

SKYLINE CANADA BUILDING SERVICES

COMPANY POLICY HANDBOOK

2026

Version 1.0.11

This handbook outlines the policies, standards, expectations, and safety procedures of Skyline. All employees, subcontractors, and representatives are expected to read, understand, and comply with these policies.

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DISCLAIMER

This handbook is intended to provide general workplace policies, safety procedures, and operational expectations for employees and representatives of Skyline Canada Building Services.

This handbook does not create a contract of employment and may be revised, updated, modified, or replaced by the Company at any time where permitted by law.

Employees are responsible for complying with all applicable legislation, site-specific rules, safety procedures, training requirements, and lawful instructions from supervision.

Where legislative requirements exceed Company policy, applicable legislation shall prevail.

1. Company Mission Statement

Skyline is committed to delivering safe, reliable, and high-quality exterior building maintenance and access services. The Company strives to maintain the highest standards of safety, integrity, workmanship, professionalism, and customer satisfaction while protecting employees, clients, the public, and the property entrusted to our care.

2. Core Values

Skyline operates according to the following core values, which guide the Company's decisions, operations, workplace culture, and client relationships:

- **Safety First**

The safety of employees, clients, contractors, tenants, and the public is the Company's highest priority. No task is so urgent that it cannot be performed safely.

- **Professionalism and Integrity**

Employees are expected to act honestly, responsibly, respectfully, and professionally always while representing the Company.

- **Respect for Clients and Workers**

The Company is committed to maintaining a respectful workplace and professional relationships with clients, co-workers, contractors, and the public.

- **Accountability and Reliability**

Employees are expected to take responsibility for their actions, perform assigned duties properly, and maintain dependable attendance and communication.

- **Excellence in Workmanship**

The Company strives to deliver high-quality workmanship and attention to detail on every project, regardless of size or scope.

- **Continuous Improvement**

Skyline Canada Building Services encourages ongoing learning, safety awareness, training, innovation, and operational improvement in order to better serve clients and improve workplace performance.

3. Workplace Conduct

Employees are expected to conduct themselves professionally, respectfully, responsibly, and safely always while representing Skyline.

All employees must:

- Treat clients, co-workers, contractors, tenants, and members of the public with courtesy and respect;
- Follow Company policies, procedures, safety requirements, and lawful instructions from supervision;
- Maintain appropriate workplace behaviour and communication;
- Protect Company property, client property, equipment, and confidential information;
- Perform assigned duties honestly and to the best of their ability.

The following conduct is strictly prohibited:

- Harassment, discrimination, violence, threats, intimidation, or bullying;
- Dishonesty, theft, fraud, or falsification of records;
- Insubordination or refusal to follow lawful instructions;
- Possession or use of illegal drugs, alcohol impairment, or reporting to work unfit for duty;
- Reckless or unsafe conduct;
- Deliberate damage to Company or client property;
- Any conduct that may endanger workers, clients, the public, or damage the reputation of the Company.

Employees are expected to maintain a professional appearance, professional language, and professional behaviour while on Company business, at client properties, or while operating Company equipment or vehicles.

Violations of Company policies may result in corrective action, removal from site, suspension, or termination of employment depending on the severity of the violation.

4. Equal Opportunity and Anti-Harassment

Skyline is committed to maintaining a professional, respectful, inclusive, and harassment-free workplace.

The Company is an equal opportunity employer and prohibits discrimination, harassment, bullying, violence, retaliation, or unfair treatment based on race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability, or any other protected ground under applicable law.

This policy applies to:

- employees,
- supervisors,
- subcontractors,
- clients,
- vendors,
- visitors,
- and all persons interacting with the Company.

Harassment may include:

- offensive comments,
- intimidation,
- threats,
- inappropriate jokes,
- bullying,
- unwanted advances,
- discriminatory remarks,
- or any behaviour that creates an intimidating, hostile, unsafe, or offensive work environment.

Workplace violence, threats, aggressive behaviour, or physical intimidation will not be tolerated under any circumstances.

Employees are expected to:

- treat others with dignity and respect;
- always maintain professional conduct;

- report incidents of harassment, discrimination, violence, or unsafe behaviour to management immediately.

All complaints or reports will be taken seriously and handled as confidentially as reasonably possible. Retaliation against any person who reports a concern in good faith or participates in an investigation is strictly prohibited.

Any employee found to have violated this policy may be subject to corrective action up to and including termination of employment or removal from the worksite.

5. Health and Safety Policy

Skyline is committed to providing and maintaining a safe and healthy workplace for all employees, subcontractors, clients, visitors, and members of the public affected by Company operations.

The Company will comply with the Occupational Health and Safety Act (OHSA), applicable regulations, industry standards, manufacturer requirements, and all site-specific safety rules applicable to the work being performed.

Safety is a condition of employment. All employees are required to work safely, follow Company safety procedures, use required personal protective equipment, and immediately report unsafe conditions, incidents, injuries, equipment defects, or hazards.

The Company is committed to:

- providing proper safety training and instruction;
- maintaining safe work procedures;
- supplying or requiring appropriate personal protective equipment (PPE);
- ensuring equipment is properly maintained and inspected;
- identifying and controlling workplace hazards;
- promoting continuous safety awareness and improvement;
- investigating incidents and taking corrective action where necessary.

Supervisors are responsible for:

- enforcing safety policies and procedures;
- ensuring workers understand assigned tasks and hazards;
- correcting unsafe behaviour or conditions;

- ensuring proper equipment and fall protection systems are used.

Employees are responsible for:

- working in compliance with Company safety procedures and applicable legislation;
- using required PPE and safety equipment;
- participating in required training;
- reporting hazards, injuries, incidents, near misses, or unsafe conditions immediately;
- refusing unsafe work in accordance with applicable legislation.

No employee shall perform work that they are not properly trained, equipped, medically fit, or authorized to perform.

The Company supports every worker's right to:

- know about workplace hazards;
- participate in health and safety matters;
- refuse unsafe work in accordance with the law.

Failure to comply with health and safety policies, procedures, or legislation may result in disciplinary action up to and including removal from site or termination of employment.

6. Working at Heights and Suspended Access

Working at heights and suspended access operations present significant hazards and shall only be performed by properly trained, competent, medically fit, and authorized workers.

All employees performing work involving:

- suspended access equipment,
- boatswain's chairs,
- rope descent systems,
- ladders,
- elevated work platforms,
- roof access systems,
- fall arrest systems,

- or any work exposing a worker to a fall hazard,

must comply with all applicable legislation, manufacturer requirements, Company procedures, and site-specific safety requirements.

Only workers who have received required training and authorization may perform working-at-heights or suspended access operations.

The Company requires:

- proper pre-job hazard assessments;
- inspection of all ropes, harnesses, anchors, connectors, descenders, and PPE before each use;
- use of approved fall protection systems;
- protection of the public below work areas;
- proper barricades, warning signage, and exclusion zones where required;
- immediate removal from service of damaged or defective equipment;
- site-specific rescue planning before suspended access work begins.

Workers must:

- maintain 100% tie-off where required;
- use equipment only for its intended purpose;
- immediately report unsafe conditions or defective equipment;
- never bypass or disable safety systems;
- stop work if unsafe conditions exist.

No employee shall perform suspended access or working-at-heights work:

- during unsafe weather conditions,
- without proper PPE,
- without proper training,
- without approved anchor systems,
- or without required rescue procedures in place.

The Company reserves the right to suspend or stop any work operation deemed unsafe.

Failure to comply with working-at-heights or suspended access procedures may result in immediate disciplinary action, removal from site, or termination of employment.

7. Personal Protective Equipment (PPE)

Skyline requires all employees to use appropriate personal protective equipment (PPE) whenever hazards are present or when required by legislation, Company procedures, manufacturer requirements, site rules, or supervision.

Required PPE may include, but is not limited to:

- hard hats or safety helmets;
- full-body harnesses;
- fall arrest systems and lanyards;
- gloves;
- safety footwear;
- eye and face protection;
- hearing protection;
- high-visibility clothing;
- respiratory protection;
- protective clothing appropriate to the work being performed.

Employees are responsible for:

- properly wearing and using assigned PPE;
- inspecting PPE before use;
- maintaining PPE in safe and serviceable condition;
- immediately reporting damaged, defective, or missing PPE;
- following manufacturer instructions and Company procedures regarding PPE use.

Defective, damaged, altered, or expired PPE shall not be used and must be removed from service immediately.

Supervisors are responsible for:

- ensuring employees understand PPE requirements;

- enforcing PPE compliance;
- ensuring appropriate PPE is available for assigned tasks.

Employees may not perform work where required PPE is unavailable, damaged, or not being properly used.

Failure to comply with PPE requirements may result in corrective action, removal from the worksite, suspension, or termination of employment.

8. Drug and Alcohol Policy

Skyline is committed to maintaining a safe, healthy, and productive workplace. Employees are required to report to work fit for duty and capable of performing assigned tasks safely and responsibly.

The use, possession, distribution, sale, or impairment from:

- alcohol,
- illegal drugs,
- cannabis used in a manner causing impairment,
- unauthorized controlled substances,
- or misuse of prescription or over-the-counter medications,

during working hours, while operating Company equipment or vehicles, while working at client properties, or while representing the Company is strictly prohibited.

Employees must not:

- report to work while impaired;
- operate vehicles, suspended access systems, ladders, tools, machinery, or equipment while impaired;
- consume alcohol or unauthorized substances during working hours or breaks;
- possess illegal substances on Company or client property.

Employees who are using prescription or medically authorized medication that may affect their ability to work safely must immediately notify management or supervision before performing safety-sensitive duties.

The Company reserves the right to:

- remove any worker from duty where impairment is suspected;
- investigate safety concerns related to impairment;
- require compliance with applicable workplace safety obligations and site-specific requirements.

Employees are encouraged to seek assistance for substance dependency or addiction concerns before workplace incidents occur. Where appropriate and reasonably possible, the Company may consider accommodation obligations in accordance with applicable law.

Any violation of this policy may result in immediate removal from the worksite, disciplinary action, suspension, or termination of employment.

9. Attendance and Professional Reliability

Employees are expected to report to work on time, properly prepared, medically fit, properly equipped, and capable of safely performing assigned duties.

Reliable attendance and professional communication are essential to maintaining safe operations, meeting client expectations, and ensuring efficient scheduling of personnel and equipment.

Employees are responsible for:

- arriving at work on time and ready to begin assigned duties;
- maintaining regular and dependable attendance;
- notifying management or supervision as early as possible regarding absences, lateness, illness, emergencies, or scheduling conflicts;
- maintaining communication regarding availability and work assignments;
- reporting fit for duty and prepared with required PPE, tools, and certifications where applicable.

Employees must not:

- leave a worksite without authorization;
- repeatedly arrive late without reasonable explanation;
- fail to report absences or scheduling issues;
- abandon assigned work duties or work areas without permission.

Where possible, employees should provide advance notice for:

- vacation requests;
- medical appointments;
- personal leave;
- or other planned absences.

The Company recognizes that emergencies and unforeseen circumstances may occur. Employees are expected to communicate honestly and professionally when such situations arise.

Excessive absenteeism, repeated lateness, failure to communicate, job abandonment, or unreliable attendance may result in corrective action, suspension, or termination of employment.

10. Equipment and Vehicle Use

Company vehicles, tools, ladders, ropes, harnesses, suspended access equipment, machinery, and other equipment must be operated safely, responsibly, and only for authorized Company business purposes.

Employees may only use equipment:

- for which they are properly trained and authorized;
- in accordance with manufacturer instructions;
- in compliance with Company safety procedures;
- and in a safe and responsible manner.

Employees are responsible for:

- inspecting equipment before use;
- maintaining equipment in clean and serviceable condition;
- reporting damaged, defective, missing, or unsafe equipment immediately;
- properly securing and storing tools and equipment;
- operating vehicles and equipment in accordance with applicable laws and site rules.

Defective, damaged, altered, or unsafe equipment shall not be used and must be removed from service immediately until properly repaired, replaced, or inspected by an authorized person.

Company vehicles may only be operated by authorized and properly licensed drivers. Employees operating Company vehicles are expected to:

- drive safely and responsibly;
- obey all traffic laws;
- maintain vehicle cleanliness and reasonable care;
- immediately report accidents, damage, mechanical issues, or traffic violations.

The unauthorized use of Company vehicles, tools, equipment, fuel, materials, or client property is strictly prohibited.

Employees shall not:

- misuse equipment;
- bypass safety devices;
- use damaged equipment;
- operate equipment while impaired or distracted;
- allow unauthorized persons to use Company equipment.

The Company reserves the right to inspect Company vehicles, equipment, and work areas where appropriate.

Failure to comply with equipment or vehicle procedures may result in corrective action, removal from site, suspension, liability for damages were permitted by law, or termination of employment.

11. Client Property Protection

Skyline is committed to protecting client property, maintaining professional work areas, and minimizing disruption to building occupants, tenants, visitors, and the public.

Employees are expected to exercise care, attention, and professionalism while working on or around client properties.

Employees are responsible for:

- protecting windows, building surfaces, landscaping, equipment, and surrounding property from damage;
- maintaining clean, orderly, and safe work areas;

- properly securing tools, ropes, hoses, ladders, materials, and equipment;
- using appropriate public protection measures including barricades, cones, warning signage, and exclusion zones where required;
- preventing falling-object hazards;
- immediately cleaning spills, debris, or unsafe conditions created during operations;
- respecting client property, privacy, access areas, and building rules.

Employees must immediately report:

- accidental damage;
- unsafe conditions;
- water intrusion;
- broken glass;
- equipment impacts;
- property complaints;
- or any incident that may affect the client, public, or property.

No employee shall attempt to conceal damage, unsafe conditions, incidents, or customer complaints.

Employees are expected to conduct themselves professionally while on client property, including maintaining appropriate language, appearance, behaviour, and respect toward tenants, occupants, contractors, and the public.

Failure to follow client property protection procedures may result in corrective action, removal from site, suspension, or termination of employment.

12. Public Safety

Skyline is committed to protecting the public, building occupants, tenants, visitors, contractors, and surrounding property during all Company operations.

Appropriate public protection measures shall be implemented whenever work activities may create hazards to persons outside the immediate work area.

Public protection measures may include:

- barricades;

- caution tape;
- warning signage;
- cones;
- sidewalk control;
- exclusion zones;
- overhead protection;
- spotters;
- restricted access areas;
- or other protective measures appropriate to the work being performed.

Public protection procedures are required during operations involving:

- suspended access work;
- working at heights;
- pressure washing;
- rope operations;
- equipment movement;
- ladder work;
- falling-object hazards;
- chemical application;
- water overspray;
- or any activity that may endanger the public.

Employees are responsible for:

- maintaining awareness of pedestrian and vehicle traffic;
- securing tools, materials, hoses, ropes, and equipment;
- preventing falling-object hazards;
- monitoring exclusion zones where required;
- immediately correcting unsafe conditions affecting the public.

Employees shall not:

- leave hazardous areas unsecured;
- block emergency exits or access routes without authorization;
- allow unauthorized persons into restricted work areas;
- perform work that may endanger the public without proper controls in place.

Where required, work operations shall be delayed, modified, or stopped until adequate public protection measures are established.

All incidents, complaints, near misses, or unsafe public conditions must be immediately reported to supervision.

Failure to comply with public safety procedures may result in corrective action, removal from site, suspension, or termination of employment.

13. Environmental Responsibility

Skyline is committed to conducting operations in an environmentally responsible manner and complying with applicable environmental laws, regulations, site requirements, and industry best practices.

Employees are expected to minimize environmental impact while performing Company operations and to handle chemicals, wastewater, debris, materials, and equipment responsibly and safely.

Employees are responsible for:

- properly handling, storing, using, and disposing of chemicals and materials;
- preventing spills, leaks, overspray, contamination, or uncontrolled runoff;
- following manufacturer instructions and safety data sheets (SDS);
- maintaining clean work areas;
- properly disposing of waste, debris, and contaminated materials;
- reporting environmental hazards, spills, or incidents immediately.

Where applicable, environmental protection measures may include:

- wastewater containment;
- spill control procedures;

- debris collection;
- drain protection;
- controlled chemical application;
- and protection of landscaping, waterways, and surrounding property.

Employees shall not:

- intentionally discharge chemicals, wastewater, or contaminants improperly;
- dispose of materials in unauthorized locations;
- use chemicals or equipment in a reckless or environmentally unsafe manner;
- ignore environmental hazards or spills.

All environmental incidents, spills, complaints, or unsafe conditions must be reported immediately to supervision.

The Company reserves the right to stop any operation that may create unacceptable environmental risk or violate environmental requirements.

Failure to comply with environmental procedures may result in corrective action, removal from site, suspension, or termination of employment.

14. Training and Certification

Skyline is committed to ensuring that all employees are properly trained, qualified, and competent to safely perform their assigned duties.

Employees must maintain all required certifications, licences, training, and qualifications relevant to the work they are assigned to perform.

Required training and certifications may include:

- Working at Heights;
- WHMIS;
- suspended access or rope access training;
- fall protection;
- first aid and CPR;
- ladder safety;

- equipment operation;
- aerial lift or elevated work platform certification;
- site-specific orientation;
- hazard awareness training;
- and other safety or operational programs required by legislation, clients, or the Company.

Employees are responsible for:

- participating in required training programs;
- maintaining valid certifications where required;
- providing proof of certifications upon request;
- following procedures and practices taught during training;
- immediately notifying management of expired, suspended, or missing certifications.

Supervisors are responsible for:

- ensuring workers are appropriately trained for assigned tasks;
- verifying certifications where required;
- preventing unqualified workers from performing restricted work.

No employee shall:

- perform work they are not trained, qualified, or authorized to perform;
- operate equipment without proper training or authorization;
- falsify training records or certifications.

The Company may require additional training, refresher courses, competency reviews, or site-specific instruction at any time.

Failure to maintain required training or certifications may result in removal from duties, suspension from certain work activities, disciplinary action, or termination of employment.

15. Confidentiality and Privacy

Skyline is committed to protecting confidential information, client privacy, Company records, and sensitive operational information.

Employees may have access to confidential or proprietary information during the course of their work. Such information must be protected and used only for authorized business purposes.

Confidential information may include, but is not limited to:

- client information;
- pricing and quotations;
- building assessments and reports;
- photographs and videos;
- passwords and access credentials;
- security procedures;
- Company records and internal documents;
- employee information;
- client communications;
- operational procedures;
- and any non-public information obtained through Company operations.

Employees are responsible for:

- maintaining confidentiality of Company and client information;
- protecting passwords, access codes, keys, and access devices;
- securely handling reports, photographs, and documents;
- using Company information only for authorized work purposes;
- immediately reporting lost devices, unauthorized access, or privacy concerns.

Employees shall not:

- share confidential information without authorization;
- disclose client or Company information to unauthorized persons;
- post confidential information, client locations, pricing, or sensitive photographs online;
- use Company or client information for personal gain;

- remove confidential documents or records without authorization.

Photographs or videos taken at client properties may only be used for authorized business purposes unless written approval is obtained from management and, where applicable, the client.

All employees are expected to respect the privacy, confidentiality, and security requirements of clients, building occupants, and the Company always.

Failure to comply with confidentiality or privacy requirements may result in corrective action, removal from site, suspension, termination of employment, and possible legal action where appropriate.

16. Social Media and Public Representation

Employees representing Skyline in public, online, or through social media are expected to always conduct themselves professionally and responsibly.

Employees must not post, share, publish, or distribute:

- confidential Company information;
- client information;
- pricing or quotations;
- sensitive photographs or videos;
- unsafe work practices;
- offensive, discriminatory, threatening, or harassing content;
- or comments that may damage the reputation of the Company, clients, co-workers, contractors, or the public.

Employees are expected to:

- maintain professional behaviour while representing the Company;
- use respectful language and conduct online and in public;
- comply with confidentiality and privacy requirements;
- avoid creating the impression they are speaking on behalf of the Company unless authorized to do so.

Photographs or videos taken at client properties, worksites, rooftops, mechanical areas, suspended access operations, or restricted areas may only be shared with authorization from management and, where applicable, the client.

Employees shall not:

- post unsafe work practices or policy violations online;
- use Company logos, branding, or client information improperly;
- engage in online harassment, threats, or inappropriate public disputes while representing the Company;
- make false, misleading, or damaging public statements regarding the Company or clients.

Nothing in this policy is intended to restrict lawful employee rights under applicable legislation.

Failure to comply with this policy may result in corrective action, removal from site, suspension, termination of employment, or legal action where appropriate.

17. Corrective Action and Discipline

Skyline believes that corrective action should, whenever reasonably possible, be corrective in nature rather than punitive.

The purpose of discipline is to:

- maintain safe operations;
- protect employees, clients, and the public;
- promote professionalism and accountability;
- correct unsafe behaviour or policy violations;
- and maintain workplace standards.

Depending on the nature and severity of the situation, corrective action may include:

- verbal coaching or warnings;
- written warnings;
- retraining or competency review;
- removal from specific duties or worksites;

- suspension;
- or termination of employment.

Corrective action may result from, but is not limited to:

- unsafe work practices;
- failure to follow Company procedures;
- policy violations;
- insubordination;
- harassment or violence;
- dishonesty or theft;
- impairment at work;
- repeated lateness or absenteeism;
- misuse of equipment or vehicles;
- damage to Company or client property;
- or conduct damaging to the reputation of the Company.

Serious violations involving:

- deliberate unsafe conduct;
- violence or threats;
- theft or fraud;
- impairment during safety-sensitive work;
- falsification of records;
- or reckless disregard for safety,

may result in immediate removal from site or termination of employment.

The Company reserves the right to determine the appropriate level of corrective action based on the circumstances of each situation.

Nothing in this policy limits the Company's right to take immediate action where necessary to protect safety, property, operations, clients, or the public.

18. Emergency Procedures

Skyline is committed to maintaining effective emergency response procedures to protect employees, clients, contractors, tenants, the public, and property during emergency situations.

Employees must immediately report:

- injuries;
- medical emergencies;
- suspended worker situations;
- equipment failures;
- rescue situations;
- fires;
- hazardous conditions;
- falling-object incidents;
- property damage;
- environmental spills;
- or any emergency affecting safety or operations.

Site-specific emergency and rescue procedures must be reviewed and always followed where applicable.

Employees are responsible for:

- understanding emergency procedures relevant to their work;
- participating in emergency training or rescue planning where required;
- immediately notifying supervision of emergencies or unsafe conditions;
- cooperating with emergency responders and site personnel;
- stopping work where conditions become unsafe.

Where required, emergency procedures may include:

- suspended worker rescue procedures;
- emergency communication methods;

- evacuation procedures;
- first aid response;
- fall rescue planning;
- equipment failure response;
- public protection procedures;
- spill response procedures;
- and coordination with emergency services.

No employee shall:

- ignore emergency alarms or emergency instructions;
- continue unsafe work during an emergency condition;
- interfere with rescue operations or emergency response activities.

Emergency equipment, rescue equipment, first aid supplies, and communication devices must be maintained in accessible and serviceable condition where required.

All incidents, near misses, emergencies, and rescue situations shall be documented and reviewed where appropriate to improve safety procedures and prevent recurrence.

Failure to comply with emergency procedures may result in corrective action, removal from site, suspension, or termination of employment.

19. Employee Acknowledgement

I acknowledge that I have received, read, and understood the Skyline Canada Building Services Company Policy Handbook.

I understand that it is my responsibility to comply with the Company's policies, procedures, safety requirements, and workplace standards as outlined in this handbook and as updated by the Company from time to time.

I understand that failure to comply with Company policies, procedures, safety rules, or lawful instructions may result in corrective action up to and including termination of employment.

I acknowledge that this handbook is intended to provide general guidelines regarding workplace expectations, conduct, safety, and Company procedures and does not constitute a contract of employment.

I understand that Skyline Canada Building Services reserves the right to modify, revise, update, or replace policies, procedures, and workplace rules at any time were permitted by law.

Employee Information

Employee Name: _____

Signature: _____

Date: _____

Supervisor / Witness: _____

Signature: _____

Date: _____