dress pants, or skirts with conservative hemlines. Blouses, shirts with collars or any other coordinating top may be worn with conservative necklines and sleeves that reflect a professional image that is conducive to an office environment.
- ▶ Department Heads and Line Managers are responsible for monitoring compliance with these standards. Abuse of this dress policy may result in counseling by the employee's Line Manager.
- ▶ Because certain job functions may require an employee to perform tasks which could damage or soil clothing, permission to deviate from this policy may be granted in advance by the employee's Line Manager.

In addition to the standards described above, common sense, mutual respect and a commitment to act in the best interests of the Company and other employees are the guiding principles to be followed when making individual or group/department choices with respect to this issue.

### Casual Days:

Due to the nature of **Quintiles**, the Company expects employees to maintain a neat, well groomed and professional appearance at all times. Remember a professional image is a symbol of quality. **Quintiles** Canada has declared Fridays as "dress down" days for employees. On dress down days, employees will be allowed to dress "casual".

- ▶ Employees will be responsible for using good judgment. If it is determined for business reasons that it will be inappropriate to dress down on a Friday, an electronic mail message will be sent indicating business dress for that Friday.

- ▶ Employees conducting interviews, recruiting campaigns or visiting clinics/hospital sites must present themselves in professional attire and conduct themselves in a professional manner.
- ▶ It is up to each Department head to enforce that his/her staff conforms to this policy. Departments who consistently interact with customers on a regular basis may have to adjust their "business casual" dress to meet their individual needs.

### **Sales and Public Appearances:**

- ▶ You are expected to wear proper business dress attire when making all sales and public appearances. *Exception:* Appropriate casual dress attire may be worn during social functions (golf games, etc.).

### **Hours of Operation:**

**Quintiles** is officially open five (5) days per week 8:30 a.m. to 5:30 p.m. Work schedules throughout **Quintiles** will vary by location/department. Your Line Manager will advise you of your individual work schedule.

### **Work Schedules:**

- ▶ Changes in work schedules will be announced as far in advance as possible. However, due to changing business conditions, the hours, shifts and days of your normal week must remain flexible.
- ▶ Employee needs and operational demands may necessitate variations in starting and ending times.
- ▶ When scheduled, you are expected to be at your normal workstation prepared for work, unless otherwise directed by your Line Manager.

### **Starting Time (Flex-Time)**

Your individual schedule is to be set in consultation with your Line Manager.

- ▶ Due to the scheduling of meetings etc., you must give appropriate notice (five (5) days notice is recommended) to your Line Manager for any requests to change your start time.



**Scheduled Breaks:**

- ▶ All employees will be entitled to breaks and lunches in accordance with governing provincial legislation as shown below.
- ▶ Usually during a regular work day an employee can take at a minimum two (2) periods of fifteen (15) minutes for each break (one (1) in the morning and one (1) in the afternoon) and a period of 30 minutes for lunch. This is unpaid time.
- ▶ For more information, please contact your Line Manager.

The following chart lists the provincial minimums regarding breaks:

PROVINCE	STATUTORY REQUIREMENTS
ALBERTA	Eligible employees can take at least a one-half hour break during each shift in excess of five hours
BRITISH COLUMBIA, MANITOBA AND QUEBEC	Employees are entitled to a meal break of at least one-half hour after each period of five consecutive hours of work
NOVA SCOTIA	Employees that work more than ten consecutive hours, they are entitled to one unbroken half-hour break plus other rest or eating breaks totaling at least 30 minutes for each other five hours of work
ONTARIO	Employees are entitled to a meal break of at least one-half hour after each period of five consecutive hours of work or an employee may agree to split a break in two periods totaling 30 minutes
SASKATCHEWAN	Employees are entitled to a meal break of at least one-half hour after each period of five consecutive hours of work or where necessary for medical reasons, employees are entitled to take a meal break at another time

## Attendance Tracking:

The Company will use an electronic tracking system called PeopleSoft to maintain an Attendance Log for all their employees.

- ▶ Attendance tracking is necessary in order to have a record of employment and overtime and to provide documentation for government reporting requirements.
- ▶ It is the employee's responsibility to review and certify the accuracy of all time recorded.
- ▶ Attendance Sheets must be submitted for every pay period.
- ▶ The immediate Line Manager is responsible for monitoring vacation time and absences of his/her employees and must inform the Department Administrative Assistant, Coordinator or the individual that is responsible for keeping the attendance records up-to-date.
- ▶ Attendance is monitored regularly by Management. If you have an unsatisfactory attendance record, you will be contacted by the Line Manager to discuss the situation. At that time, you may be given a verbal warning. A copy of the warning will be placed in your file.

## Payroll Processing:

- ▶ You will be paid mid-month and end-of-month by automatic bank deposit.
- ▶ A pay stub noting the hours worked, gross pay, deductions and deposit amount will be available on this day. (24 hours before, if you register to the ADP Statement. This form can be found in the Forms section at the end of this Handbook.)
- ▶ Your automatic bank deposit covers the pay period ending on the 15th or last day of the month previous to the pay date.
- ▶ If payday falls on a holiday, you will be paid on the preceding workday.
- ▶ Statutory deductions for federal and provincial taxes, Canada Pension Plan and Federal Employment Insurance, all required by law, are deducted from your earnings.
- ▶ These deductions may change, from time to time, as they are affected by changes in the amount you earn and by governing legislation. All such changes will be communicated to you in a timely manner.
- ▶ We offer our employees programs and benefits beyond those required by law. If you are eligible, you may voluntarily authorize deductions from your earnings to cover the costs of participation in these programs.
- ▶ We do not facilitate "Pay Advances."
- ▶ We do not cash personal or business cheques.
- ▶ Any amount due to Quintiles will be deducted from your last pay should an employee voluntarily or involuntarily leave the company.

*Should you have any questions regarding your payroll, please contact the Payroll Department.*

## Vacation Plan:

At **Quintiles**, we encourage you to take your vacation time every year. The following vacation plan is designed to provide you with the opportunity for adequate rest and relaxation.

### All Employees:

- ▶ Your vacation time is based on the length of continuous service with the Company.
- ▶ Your vacation pay is based on the wages earned in the prior year.
- ▶ The vacation reference year is defined to be the 12-month period between May 1 and April 30 for all employees.
- ▶ Vacations are accrued from May 1<sup>st</sup> to April 30<sup>th</sup> are to be taken from May 1<sup>st</sup> to April 30<sup>th</sup> of the following year.
- ▶ Scheduling of vacation time will be made by the Line Manager/Supervisor based on a combination of business needs, employee requests, workload and seniority factors. Line Managers/Supervisor can limit the number of employees who can be off at any one time based upon the aforementioned factors.
- ▶ You must obtain vacation request approval from your Line Manager before you commit to any travel arrangements or other commitments.
- ▶ We encourage you to take vacation in no less than one (1)-week periods. However, you may take vacation time in days rather than weeks.
- ▶ We encourage employees entitled to more than two (2) weeks vacation to not take more than two (2) weeks at a time. However, you may request more than two (2) weeks at the time.
- ▶ All request forms must be approved by the Supervisor before submission to Payroll.

### Regular Employees:

- ▶ If you are a new employee, vacation entitlement accrues during the standard probationary period but may not be taken until you have successfully completed your probationary period.

## Vacation Plan for All Employees:

In most cases the bellow vacation plan applies. However, this may not be applicable to all business units. Therefore, please refer to your employment terms and conditions to confirm you accrual calculation.

LENGTH OF EMPLOYMENT	ACCRUAL CALCULATION
Less than 1 year of employment	Accrual calculated at the rate of 4% (up to a maximum of two (2) weeks)
Completion of 1 year but less than 5 years	Accrual calculated at the rate of 6% (up to a maximum of three (3) weeks)
Completion of 5 years and more	Accrual calculated at the rate of 8% (up to a maximum of four (4) weeks)

## Vacation Schedules:

- ▶ **Quintiles** uses a Vacation Schedule in an attempt to accommodate all vacation requests.
- ▶ Employees are expected to submit their requested vacation time by March 31st, or according to your respective departmental deadlines.

*The Vacation and Floater Days Request Form can be found in the "Forms" section.*

## Holidays:

We, at **Quintiles**, observe official holidays in accordance with governing provincial legislation.

- ▶ **Quintiles** reserves the right to observe holidays on days other than those proclaimed by governing employment legislation unless prohibited by law.
- ▶ The Holiday Schedule will be prepared at the beginning of each year and posted on the Company Intranet.

## Full-time and Part-time Employees:

- ▶ To qualify for holiday pay for the above holidays, you must have worked the full regular scheduled day preceding and following the holiday. (Where required under governing employment legislation.)
- ▶ A health care practitioner's certificate indicating ill health for either of the qualifying days will provide justification for payment. Similarly, other unavoidable absences for reasons beyond your control will likely not disentitle you.

- ▶ If the holiday falls within your vacation period, you shall be entitled to an extra day off with pay in lieu. The extra day with pay may be taken at the end of your vacation or any other day you and **Quintiles** may agree upon.
- ▶ Statutory holiday pay will not be paid during a leave of absence.
- ▶ Statutory holiday pay will not be paid when you are being paid under our sickness and accident policy.
- ▶ At the discretion of our Management, a holiday may be observed on a day other than as proclaimed.

### Absenteeism Policy:

At **Quintiles**, regular and consistent attendance is critical to the success of our business. The absenteeism policy defined below will be consistently applied to all our employees and will be fairly enforced. No exceptions will be made unless agreed to by Management, communicated to the employee and documented with a copy placed in the employee's file.

- ▶ Human rights legislation requires an employer to accommodate an employee for non-culpable absenteeism due to illness and as such, the use of verbal or written warnings would not be appropriate. Please see definitions below:

*Culpable absenteeism:* implies fault on the employee. It includes an absence without leave, abuse of granted leave of absence, and problems such as lateness, leaving early, or overstaying breaks.

*Non-culpable absenteeism:* indicates a failure to attend work for circumstances beyond the employee's control. Typically, non-culpable absenteeism relates to an illness, whether chronic or a variety of separate illnesses causing either one long absence or frequent short-term absences.

- ▶ You are expected to be at your work area ready to start at your scheduled starting time.
- ▶ If you are ill and cannot come into work that day, you should call your Line Manager as soon as possible prior to your scheduled start time.
- ▶ Always speak with your immediate Line Manager. If they are unavailable, speak with a more senior Manager in your department.
- ▶ If you are too ill or unable to call in yourself, have someone else call in for you and leave a message with your Line Manager.
- ▶ Absences, due to illness or injury, of five (5) working days or more must be documented by a health care practitioner's note confirming:
  - ▶ Date of examination;
  - ▶ That you are unable to attend work for medical reasons (Please ensure your health care practitioner does not write in a diagnosis); and
  - ▶ The estimated recovery time and estimated date of return to work.

- ▶ Attendance is monitored regularly by Management. If you have an unsatisfactory attendance record, you will be contacted by your Line Manager to discuss the situation. At that time, you may be given a verbal warning. A note of the warning will be placed in your file.
- ▶ Excessive non-culpable or innocent absenteeism can also ultimately result in termination of employment. However, employees with absenteeism issues beyond their control will be dealt with through coaching, counselling and accommodation of disabilities where applicable, as opposed to using the disciplinary procedure.
- ▶ IF YOU ARE ABSENT FOR THREE (3) CONSECUTIVE WORKING DAY(S) without notifying the Company it will be deemed that you have abandoned your position and have resigned from your employment with **Quintiles**. If you are absent and are unable to contact us for reasons beyond your control (such as an accident, illness, or any other unexpected event), you or someone on your behalf must contact us at the first opportunity.
- ▶ Written records of attendance, absenteeism and tardiness are maintained in our employee files.

### **Punctuality:**

To be successful, you are expected to be at work, on time, each day. Habitual tardiness and absenteeism will be reviewed by your Line Manager for prompt correction or remedy.

- ▶ If a pattern of lateness develops, your Line Manager will discuss the situation with you and you may be subject to disciplinary action.
- ▶ Employees who are late may have any missed time deducted from their pay, particularly if the time is not made up later that day or at some other time.

### **Unreported Absence:**

- ▶ An unreported absence occurs when you do not show up to work and do not report your absence to your Line Manager.
- ▶ These incidents must be reported to your Line Manager at the first opportunity.
- ▶ Incidents of unreported absence which are not reported may be deemed wilful misconduct and subject to discipline.
- ▶ If the reason for the unreported absence is not acceptable, you may be disciplined and/or may not be paid for the period of unreported absence or lateness.

**Sick Days:**

**All sick days used by an employee under this provision are counted towards any days that an employee is entitled to under governing employment legislation.**

At **Quintiles**, we have an informal policy regarding sick days - You will normally receive your regular pay when absent for illness up to a maximum of five (5) days per year (certain restrictions may apply). We ask that this policy not be abused.

- ▶ You may be able to make up time for sick days or time taken for appointments. Speak to your Line Manager to determine if this option is available.
- ▶ All sick time will be monitored on an ongoing basis. A high incidence of sick leave will be addressed by your Line Manager.
- ▶ Management has the right to deduct further pay for sick time taken if a concern exists.

**Note:** More than five (5) days may be permitted on an individual basis at Management's discretion.

**Personal Business:**

For the purpose of sick leave and/or emergencies.

- ▶ If you require time off from work, you must notify your Line Manager no later than five (5) full working day(s) in advance or at your first opportunity, before you require the time off.
- ▶ The circumstances must be discussed with your Line Manager and a decision will be made as to whether this is an excusable absence.

### Floater Days:

The Company recognizes that the employee (applicable to regular full-time employees) may have occasions when unusual situations result in absence from work.

- ▶ To allow for these occasions, employees are provided two (2) floater days when employed on or before March 31st. If the employee is employed after March 31st, but before September 30th, he/she will be entitled to one (1) floater day for the calendar year. If the employee becomes employed after September 30th, he/she is not eligible for floater days in that calendar year.

QUINTILES EMPLOYEES EMPLOYED...	ENTITLEMENT FOR THE CALENDAR YEAR
ON OR PRIOR TO MARCH 31ST	▶ 2 floater days
AFTER MARCH 31ST AND ON/PRIOR TO SEPTEMBER 30TH	▶ 1 floater day
AFTER SEPTEMBER 30TH	▶ Floater days not applicable

- ▶ These floater days are to be used for personal business which cannot be accomplished outside working hours and for reasons such as religious or ethnic observances. These days may not be taken in hour increments, but in half or whole days. These days must be recorded on employees' time sheet as floater days.
- ▶ Floater days must be approved by the Supervisor/Manager prior to taking time off work.
- ▶ They may not be carried over from year to year and any floater days not taken, on or prior to December 31st and at the time of termination, will be forfeited. No payout will be made for unused floater days.

**Note:** Floater days cannot be used during an employee's two (2) week termination notice period, in the event the employee decides to terminate employment.



### **Request to Leave Work Early/Arrive Late:**

At **Quintiles**, we understand that, on occasion, you may need to request to leave work early or arrive late due to illness, appointments which could not be made at any other time and for other emergencies.

- ▶ You should make a request to leave early, or arrive late, to your Line Manager as far in advance as possible.
- ▶ Each request will be dealt with on an individual basis. Based on the nature of the request and workload, scheduling, etc. permission may be granted or not.
- ▶ You may be required to make up the lost time in advance, or within the following week.
- ▶ If you are unable to make up the lost time, or choose not to do so, for payroll purposes, you will be paid only for the time you worked.
- ▶ For illness and medical appointments, you need to code the time accordingly in your timesheet.

### **Leaves of Absence:**

Leave(s) of Absence are designed so that you may request time away from work and still have a job waiting for you when you return.

- ▶ At **Quintiles**, we will abide by all governing legislation with regards to all legislated leaves of absence.
- ▶ If you do not return to work within three (3) working days of completing a period of approved leave of absence, you will be considered to have resigned your employment.

### **Pregnancy/Maternity Leave:**

Maternity leave is leave without pay. Biological mothers are entitled to maternity leave and, if eligible, may apply for Employment Insurance benefits.

- ▶ Maternity leave will be in accordance with the terms established by the laws of your province/territory. Leave commencing earlier than the legislated start date requires a health care professional's certificate.
- ▶ Under these terms, you are required to submit a written notice and a health care professional's certificate, with an estimate of your delivery date, to the Line Manager prior to the proposed date you expect your leave to commence.
- ▶ You should inform us in writing as early as possible; however, so that we may plan for your absence.
- ▶ If you intend to return to work, you should inform the Line Manager of the anticipated date of return.

- ▶ You must have worked for the minimum qualifying period immediately preceding the estimated date of delivery to be eligible for maternity leave benefits through Employment Insurance.
- ▶ **Quintiles** will pay the difference to the employee to receive the equivalent of 70% of her salary from the 3<sup>rd</sup> to the 10<sup>th</sup> week of the leave.
- ▶ You will receive a "Record of Employment" with your final pay which must be submitted to Service Canada in order for you to receive maternity leave benefits. This can usually be done online (see <http://www.servicecanada.gc.ca> <http://www.servicecanada.gc.ca/eng/ei/application/employmentinsurance.shtml>) or in person at a local Service Canada office.
- ▶ You may request that your accrued vacation pay be included with your final pay.
- ▶ Service Canada recommends applying for Employment Insurance benefits immediately following your last day at work. This can be done online or in person at a local Service Canada Office. Delays in applying could jeopardize your entitlement to benefits.
- ▶ You may change the date the leave will end to an earlier date as long as you give provide written notice in advance, and in accordance with governing employment legislation, before the new earlier date. Further, you may change the date to a later date provided you provide adequate written notice prior to the original return date, in accordance with governing employment legislation.
- ▶ **Quintiles** reserves the right to refuse, in writing, a change in return date where you have not provided the required notice, unless prohibited by governing employment legislation. This will be done at the time of the request or shortly thereafter.
- ▶ Failure to report to work promptly at the expiration of the approved leave period (without appropriate notification) will be deemed a voluntary resignation, and your employment will be terminated.
- ▶ If you work while receiving maternity benefits, your earnings will be deducted dollar for dollar from your benefits.
- ▶ While on leave, you will continue to receive Company benefits in accordance with governing employment legislation. Continued coverage will be subject to the terms, conditions and limitations of the Corporate policy and the benefit carrier. Arrangements for employee contributions will need to be made prior to the start of the leave.

### Birth Leave For New Parents:

An employee may take five (5) days leave from work upon the birth of his/her child or his/her adoption of a child or following the interruption of the pregnancy after 20 weeks.

- ▶ The first three (3) days of leave are paid if the employee justifies sixty (60) days of uninterrupted service.
- ▶ This leave may be fragmented in days at the employee's request.
- ▶ It cannot be taken after the fifteen (15) expiration days following the arrival of the child at home or the interruption of pregnancy.
- ▶ The employee must notify his/her Line Manager and Human Resources of the intended absence as soon as possible.

### Parental/Adoption Leave:

Parental leave is leave without pay and may be shared between the mother and the father (biological or adoptive) if desired. New parents are entitled to parental leave and, if eligible, may apply for Employment Insurance benefits.

- ▶ You will receive a "Record of Employment" with your final pay which must be submitted to Service Canada in order for you to receive parental leave benefits. This can usually be done online or in person at a local Service Canada Office.
- ▶ You may request that your accrued vacation pay be included with your final pay.
- ▶ Service Canada recommends applying for Employment Insurance benefits immediately following your last day at work. This can be done online or in person at a local Service Canada Office. Delays in applying could jeopardize your entitlement to benefits.
- ▶ You must give the Line Manager written notice of the date the leave is to begin.
- ▶ In the case of a female employee taking both maternity/pregnancy leave and parental leave, only one letter is required in advance of the start date of the maternity/pregnancy leave (if applicable).
- ▶ We would appreciate that you inform us in writing much earlier in order that we may plan for your absence.
- ▶ You may change the date the leave will end to an earlier date as long as you give provide written notice in advance, and in accordance with governing employment legislation, before the new earlier date. Further, you may change the date to a later date provided you provide adequate written notice prior to the original return date, in accordance with governing employment legislation.
- ▶ **Quintiles** reserves the right to refuse, in writing, a change in return date where you have not provided the required notice, unless prohibited by governing employment legislation. This will be done at the time of the request or shortly thereafter.

- ▶ Failure to report to work promptly at the expiration of the approved leave period (without appropriate notification) will be deemed a voluntary resignation, and your employment will be terminated.
- ▶ If you work while receiving parental benefits, there is a clawback after a set dollar amount/percentage of base salary earned. Contact your local Service Canada office for details.
- ▶ While on leave, you will continue to receive Company benefits in accordance with governing employment legislation. Continued coverage will be subject to the terms, conditions and limitations of the Corporate policy and the benefit carrier. Arrangements for employee contributions will need to be made prior to the start of the leave.

### Maternity and Parental Leaves • To Do List

Women are entitled to Employment Insurance benefits if they are pregnant, have recently given birth, are adopting a child or are caring for their newborn baby. Their partner may also be entitled to parental benefits. The following "to do" list will help when you are applying for maternity or parental leaves:

- ▶ Confirm that you are covered by your Provincial employment standards legislation.
- ▶ If you have worked continuously for **Quintiles** for the required amount of time, you should:
  - a. Obtain a medical certificate from a health care professional that certifies the pregnancy and the expected date of birth, or get proof of adoption in those jurisdictions where it is applicable.
  - b. Notify **Quintiles**, in writing, as to the time you expect to take your leave. Please complete the Maternity Leave Form available on the Intranet. You can also find the Maternity/Pregnancy/Parental/Adoption Leaves Form in the "Forms" section at the end of this Handbook.
  - c. Some benefits require that you make a contribution in order for them to be active. Speak to your Human Resources Department to ensure you have arranged to keep your coverage for those benefits that you wish to remain active.
  - d. Get your "Record of Employment" in order that you may apply for Employment Insurance Benefits.
  - e. For prompt payment of Employment Insurance, you should contact the nearest Service Canada office at least ten (10) weeks prior to the expected date of your child's birth, so the necessary application forms can be obtained. These forms are also available online for convenience.
  - f. Apply for your Employment Insurance Benefits as soon as your leave begins. There is a waiting period of two (2) weeks to process your claim.

**Family Responsibility:**

According to provincial legislation, **Quintiles** provides leaves of absence without pay during the twelve (12) month calendar year to meet responsibilities related to the health, care or education of a person in a close family relationship with the employee in accordance with governing employment legislation.

- ▶ Unpaid leave during each employment year to meet responsibilities related to:
  - a. the care, health, or education of a child in the employee's care; or
  - b. the care or health of any other member of the employee's immediate family.
- ▶ Leave provisions and entitlement vary from Province to Province. Please refer to the specific Provincial Leaves or contact the Human Resources Department.

**Family Medical Leave (Compassionate Care Benefits):**

According to provincial legislation, **Quintiles** provides family leaves of absence without pay to all employees who wish to take time off from work duties to fulfill family obligations.

- ▶ Family medical leave is unpaid, job-protected leave of up to eight (8) weeks in a 26-week period.
- ▶ Family medical leave may be taken to provide care or support to a specified family member for whom a qualified health practitioner has issued a certificate indicating that the family member has a serious medical condition and there is a significant risk of death occurring within a period of 26 weeks.
- ▶ Although two or more employees may qualify for the leave, the eight (8) weeks of leave must be shared among the employees (this only applies when it involves the same family member).
- ▶ All employees are entitled to family medical leave and must inform their Line Manager in writing as soon as possible that they will be taking the leave.
- ▶ Under the *Employment Insurance Act*, six (6) weeks of Employment Insurance Benefits called "compassionate care benefits" may be paid to EI eligible employees who have to be away from work temporarily to provide care to a family member who has a serious medical condition with a significant risk of death within 26-weeks and who requires care or support from one or more family members.
- ▶ Employees wishing to take a family medical leave must provide their Line Manager, if requested, with a completed copy of the Compassionate Care Benefits Attestation form, available at the Service Canada Website.

- ▶ The specified family members for whom a family medical/compassionate care/bereavement leave may be taken are:
  - ▶ the employee's spouse (including same-sex spouse or common-law partner)
  - ▶ a parent, step-parent or foster parent of the employee or the employee's spouse
  - ▶ a child, step-child or foster child of the employee or the employee's spouse
  - ▶ a current or former foster child of the employee
  - ▶ a brother, step-brother, sister, or step-sister of the employee
  - ▶ a grandparent or step-grandparent of the employee or of the employee's spouse
  - ▶ a grandchild or step-grandchild of the employee or of the employee's spouse
  - ▶ a brother-in-law, step-brother-in-law, sister-in-law or step-sister-in-law of the employee
  - ▶ a son-in-law or daughter-in-law of the employee or of the employee's spouse
  - ▶ the spouse of the employee's current or former foster child, current or former guardian, grandchild, uncle, aunt, nephew or niece
  - ▶ the current or former guardian of the employee
  - ▶ the current or former ward of the employee or the employee's spouse
  - ▶ an aunt, uncle, niece, or nephew of the employee or the employee's spouse
  - ▶ any person who considers the employee to be (or who the employee considers to be) like a close relative
- ▶ All benefit accruals will be suspended during the leave and will resume upon your return to active employment.
- ▶ So that your return to work can be properly scheduled, you are required to provide your Line Manager with at least two (2) weeks' advance written notice of the date you intend to return to work from the family leave.
- ▶ When a family medical leave ends, you will be reinstated to the same position, if it is available, or to an equivalent position for which you are qualified.
- ▶ Failure to report to work promptly at the expiration of the approved leave period (without appropriate notification) will be deemed a voluntary resignation and your employment will be terminated.

- ▶ Leave provisions and entitlement vary from province to province. Please refer to your specific provincial leaves.
- ▶ While on leave, you will continue to receive Company benefits in accordance with governing employment legislation. Continued coverage will be subject to the terms, conditions and limitations of the Corporate policy and the benefit carrier. Arrangements for employee contributions will need to be made prior to the start of the leave.

### Reservist Leave:

Reservist Leave is a job-protected, unpaid leave for military reservists serving on certain domestic operations, such as search and rescue operations or national disasters such as flood relief or ice storms, as well as for international deployments. In the case of international operations, this would include any pre-deployment (training) or post-deployment activities required by the Canadian Forces.

- ▶ Employees must have completed the minimum qualifying period of employment with **Quintiles** in accordance with governing provincial legislation.
- ▶ Employees must provide their employer with as much notice as possible in the circumstances. This notice must be in writing and include the departure and return dates, if known.
- ▶ **Quintiles** may request evidence confirming that an employee is a member of the Reserves, is required for service, and where possible, the start and end dates for the period of service.
- ▶ Your participation in pension and benefit plans would cease for the duration of the leave. Seniority and length of service credits would continue to accumulate during the leave.
- ▶ In the case of emergency operations, employees must notify the employer as soon as possible after being called upon by the military to participate in the operation, using those procedures laid down for reporting unexpected absences from work.

### Citizenship Leave:

Up to **one (1) day off with pay** will be granted if you are absent from work in order to attend your own swearing-in ceremony as a new Canadian citizen.

- ▶ To be eligible, you must have successfully completed your probationary period.

### Wedding or Civil Unions:

- ▶ You may take **one (1) day off with pay**, on the day of your wedding or civil union if the event occurs during a working day.
- ▶ For the wedding or civil union of your child, brother, sister, father, mother, or for the wedding or civil union of your spouse's father or mother, you may take **one (1) day without pay**, on the date of the event, provided the event falls on a working day.

### Bereavement:

The death of an employee's immediate family member may warrant special consideration of paid absences from work. It is **Quintiles'** policy to allow up to three (3) days paid leave for a death in their immediate family.

- ▶ An employee's immediate family is defined as: spouse, children, step-children, brothers, sisters, parents, grandparents, grandchildren, aunts, uncles, nieces, nephews, first cousins and in-laws.
- ▶ The determination of how many days will be allowed will be based on the employee's length of service, governing legislation and apparent hardship. Except as otherwise prescribed by the applicable law, it will be the Line Manager's discretion to grant funeral leave.
- ▶ In some cases, such situations may warrant additional time off and it will be at the Management's discretion to allow the employee to take leave without pay if the employee does not have any personal time accrued.

### Time Off To Vote:

**Quintiles** encourages all eligible employees to participate in the election of government leaders at all levels and will help coordinate schedules so that all those who wish to vote will have time.

- ▶ The *Canada Elections Act* requires that anyone eligible to vote in a federal election must have three (3) consecutive hours to vote. If necessary, you will be granted sufficient time off work, at full pay, to allow up to three (3) consecutive hours to vote. Provincial and municipal elections may vary, depending on location.
- ▶ If you require time off to vote, you must inform the Line Manager before the Election Day so that the necessary time off can be scheduled at the beginning or end of the working day.
- ▶ The Company will pay you up to a maximum of three (3) hours at regular pay. Time taken does not need to be made up.



For example, if an employee lives in an electoral district in which the hours for voting are 9:30 a.m. to 9:30 p.m., and the employee's hours of work are 11:00 a.m. to 7:00 p.m., the employee's hours of work will not allow three (3) consecutive hours for voting. **Quintiles** might allow the employee to arrive late (at 12:30 p.m.), to leave early (at 6:30 p.m.), or provide the employee three (3) hours off at some other point during the workday in order to allow the employee the opportunity to exercise the right to vote.

As another example, if the employee lives in an electoral district in which voting hours are from 8:30 a.m. to 8:30 p.m., and the employee's hours of work are between 9:00 a.m. and 5:00 p.m., **Quintiles** is not required to provide the employee time off for the purpose of voting, because the employee will already have available three and a half consecutive hours for voting (from 5:00 p.m. to 8:30 p.m.).

*Similar provisions may exist under provincial and/or municipal legislation.*

### **Jury Duty:**

**Quintiles** encourages employees to fulfill their civic responsibilities by serving jury duty when required.

- ▶ All employees are entitled to take job-protected leave when called upon to exercise their responsibilities as jurors. However, to be eligible for remuneration from the Company, you must have successfully completed your probationary period.
- ▶ On the condition that all monies paid to you by the Court will be signed over to the Company, you will receive payment equivalent to your regular daily rate.
- ▶ You must show the jury duty summons to the Line Manager as soon as possible so that Management may make arrangements to accommodate your absence.
- ▶ You are expected to report for work whenever the court schedule permits.
- ▶ Either you or the Company may request an excuse from jury duty if, in **Quintiles's** judgement, your absence would create serious operational difficulties.
- ▶ It is **Quintiles** policy to allow employees to serve jury duty when called. Time off up to two (2) weeks will not be deducted from accrued personal days or from an employee's pay.
- ▶ If jury duty lasts longer than two (2) weeks, the employee will be compensated from the court only.
- ▶ Vacation, sick leave, and holiday benefits, will continue to accrue during jury duty leave.

## Employment Insurance Benefits:

Service Canada is responsible for administering Employment Insurance benefits in all provinces. As a result, the following policy may change from time to time due to changes in criteria implemented by Service Canada.

- ▶ Employment Insurance Benefits are available to eligible employees as per the following:
  - ▶ Maternity Benefits - biological mothers
  - ▶ Parental Benefits - biological and adoptive parents
  - ▶ Sickness Benefits - people whose illness prevents them from working
  - ▶ Parents of Critically Ill Children (PCIC) Benefits – people who need to take time off work to care for their critically ill or injured children
  - ▶ Parents of Murdered or Missing Children (PMMC) Benefits – compassionate leave for parents of children who were murdered or disappeared as a result of a crime
- ▶ To be eligible for the above E.I. benefits an employee must meet the following requirements:
  - ▶ must apply for benefits;
  - ▶ must have paid into the E.I. account; and
  - ▶ must have worked the required number of hours.
- ▶ Women are entitled to Employment Insurance benefits if they are pregnant, have recently given birth, are adopting a child or are caring for their newborn baby. Their partner may also be entitled to parental benefits.
- ▶ A maximum of 15 weeks of maternity benefits are payable only to the biological mother in a period immediately surrounding the birth of the child. To be eligible, the employee will need 600 hours of insured work in the last 52 weeks.
- ▶ A maximum of 35 weeks of parental benefits are payable to both biological and adoptive parents. Both the employee and their partner (if sharing parental benefits) will each need 600 hours of insured work in the last 52 weeks to be eligible.
- ▶ The rate and duration of benefits will not be different in the case of a multiple birth or the adoption of more than one child.
- ▶ Biological mothers may apply for parental benefits at the same time as they apply for maternity benefits.
- ▶ A combination of maternity (biological mothers only), parental and sickness benefits can be received up to a combined maximum of 50 weeks in a 52 week benefit period.

*For the province of Quebec, maternity, parental and paternity leaves are provincially regulated under the "Quebec Parental Insurance Plan" (QPIP). For more information please visit:*

**[http://www.rqap.gouv.qc.ca/index\\_en.asp](http://www.rqap.gouv.qc.ca/index_en.asp)**

**Legislated Leaves of Absence Quick Reference:**

PROVINCE	TYPE	QUALIFYING PERIOD	LENGTH OF LEAVE	EXTENSION(S)	REQUIRED NOTICE
AB	Maternity Parental / Adoption Reserve Forces Declared Emergency Leave	12 mths <sup>(5)</sup> 12 mths <sup>(5)</sup> 26 wks <sup>(5)</sup> Not Specified	15 wks 37 wks As Required <sup>(19)</sup> As Required	Not Specified	6 wks 6 wks 4 wks ASAP
BC	Maternity Parental / Adoption Family Responsibility Compassionate Care Reserve Forces Bereavement Jury Duty	None None Not Specified None	17 wks <sup>(5)</sup> 37 wks <sup>(1), (5)</sup> 5 days/year 8 wks As Required 3 days As Required	6 wks <sup>(2)</sup> 5 weeks <sup>(3), (5)</sup> Not Specified Not Specified As Required Not Specified As Required	4 wks 4 wks ASAP ASAP 4 wks ASAP ASAP
MB	Maternity Parental / Adoption Family Responsibility Compassionate Care Bereavement Citizenship Leave Reserve Forces Organ Donor Leave Death or Disappearance of a Child Critical Illness of Child	7 mths <sup>(5)</sup> 7 mths <sup>(5)</sup> 30 days 30 days 30 days 30 days 7 mths <sup>(5)</sup> 30 days 30 days 30 days	17 wks 37 wks <sup>(5)</sup> 3 days/year 8 wks 3 days up to 4 hours As Needed 13 wks 52 wks/104 wks <sup>(20)</sup> up to 37 weeks <sup>(22)</sup>	Not Specified       13 wks	4 wks 4 wks ASAP ASAP ASAP 2 wks ASAP ASAP ASAP ASAP

PROVINCE	TYPE	QUALIFYING PERIOD	LENGTH OF LEAVE	EXTENSION(S)	REQUIRED NOTICE
NS	Maternity Parental Bereavement Sickness / Family Responsibility Compassionate Care Court Emergency Leave Reserve Forces - Deployment Reserve Forces - Training Citizenship Leave Death or Disappearance of Child Leave Related to Critical Illness	1 year 1 year Not Specified Not Specified 3 mths Not Specified Not Specified 1 year 1 year Not Specified 6 mths 6 mths	17 wks 52 wks <sup>(1)</sup> 3 days <sup>(4), (5)</sup> 3 days/year 8 wks As Required As Required 18 mths/3 years 20 days/yr 1 day 52 wks or 104 wks <sup>(20)</sup> up to 37 wks <sup>(22)</sup>	Not Specified	4 wks 4 wks ASAP ASAP ASAP ASAP ASAP 90 days 4 wks 14 days ASAP ASAP
ON	Maternity Parental Personal Emergency <sup>(9)</sup> - (Bereavement / Sickness / Family Responsibility) Reserve Forces Declared Emergency Leave Family Medical Leave Organ Donor Leave	13 wks 13 wks Not Specified 6 mths <sup>(5)</sup> Not Specified Not Specified 13 wks	17 wks 37 wks <sup>(1)</sup> 10 days/year As Needed As Mandated 8 wks 13 wks	Not Specified      13 wks	2 wks 2 wks ASAP ASAP ASAP ASAP 2 wks
QC	Maternity Paternity Parental / Adoption Birth/ <sup>(10)</sup> Adoption / Termination of Pregnancy Family Responsibility	   Not Specified	18 wks <sup>(5), (7)</sup> 5 wks <sup>(5), (7)</sup> 52 wks <sup>(17), (18)</sup> 5 days <sup>(10)</sup> 10 days/year		3 wks 3 wks 3 wks ASAP ASAP

PROVINCE	TYPE	QUALIFYING PERIOD	LENGTH OF LEAVE	EXTENSION(S)	REQUIRED NOTICE
	Family Illness	Not Specified	12 wks/year		ASAP
	Family Tragedy	3 mths <sup>(5)</sup>	see below <sup>***</sup>		ASAP
	Employee Illness	3 mths <sup>(5)</sup>	26 wks/year	2 years <sup>**</sup>	ASAP
	Family Wedding	Not Specified	1 day <sup>(11)</sup>		1 wk
	Reserve Forces	12 mths <sup>(5)</sup>	up to 18 mths		4 wks
	Bereavement	Not Specified	5 days <sup>(4), (8), (14)</sup>		ASAP
	Organ and Tissue Donor	3 mths	26 wks/year		2 wks
SK	Maternity	20 wks	18 wks	6 wks <sup>(2)</sup>	4 wks
	Adoption	20 wks	18 wks <sup>(7)</sup>		4 wks
	Parental	20 wks	37 wks <sup>(12), (5)</sup>		4 wks
	Sickness	13 wks <sup>(5)</sup>	12 days/year; 12 wks/year; 26 wks; or 16 wks/year		ASAP
	Bereavement	3 mths <sup>(5)</sup>	5 days		ASAP
	Reserve Forces	Not Specified	Employee's period of service		6 wks

\* One (1) year in the wake of suicide of spouse/child or disappearance of child.

\*\*Two (2) years (includes the 12-week period) in wake of criminal act that leads to injury of employee/child or death of child/spouse.

**Footnotes:**

- (1) 35 weeks if Maternity, Maternity/Adoption or Maternity/Parental Leave taken.
- (4) For immediate family members. One (1) day for others.
- (5) Must be consecutive.
- (7) Also eligible for Parental Leave.
- (8) 1<sup>st</sup> day paid if employee meets qualifying period.
- (10) First two (2) days are paid.
- (11) Paid if Employee's wedding.
- (12) 34 weeks if Maternity/Adoption Leave taken.
- (14) Employees in Clothing Industry: Three (3) paid days for immediate family members, with an additional two (2) more unpaid days. One (1) unpaid day for grandparents or father/mother and one (1) unpaid day for other immediate family members.
- (17) Also eligible for Maternity Leave.
- (18) Also eligible for Paternity Leave.
- (20) 52 weeks if child has disappeared as a result of a crime or 104 weeks if a child has died as a result of a crime.
- (22) Up to 37 weeks to provide care or support to a critically ill child.

### Sabbatical Leave:

The Company recognizes that there are times in an individual's work life where the individual requires extended time away from their career for personal renewal and development – a “career break” -- sometimes referred to as “Sabbatical Leave.” This policy defines sabbatical leave as a continuous period of leave taken for reasons not related to health, maternity, paternity, or compassionate leave.

*For more information regarding the Global **Quintiles** "Sabbatical Leave" policy, please visit:*

***<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/13.%20Global%20Vacation%20Policy.pdf>***

### Leave Without Pay:

An employee may request leave time without pay. The Director of the Department may approve this request at his/her discretion. The Payroll Department shall be informed and will proceed accordingly.

- ▶ Leave without pay will be allowed for extenuating circumstances and may be taken only when employees do not have personal time accrued.
- ▶ Administration of this policy should be applied fairly and consistently by Management.

### Medical Leave:

Through our benefits provider, **Quintiles** provides paid medical leaves of absence for short-term and long-term disability to eligible employees who are temporarily unable to work due to a serious health condition or disability.

- ▶ For the purposes of this policy, serious health conditions/disabilities include:
  - ▶ in-patient care in a hospital, hospice, or residential medical care facility;
  - ▶ continuing treatment by a health care professional; and
  - ▶ temporary disabilities associated with pregnancy, childbirth, and related medical conditions.
- ▶ A medical note should be submitted to Human Resources to open your file.

### Modified Duty:

The medical community advises that the rehabilitation of an employee after an injury or disability may, in many instances, be improved if the employee can return to modified duties. As well, in accordance with our Fair Employment Policies section of this employee handbook, we will not discriminate on the basis of disability.

Where an employee is injured or disabled, to assist in the rehabilitation process, **Quintiles** will attempt to find compatible modified duties, when possible.

**In the attempt to find suitable modified work, the following procedures will apply:**

- ▶ Your health care professional must provide a written description of the applicable restrictions on returning to work.
- ▶ The Company may provide the treating health care professional with a description of the position and/or a physical demands analysis.
- ▶ With your consent, your health care professional may prefer to contact the Human Resources Department to discuss the modified duty by telephone.
- ▶ Upon receipt of your health care professional's report, the Human Resources Department will consult with your Line Manager about modifying your pre-injury job if you are able to perform the essential duties or discuss the possibility of modified duties / gradual return to work, etc.
- ▶ If you are assigned to modified duties and aggravate the injury or disability from which you are recovering, it is your responsibility to notify and discuss your concerns with the Line Manager who assigned you this work.
- ▶ The Line Manager will consult with the Human Resources Department in these cases. If an agreement cannot be reached, the Human Resources Department will contact your health care professional to discuss the suitability of the duties.
- ▶ If appropriate modified duties cannot be found you will continue coverage under the disability plan that may apply according to **Quintiles** policies and/or provincial legislation.
- ▶ If, as a result of injury or disability, you are unable to perform your normal duties and have not sought medical attention for the problem or have obtained a report from your health care professional, you should advise your Line Manager of the problem. The Line Manager may try to find you modified duties after you obtain a medical report.
- ▶ Insofar as it is difficult to foresee all possible situations, the right is reserved to deviate from these procedures where obvious inequities would occur.



### Early and Safe Return to Work (ESRTW):

Quintiles has established an Early and Safe Return to Work (ESRTW) program which will be applied to all employees on benefits due to a workplace related illness or injury and, whenever feasible, for employees on sick leave due to a non-workplace related illness or injury.

#### Goals

1. Foster and enhance the physical and psychological recovery process for the injured employee
2. Reduce medical, disability and lost time costs
3. Reduce indirect accident costs
4. Minimize the chance of re-injury
5. Encourage cooperation between employees and Management
6. Establish a more stable workforce
7. Enhance the injured employee's sense of confidence and well-being

#### Definitions:

**Suitable work:** Post-injury work that is safe, productive and consistent with an employee's functional abilities, and that, when possible, restores the employee's pre-injury earnings.

**Productive work:** Work that an employee has, or is able to acquire, the necessary skills to perform, and whose tasks provide an objective benefit to the employer's business.

#### Why Have an ESRTW Program?

- After accident prevention, an Early and Safe Return to Work program is a Manager's best tool to control benefit costs and reduce losses. The key word is **EARLY**. Your response at the time you learn of the illness or injury has a profound impact on the outcome of most cases. ESRTW actions should start as soon as possible however, because specific illnesses or injuries may need differing amounts of time for healing, the time limits on ESRTW should also be flexible and based on the medical judgment of the treating physician.

**Facts You Should Know About ESRTW:**

- ▶ it enhances both psychological and physical recovery;
- ▶ injured employees off work longer than six (6) months have only a fifty percent (50%) chance of ever returning to their job; if time lost exceeds one year, their chances decrease to less than ten percent;
- ▶ compensable injuries can take up to four times longer for recovery; they may cost five times more than non-compensable injuries;
- ▶ it enables the employee to continue a productive life;
- ▶ it reduces costs of replacing the employee, overtime costs, retraining costs, loss of production and related costs and improves workplace morale;
- ▶ it reduces medical costs - the injured employee heals more rapidly, shortening the time medical treatment is needed;
- ▶ it reduces award costs - the potential for an employee to become totally and permanently disabled is greatly decreased;
- ▶ it reduces legal costs - employees are less likely to feel their rights have been violated causing them to engage a lawyer; and
- ▶ cost reductions will have a direct impact on the benefit premium rate for the next three (3) years.

**Accommodation:**

- ▶ It may become apparent, while attempting to identify and secure suitable work, that accommodation may be required.
- ▶ **Quintiles** will comply with all relevant legislation in determining solutions that will make the accommodation process a success.
- ▶ Accommodations may involve any modification, assistive device, or combination of the two, with the goal of making the essential duties of the pre-injury or alternative employment consistent with the worker's functional abilities.

**Workplace Modifications**

- ▶ Workplace modifications are changes or adaptations made to the work area, job tasks, or equipment used to perform the job duties.

**Assistive Devices**

- ▶ Assistive devices are prosthetic aids/attachments or appliances specifically designed for, and required by, the worker to perform the job duties.

**Who is Responsible?**

Responsibilities are assigned to you (the injured employee), your immediate Line Manager and **Quintiles**.

► **You Will:**

- report any injury right away to your Line Manager;
- complete all needed paperwork as soon as possible;
- follow **Quintiles** rules and practices;
- maintain contact with **Quintiles**;
- provide regular updates on health condition, treatment and medical status to our designee (e.g. Line Manager, Human Resources Department, etc.) at least weekly;
- return to modified duties which are within medical restrictions (if any) as set by your physician, as part of a rehabilitation program;
- provide information on functional abilities when requested;
- identify potential work opportunities;
- identify potential accommodation strategies; and
- report any difficulties in the ESRTW process to your Line Manager.

► **Your Human Resources Department Will:**

- conduct an investigation and correct any hazard;
- complete all needed paperwork as soon as possible;
- submit all supplementary paperwork to be completed by the physician, if you will be seeking medical attention, and return to **Quintiles** as soon as possible;
- inform you of **Quintiles** work rules and practices;
- maintain contact with you and the Human Resources Department for any work restrictions;
- when feasible or appropriate, find or develop modified work for you, within restrictions;
- monitor recovery through incoming medical work restrictions and need for modified duty;
- identify and offer modified duty assignment; and
- identify and discuss possible accommodation solutions.

► **Quintiles Will:**

- Forward claims, forms, and other relevant information to the benefit provider for processing and initiating benefits.
- Inform you and your Line Manager of your rights and responsibilities under the governing provincial regulations.
- Maintain documentation and data on claims and trends.
- Maintain contact with you, the benefit provider and your physician for any work restrictions.

## **Provincial Workers Compensation Board:**

The Provincial Workers Compensation Board is designed to provide compensation to employees who sustain personal injury by an accident arising out of, and in, the course of their employment or who are disabled by specified industrial diseases.

- ▶ The cost of this compensation is the responsibility of **Quintiles**, which pays an assessment to a government fund.
- ▶ If you are injured at work, compensation and medical aid are paid by the Provincial Workers Compensation Board out of this fund.

## **Summary of the Provincial Workers Compensation Board:**

- ▶ Any injury, however slight, shall be reported to the Line Manager immediately. Payments from Provincial Workers Compensation Board may be jeopardized unless an injury is reported properly. An accident report must be completed immediately with copies given to the Human Resources Department within 24 hours.
- ▶ When an injury requires a health care professional's care, obtain from the Company's Human Resources Department the appropriate form and give it to your health care professional for completion.
- ▶ If you think you will be off work for one (1) working day due to an industrial accident, you should inform the Line Manager so that the appropriate form can be completed and submitted.
- ▶ When you return to work, you should notify the Line Manager immediately so that the appropriate form may be completed.
- ▶ Line Managers of the night shifts must report all accidents to the Line Manager. The Line Manager must also notify the Line Manager of the date and time when the employee returns to work.
- ▶ If you are receiving compensation benefits and are being treated by a health care professional, you may not transfer your case to another health care professional without the written approval of the Provincial Workers Compensation Board.
- ▶ Compensation is allowed when a disability extends beyond a one (1) working day waiting period. When a disability extends beyond the waiting period, compensation is payable from the commencement of the disability.
- ▶ Compensation is not paid when an accident is attributed solely to the serious and willful misconduct of an employee and does not result in death or serious disablement.
- ▶ Prompt submission of reports will avoid delay in receiving compensation.
- ▶ Approval for payment of a claim is entirely the decision of the Provincial Workers Compensation Board.

**Detailed information on Provincial Workers Compensation Board may be obtained from the Human Resources Department.**

## Employee Injury:

ALL ACCIDENTS, however minor, which occur on the job, MUST be reported to the Line Manager immediately.

If we don't know of your accident, we cannot file a report on your behalf. If your accident is serious enough to require medical benefits, you may lose out on your opportunity to obtain any benefits that would normally be due to you.

**Even a minor cut or scratch can become infected; therefore, we must stress the need to report every accident.**

- ▶ All workplace accidents and injuries must be reported immediately to the Line Manager.
- ▶ If you are injured, **Quintiles** will provide transportation to a hospital, a health care practitioner or your home.
- ▶ **Alternative Work:** Depending on the nature of an injury, we will determine if alternative work can be made available on a temporary basis to prevent you from experiencing "lost time."
- ▶ **Quintiles** provides protection against job-sustained injuries or loss of work through workers' compensation programs with the cost of these payments being paid entirely by **Quintiles**. All medical, hospital and surgical expense for job-sustained injuries are covered under this insurance.

*When an injury (whether an employee or not) results in critical injury or death, **Quintiles** must immediately notify an Inspector at the nearest Worker's Compensation Board or Commission de la Santé et de la Sécurité du Travail (CSST) office and the Health and Safety Committee via telephone or fax. Further, within 48 hours the Company must notify a Director of the Worker's Compensation Board or Commission de la Santé et de la Sécurité du Travail (CSST) in writing providing the circumstances of the occurrence and any information that may be relevant.*

## Employer Sponsored Salary Continuance Plan:

This policy applies to all permanent full-time employees. Permanent part-time staff may become eligible if they work on a minimum of twenty-five (25) hours a week on a regular basis.

**Quintiles Canada Inc.** offers a salary continuance benefit policy for medically certified, non-work-related illness or injury. This policy is intended primarily to provide income protection in cases of major illness or injury during the qualification period for the Long Term Disability Insurance coverage with Sun Life Canada. Also, it provides coverage for short-term absences, reasonable in incidence and duration, due to non-work related illness or injury. Short-term absences as defined in this plan are absences of more than five (5) but less than one hundred and twenty (120) consecutive calendar days. Case Management is provided in all cases by an Integrated Attendance Support Service alliance between Sun Life Financial and Organizational Solutions Inc., (OSI).

Under this policy the employee's salary continues to be paid to the employee as follows:

- a) 100% during the first fourteen (14) calendar days of the disability.
- b) 70% of an employee's regular salary up to one hundred and twenty (120) calendar days of continued and total disability. The eligibility for salary continuance ends when the employee is able to return to work or at the end of the qualification period when he/she becomes eligible for long-term disability benefits.
- Coverage is provided for medically-certified, non-work related illness or injury lasting more than five (5) calendar days. The maximum benefit period under the salary continuance policy is one-hundred and twenty (120) calendar days in any rolling twelve (12) month period. All periods of extended, medically certified, non-work related illness or injury within the rolling 12-month period will be applied toward the one-hundred and twenty (120) calendar day's maximum.
- Upon return to work following the disability period, the employee must provide Human Resources with a written statement from their attending physician authorizing the return to work. If any functional limitations are indicated by the treating physician, the employee must submit to the Human Resources Department a detailed medical plan for a progressive return to work at least two (2) weeks prior to the set date to return to work.

- ▶ If the employee who has returned to active work again for a period of fifteen (15) consecutive days or more becomes disable again due to an illness or accidental injury totally unrelated to the previous cause of disability, this is considered to be a new disability and the employee must file a new disability claim under this plan. However, benefits payable on successive periods of disability will be considered as short-term wage loss replacement only (under section 2.b) and benefits paid will be paid at 70% of the salary the employee had at the time he/she became disable again for a period of one hundred and twenty (120) days. The eligibility for salary continuance ends when the employee is able to return to work or at the end of the qualifying period when he/she becomes eligible for long-term disability benefits.

### Eligibility:

In order to be eligible for the above benefits, the employee must file a disability claim (Attending Physician Statement or APS) with Organizational Solutions Inc. The form will be provided to the employee or a designated person when:

- a) the employee makes available to the Human Resources Department a medical note or certification of an illness or injury;
  - b) the employee provides advanced notice of a scheduled medical/surgical procedure that will require more than five (5) calendar days of recovery or post-operative convalescence or;
  - c) upon notice of an unforeseen medical emergency medical.
- ▶ OSI will advise **Quintiles Canada Inc.** about whether your absence from work is supported. If the information does not support your inability to perform the essential duties of the job as defined in the policies and procedures, OSI will communicate with **Quintiles Canada Inc.** In addition, if you do not provide the medical information required by OSI to support your absence from work, your application for salary continuance may not be supported.
  - ▶ In order for an absence to qualify under **Quintiles'** Salary Continuance Plan, the medical documentation must contain objective clinical findings and detailed medical information which establishes not simply the presence of a medical condition but rather that there is evidence of an impairment severe enough to prevent your patient/client from participating in work from their own occupation.
  - ▶ Claim forms that are not received by OSI in a timely fashion, may cause a delay in the continuance of your payments. If the claim is considered not-medically justified by OSI all benefit payments will cease immediately and any payments made to the employee under this benefit prior to OSI's decision will be recovered by **Quintiles** by mutually agreed reimbursement arrangements. Further, some or all of the benefits described above may be forfeited if the claim form is delayed for too long.

**Process:**

When non-work related illness or injury causes an employee to be absent from work, **Quintiles Canada Inc.**, will require medical evidence for periods of more than five (5) consecutive working days. Such medical evidence will verify the employee's inability to carry out the normal duties of his/her occupation due to injury or illness. Failure to provide requested medical evidence may result in delays submitting your case to OSI for claim management.

- ▶ **Quintiles Canada Inc.** will submit a Health Event Notification Form to OSI following the employee's justified absence from work of more than five (5) days with medically recommended work stoppage. OSI will contact the employee within 24 hours to facilitate timely submission of Employee Consent and Attending Physician Statement (APS) and will follow up for APS if not received within two weeks.
- ▶ Following receipt of the Health Event Notification Form and the APS, OSI contacts the employee within two days to understand medical, personal, and workplace issues that may impact the employee's return to work. A recommendation is made to **Quintiles** and the employee within two to four business days of contact with the employee.
- ▶ An ongoing case management is conducted by health professionals to support a timely and safe return to work and treatment facilitation is initiated if indicated. The need for rehabilitation/facilitation/mediation services is identified early.
- ▶ Following the qualifying period of one hundred and twenty (120) days under the terms of **Quintiles'** Long-Term Disability (LTD) program, eligible employees shall claim any entitlement under the terms of such program with Sun Life Financial. OSI will ensure that a seamless transition is made to Long-Term Disability (LTD), if applicable.
- ▶ Throughout the whole absence, the employee is reassured that he/she is valued and cared for, and that his/her benefits are being managed in a safe, secure and objective environment. He/she is encouraged to raise issues and concerns, and to actively participate in his/her recovery and return to work. Throughout the process, **Quintiles Canada Inc.** is also regularly being updated and kept informed of the progress of each case.

**Roles and Responsibilities for Employer Sponsored Salary Continuance Plan:****Employee:**

In case of absence due to illness or injury, the employee will:

- a) Notify their immediate Supervisor and Human Resources as soon as possible on the third day of absence when unable to report to work because of illness or injury.



- b) Inform the immediate Supervisor and provide Human Resources with a medical note indicating the start date and the expected length of absence.
- c) Notify the immediate Supervisor and Human Resources as early as possible if a scheduled absence is upcoming.
- d) Seek appropriate medical treatment. A referral to a specialist or other health care professional may be required.
- e) Provide medical certification to OSI stating limitations and indicating how the medical condition affects your ability to perform your job following a discussion with the physician about job requirements.
- f) Maintain regular contact with the immediate Supervisor and/or Human Resources.
- g) Expect a call from the OSI Case Manager who will provide support and information as necessary.
- h) Make your physician aware that, if medically necessary, **Quintiles** may support accommodations depending on the definition and requirements of your job.
- i) Keep the immediate Supervisor updated as to the anticipated return to work date as it may take some time to prepare for the return and/or possible accommodation.

**Department (Immediate Supervisor and/or Department Head):**

- a) Liaise with Human Resources as required.
- b) Report sick leaves to Human Resources as soon as possible.
- c) Immediately report any extensions or early returns to Human Resources.
- d) Work with the employee and Human Resources to make arrangements for return to work.

**Human Resources:**

- a) Upon notification from the employee or the immediate supervisor/department provide a referral to OSI for case management.
- b) Maintain strict confidentiality of all medical information handled.
- c) Provide consistency in policy and procedure when administering claims.
- d) Provide assistance and/or advice to OSI in assessing claims for this benefit.
- e) Provide advice and support to Managers and employees as required.

## Definitions:

### Disability:

A state of total and continuous incapacity or inability to perform each and every task of an employee's regular job, resulting from illness or accidental non-work related injury and that requires the employee to be under the personal care of a physician.

### Qualification Period:

One hundred and twenty (120) calendar days from the first day of absence due to illness or injury in which you are receiving regular, ongoing care and treatment from a physician.

## Medical Documentation:

Employees must submit the medical certification directly to Human Resources within five (5) days of the beginning of the disability substantiating the inability of the employee to perform regular duties, the period of absence and confirming appropriate treatment is being sought, indicating an expected return to work date.

- ▶ The Human Resources Department is responsible for treating medical information confidentially. Only the medical restrictions/functional limitations (as it relates to job requirements) will be discussed with the immediate supervisor for purposes of establishing a plan of return or progressive reintegration to work.

## Returning to Work:

An employee who has been absent from work as a result of a disabling injury or illness, must submit a medical certificate to the Human Resources Department confirming that he/she is medically fit to resume work. This medical certification must be received at least two (2) weeks prior to the employee's return to work.

- ▶ **Quintiles** supports a proactive and collaborative return to work. In cooperation with the Case Manager and immediate Supervisor we'll explore a timely return to work and address medical restrictions and/or functional limitations on case-by-case basis.

## Recurrent Disability:

- ▶ If a disabled employee returns to work, but within six (6) months from the date of return to work becomes totally disabled again due to the same or related causes, disability benefits will continue without the need to satisfy another qualifying period.

**Tax and Other Benefits Status:**

**Quintiles** pays 100% of your benefits under this plan, therefore any disability payments you receive will be taxable and all of the normal payroll deductions which must be made or would have been made will apply.

- ▶ If an increase in salary takes place during the short-term disability leave, the increase will become effective when the employee returns to work.
- ▶ An employee will receive credit for service while on short-term disability leave for the purposes of vacation and employment insurance.
- ▶ Non-contributory benefits plans will be continued in respect of an employee on short-term disability leave and contributory benefits will continue provided the employee pays regularly and timely his/her contributions toward Group Insurance premiums and/or RRSPs personal contributions.

**Exclusions and Limitations:**

Employees are not entitled to benefit payments:

- a) If the frequency and/or amount of an employee's short-term absence in any twelve (12) month period is excessive and if it is not attributable to a continuing medical condition, the employee will qualify for a maximum of fourteen (14) calendar days of salary continuance benefit in the subsequent twelve (12) month period. However, the employee will qualify for regular coverage in the event of major illness or injury. This limitation will be withdrawn if, after twelve (12) months of active employment, the amount and/or frequency of short-term illness/absence returns to normal.
- b) In case of civil unrest, insurrection, war (declared or not); service in the armed forces or reserves of any country; participating in a riot; flight or attempted flight on board a plane or other aircraft if the employee is part of the crew or performs any function relating to the flight, or participates in the flight as a parachutist; driving a vehicle if injured while level of alcohol in his/her blood is found to be in excess of established legal limits; attempted suicide or voluntary self-inflicted injuries while sane or insane; cessation of work to receive medical care that is not medically required or given for cosmetic purposes unless such care is for accidental injury, recommended by a physician and commenced within ninety (90) days of the accident. Injury or illness while committing, attempting to commit or provoking an assault or criminal offence.
- c) If the disability results from drug or alcohol addiction, unless the employee is following a closed treatment program in a professional rehabilitation center.
- d) If the employee is not receiving ongoing medical care and treatment appropriate for the condition on a regular basis.

- e) Receiving disability benefits from Workers' Compensation; Employment Insurance Maternity or parental benefits, RQAP benefits or wages from other sources than their regular employment with **Quintiles Canada Inc.**
- f) If the employee is on a leave of absence during which he/she becomes totally disable.
- g) If the employee is incarcerated in a prison, correctional facility or mental institution by order of authority of a criminal court.
- h) If OSI does not support the claim as medically justified.
- i) If the employee opts to go outside the Provincial Health Plan (private practice) for medically recommended elective surgery or other non-critical surgical procedures otherwise covered under their province of residence provincial health plan.

## Performance Management:

As a service company, **Quintiles'** accomplishment of goals and continued success are determined by one thing: its people.

Finding and implementing a system to help measure the success of our people was one of the major goals behind the introduction of **Quintiles'** new Performance Management System.

The primary use of our Performance Management System is to provide support for two-way feedback, mid-year and annual appraisals, performance based ratings and merit increases. However, this comprehensive, web-based, user friendly tool also offers the following long-term benefits:

- ▶ Establishes a global competency and goal standard
- ▶ Allows employees and Managers to determine personal guidelines and goals
- ▶ Cascades corporate goals down to the individual level
- ▶ Maintains on-going performance communication throughout the year
- ▶ Records updates and goals for professional development
- ▶ Provides a basis for succession planning
- ▶ Allows everyone to clearly see how their efforts impact the overall corporate goals

The **Quintiles** Performance Management System (QPMS) will not only help you to see how your individual efforts contribute to the overall success of the Company, but that it will help you follow the path to your own professional success.

*For more information regarding the global "QPMA" and "Performance Appraisals", please visit:*

***<http://intranet.quintiles.com/Employee/Careers/Performance/Pages/Welcome.aspx>***

***<http://intranet.quintiles.com/BUs/HR/Documents/Global%20Employee%20Policies/15.%20Performance%20Appraisal%20Policy.pdf>***

## **Progressive Discipline:**

Progressive discipline is a process for dealing with job-related behaviour that does not meet expected and communicated performance standards. The primary purpose for progressive discipline is to assist you in understanding that a performance problem or opportunity for improvement exists.

- ▶ At **Quintiles**, we will follow a pattern of progressive discipline for a serious infraction, including those against the Company, Management, a customer or co-worker.

This will consist of a 5-step process:

1. **Verbal Counselling Session** - This meeting is designed for you and your Manager to discuss the incident, the reasons for its occurrence and explore possible solutions.
2. **Written Warning Report** - Provides a summary of the incident, a review of any verbal counselling meetings, an action plan (Performance Management Plan) with timelines and next steps.
3. **Second Written Warning Report** - Provides a follow-up to the initial written warning, with strict action plan (Performance Management Plan), timelines and further consequences.
4. **Suspension / Final Written Warning.**
5. **Termination**

Employees are cautioned that a very serious breach of discipline amounting to gross misconduct will result in immediate termination of employment (without notice or warning), or some other disciplinary action other than that outlined above. Gross misconduct generally includes, but is not limited to, the following:

- ▶ extremely insubordinate or insolent behaviour;
- ▶ theft;
- ▶ fraud;

- ▶ violence;
- ▶ harassment; and
- ▶ conduct that would have the effect of bringing **Quintiles** into disrepute.

### **When Involving Safety Violations:**

At **Quintiles**, nothing is more important to us than the continued health, safety and wellbeing of our employees, contractors, customers and visitors. For this reason, we take health and safety concerns very seriously. Specifically, serious contraventions of our Health and Safety Policy, as well as any horseplay or careless, reckless, insubordinate or dangerous conduct which has the potential to endanger the health and safety of yourself or others will not be tolerated. Therefore, serious health and safety infractions may justify disciplinary sanctions which go beyond the initial levels in the Progressive Discipline Scale, possibly up to and including termination of employment.

- ▶ Such discipline will be at the discretion of Management, based on discussions with the Human Resources Department regarding the incident. Where we feel this type of discipline is warranted, all facts will be carefully reviewed and you will be given a full opportunity to explain your conduct before any decision is reached.

### **Documented Discipline Reports:**

At **Quintiles**, all discipline levels followed will be documented and a copy will be kept in your employee file. It is important that any employee who receives a warning, but who improves thereafter, not be constantly in fear of further disciplinary action based on antiquated reports. As a result, the following guidelines should be followed:

- ▶ It is important to remember that the purpose of issuing "written warnings" is not to precipitate your termination, but to...
  - ▶ Inform you that you are not meeting the required standards of employment,
  - ▶ Formally recommend procedures that must be followed, and
  - ▶ Formally relate the consequences to you if these recommendations are not followed within a specified timeline.

*Although a written warning which is more than a year old shall remain a part of your permanent employee record, it shall not be used as a basis for future disciplinary action, except written warnings which are issued for attendance and safety violations.*

## Termination of Employment:

At **Quintiles**, we are committed to giving you a completely fair opportunity to fulfill the requirements of your position and to terminate employment only when there is no alternative course of action. Should that step become necessary, we will abide by the governing employment legislation.

## Resignation:

At **Quintiles**, if you wish to terminate your employment, we request that you submit a written, signed resignation letter to your Department Manager with a copy to the Human Resources Department.

- ▶ The resignation letter should include the effective date your employment will cease.
- ▶ The Company requests that you provide at least two (2) weeks notice prior to the date that employment will cease.
- ▶ The Company may request that you remain for a longer period of time (depending upon the situation).
- ▶ Your Line Manager may accept the notice as offered and request that the employee work throughout the notice period. Alternatively, under certain circumstances we may elect to pay you for all or part of your notice period and not require you to report to work during that time (in particular, this applies where an employee is leaving us in order to join a direct competitor).
- ▶ All resigning employees are asked to participate in an Exit Interview and will have a Termination Checklist completed before their final departure from the Company.

## Retirement:

If you are planning to retire, we request that you discuss such matters with your Line Manager no later than one (1) month before the intended date.

- ▶ This will allow the Company time to plan for the vacancy and provide you with the necessary and applicable information.

## References:

At **Quintiles**, we recognize that some of our employees will eventually wish to leave the Company in order to pursue opportunities elsewhere. While we are always sad to see valuable employees leave our Company, we wish those individuals all the best in their future endeavours. When employees do move on, they would normally leave with the expectation that **Quintiles** would be able to provide a satisfactory reference so that they can secure new employment.

- ▶ References are an important part of the selection process used by most organizations, including our own. We employ reference checks as a means of obtaining or substantiating information about the candidates we hire for positions with our Company. Therefore, we understand that other organizations will occasionally want to contact us to obtain references for our departing or former employees. As a courtesy to those individuals, we agree to provide references, subject to the following restrictions and guidelines. Any information provided is conditional upon the receipt of the signed, written and dated consent of the individual concerned, either from that person directly or from the prospective employer.
- ▶ All requests for references should be directed to the Human Resources Department or the individual's former Line Manager. If that person is unavailable, the former employee's manager-once-removed can be contacted in his or her absence. Wherever possible, the person providing a reference for a former or departing employee should have personal knowledge of the employee concerned and his or her experience, qualifications, training and performance.
- ▶ The following guidelines must be adhered to when providing a reference for a departing or former employee:
  - ▶ Any information which is provided must be factual, fair, accurate and free of malicious intent.
  - ▶ When providing references, do not provide information which is irrelevant or which goes beyond the scope of the information requested.
  - ▶ Due care must be exercised in disclosing information to ensure that it is correct and that it is not the result of rumour or hearsay.
  - ▶ Ensure that you find out what type of position the individual has applied for, as this may affect the nature of your comments.
  - ▶ Do not divulge any information related to salary or other confidential matters.
  - ▶ All written letters of reference must be approved by Human Resources, prior to release.



- ▶ It is our policy not to provide references about departing or former employees who were terminated for cause. In such cases, the information provided to prospective employers will therefore be limited to the position held by the former employee, the length of employment with the Company, and his or her hire and termination dates.

**Note:** Should an employee receive a written request for a reference, the employee is to refer the request to Human Resources. Under no circumstances should a **Quintiles** employee release any information about a current or former **Quintiles** employee without the appropriate approvals.

## Employee Files:

At **Quintiles**, it is important that we keep accurate employee files for your benefit and to comply with government regulations.

The collection, use and disclosure of your personal information by the Company will be protected by and dealt with in accordance with the principles enshrined in privacy legislation such as the federal *Personal Information Protection and Electronic Documents Act (PIPEDA)* and other provincial privacy legislation.

- ▶ Files for former employees will be maintained for the time period required by all applicable legislation.
- ▶ Please keep your employee file up to date by taking appropriate action using Employee Direct Access (EDA) or notifying the relevant parties of any changes concerning the following:
  - ▶ Address and telephone number
  - ▶ Person to be notified in case of emergency
  - ▶ Legal name
  - ▶ Marital status
  - ▶ Number of dependents for income tax exemptions
  - ▶ Beneficiary (i.e. insurance)
  - ▶ Education and/or degrees
  - ▶ Known drug allergies or illnesses (for emergency situations)
- ▶ You are permitted to examine your personal file with the assistance of the Human Resources Department. If you wish to do so, contact the Human Resources Department who will accompany you while viewing your file. Documents obtained through an agreement of confidentiality, such as letters of reference may be excluded from your examination.
- ▶ You may not remove any documents from the file for photocopying or for any other purpose. If you wish to have a copy of a document, speak to the Human Resources Department.

- ▶ If you wish to correct any information recorded in your file, you should complete the appropriate form (e.g. for insurance, etc.) and forward it to the Human Resources Representative. The Human Resources Department or someone from the Professional Services Centre (PSC) will inform you of any action taken.
- ▶ Outside organizations such as banks, retail stores, and finance companies may, upon your request and written authorization, receive appropriate information from your employee file.
- ▶ Your Line Manager may review your file at any time. If you apply for a position internally, the hiring Line Manager may also review your file.

**Your employee file may consist of:**

- a. your employment application, resume, letter of acceptance, etc.;
  - b. your wage, salary and work history;
  - c. personal information - hire date, birth date, information for pay deductions, address, home phone number, etc.;
  - d. TD1 or other required tax forms;
  - e. names of people to contact in case of an accident or illness while at work;
  - f. awards, commendations, and disciplinary history;
  - g. attendance records;
  - h. benefit information;
  - i. performance evaluations; or
  - j. work incident reports or notices (warnings, etc.). *Although a written warning which is more than a year old shall remain a part of your permanent employee record, it shall not be used as a basis for future disciplinary action, except written warnings which are issued for attendance and safety violations.*
- ▶ Any medical information relating to a short or long-term disability leave will be kept in a separate file, apart from your personnel file.

**Note:** All employee files are kept at a centralized processing centre for employee data that includes employment verifications, maintains employee files, and handles all personal data changes. Please contact Human Resources to make changes to, or view, your file.

## Safe Driving Policy:

**Quintiles** is committed to public safety. We expect our employees with driving responsibilities to adhere to all applicable rules and regulations as they pertain to the safe operation of a **Quintiles** vehicle or a vehicle while performing business for **Quintiles**.

### Requirements:

- ▶ You are required to have a valid driver's licence and adequate automotive and/or personal insurance.
- ▶ Should you have any questions or concerns, please contact your Line Manager.
- ▶ Snow tires are mandatory in Quebec for ALL vehicles on the road, under the *Highway Safety Code*. Snow tires are required from November 15 to April 15. Failure to comply will result in a \$300 fine. Newly acquired vehicles are exempt for seven (7) days following acquisition.

*For more information on "Safe Driving", please visit:*

***<https://ata.quintiles.com/sites/GlobalTE/Pages/Safe-Driving.aspx>***

### Emergency Vehicles:

Legislation in some provinces now requires motorists, when approaching a police, fire or ambulance vehicle stopped with its lights flashing in the same direction of travel, either in a lane or on the shoulder of the road, to slow down and pass with caution. If the road has two (2) or more lanes, the motorist must move over into another lane, if it can be done safely.

- ▶ This legislation requires motorists to slow down and move over when passing police, fire, ambulance and towing vehicles, as well as vehicles used by commercial vehicle safety and enforcement personnel, passenger transportation inspectors, conservation officers, park rangers, and special provincial constables.
- ▶ It is also the law for any driver who sees or hears an emergency vehicle approaching from either direction to move out of the way and stop, if it can be done safely.

### Use of Cellular Phones While Driving:

*The use of cellular phones and other electronic devices while driving is distracting to drivers and hazardous to other employees, passengers and the general public. This policy is meant to ensure you operate Company vehicles and private vehicles safely while on work time and when conducting business.*

- ▶ You must adhere to all governing legislation regarding the use of cellular phones or other hand-held electronic devices while driving. In particular, employees are cautioned that talking on a cellular phone or text messaging while driving is an offence in most Canadian jurisdictions. It is also illegal to use a PDA, hand-held GPS, MP3 player or similar device that does not have a hands-free function. In some jurisdictions, it is illegal to program a GPS device while driving, even if it is built into your vehicle. Similar legislation also exists in several U.S. states and overseas. Therefore, you must not use hand-held electronic devices while driving if such conduct is prohibited by law.
- ▶ While most jurisdictions specifically allow drivers to use hands-free devices such as a Bluetooth headset, several studies have shown that it is the act of driving while dialing or talking on the phone which is distracting, not the use of a hand-held device per se. In light of these findings, it is advisable to wait until you reach your destination before checking messages or returning calls.
- ▶ Should you need to make or receive a business call, send an e-mail or text message, program a GPS, or use any other portable electronic device while driving, you should locate a lawfully designated area to park and make the call. You may also use a hands-free device where permitted by law and if absolutely necessary, for example to contact emergency services.
- ▶ No telephone call or message is more important than your safety. Be smart and safe!
- ▶ You should also be aware that in certain jurisdictions, distracting behaviour such as reading, writing, and personal grooming are illegal while driving. Remember - anything you do behind the wheel that distracts you from driving (including eating, drinking or being involved in heated conversations) may result in a ticket for driving without due care and increases your chances of being involved in a collision.
- ▶ ***Violation of this policy will be subject to progressive discipline up to and including termination of employment.***

The provinces/territories that it is an offence to use a cellular phone, PDA, hand-held GPS or similar device that does not have a hands-free function or text messaging while driving are: Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Northwest Territory, Nova Scotia, Ontario, Prince Edward Island, Quebec and Saskatchewan

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## DISCLOSURE FORM:

- ☐ I have listed below any present or anticipated financial endeavours, outside employment or other activities and any additional information that might constitute a conflict of interest or a violation of the Company's Code of Business Conduct.

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OR

- ☐ At this time, I have nothing to disclose.

**I understand that if any changes should occur, I will immediately complete a new Disclosure Form.**

Name (please  
print):

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Signature:\*

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Date:

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\* By signing this disclosure form, I also confirm that I have read, understood and agree to comply with the terms of our Company's Code of Business Conduct that is outlined in our Employee Handbook.