

# Orbis Group Company Culture Code

## Welcome to Orbis!

In the spirit of camaraderie and shared growth, I extend a heartfelt welcome to each and every one of you as you embark on this exciting journey with our company. As the owner of the company, I am genuinely excited to have you join our team. It's important to note that I began my journey in the glazing industry as a worker, which has given me a profound understanding of the needs and aspirations of every member of our workforce. I value your contribution and am delighted to have you on board.

Together, we have the opportunity to create something remarkable. With your skills, dedication, and passion, I am confident that we will deliver exceptional service to our clients and make a positive impact in the construction industry. Let us collaborate, support one another, and strive for excellence as we work towards our shared goals.

Once again, welcome to our team. I look forward to building a successful and fulfilling journey together.

company Owner's picture

## Why is culture important?

Culture is the heartbeat of a company, shaping how it operates and influences its long-term success. At Orbis, we strive for continuous success through a combination of effective practices that promote growth in revenue, profits, and reputation for generations to come.

So, please review this Culture Code in its entirety and ensure that you are familiar with its contents.

## Our Core Values:

Respect:

We treat all individuals with dignity, fairness, and kindness, fostering a supportive and inclusive environment for our team members, clients, and partners.

Integrity:

We conduct ourselves with honesty, transparency, and ethical practices, upholding the highest standards of professionalism in all aspects of our work.

Commitment:

We are dedicated to delivering excellence in construction services, staying true to our promises, and consistently exceeding client expectations.

**Our Mission Statement:** “Identify your problems, but give your power and energy to solutions” Tony Robbins

## **WHO WE ARE?**

Our Story: Orbis Group Inc. embarked on its journey in March of 2007, starting from humble beginnings. Our mission was clear: to establish a strong and respected company built on three core values: respect, integrity and commitment.

We began as a small window wall installation crew operating in Vancouver and Calgary. With the dedication to our core values, Orbis quickly earned a reputation that resonated with the principles set by our ownership. This led to a natural progression towards a thriving and successful business. As our vision expanded, we attracted esteemed professionals from the building envelope industry who shared our passion, propelling Orbis into the multi-faceted corporation it is today.

**pictures**

## **You're hired - what's next?**

### **First Day, First Week, and First Month at Work:**

What should I expect on my first day?

Your first day will be full of learning new things.

On your first day, you will do the paperwork and read this code. Then, you will be welcomed by our team and provided with an orientation to familiarize you with workplace environment. Crew members will show you around and then walk you through your first project.

What will my first week entail?

Make mistakes & ask questions. And that's OKAY!

During your first week, you will have a chance to meet everyone including key team members. We encourage you to ask a lot of questions!

What will I be doing in my first month?

Do your best, make us proud!

In your first month, you will actively contribute to projects under the guidance of your supervisor and team. You will have learned a lot from us and we will have learned a lot from you.

## **Training**

All new team members are assisted by crew members, who will show you the ropes over the first few weeks.

You are encouraged to **ask as many questions as you can**. You learned a lot in school or at a previous job, but at Orbis you learn by doing. Over your first few weeks you will work tightly with experienced coworkers to learn how to do different tasks.

## **Who should I contact if I need answers?**

For general inquiries or if you are unsure of whom to contact, feel free to reach out to your supervisor.

He will be able to provide guidance and assistance. If you have a specific question or need assistance related to a particular area, it is best to direct your query to the individual or team who specializes in that area.

## **Company Policies**

**Over time, and as the needs of our business change, our policies and procedures will have to be updated and revised.**

## **Do what you say**

Accountability is a vital aspect of our company culture at Orbis Group Inc. We prioritize every employee's commitment to delivering on their promises and completing tasks within the agreed timeframes. Trust and reliance on each other's actions are fundamental to our success. Our dedication is not only to individual success but also to the collective growth of the company. Upholding our word is a benchmark of a good employee. To ensure accountability, we utilize task managers and a CRM system, allowing us to effectively track and manage responsibilities, ensuring nothing falls through the cracks. Accountability is a vital aspect of our company culture at Orbis Group Inc. We prioritize every employee's commitment to delivering on their promises and completing tasks within the agreed timeframes. Trust and reliance on each other's actions are fundamental to our success. Our dedication is not only to individual success but also to the collective growth of the company. Upholding our word is a benchmark of a good employee. To ensure accountability, we utilize task managers and a CRM system, allowing us to effectively track and manage responsibilities, ensuring nothing falls through the cracks.

## **Mastering talents to achieve goals**

We emphasize the significance of mastering your talents for goal achievement. We believe that to succeed individually and as an organization, it is crucial to develop and utilize our unique abilities effectively. This means carefully aligning our talents with the right situations and context, avoiding overuse, and recognizing when to seek assistance from others. We foster open communication with established rules to maintain clarity and respect among team members. Accountability is a core value, and we set clear expectations for everyone to meet company standards. We lead by example, ensuring that our actions consistently reflect the values we uphold. Deviations from our established standards are not tolerated, as we are committed to maintaining integrity and achieving shared success. By proactively setting and pursuing our goals, prioritizing stakeholder satisfaction, and consistently adhering to high standards, we cultivate a culture of growth, achievement, and excellence.

## **Safety**

At our company, safety is paramount, and it is ingrained in our company culture. We firmly believe that every worker is responsible for their own safety as well as the safety of their colleagues. We understand that creating a safe work environment is a collective effort, and that's why we ensure that everyone follows safety rules and regulations diligently. Our commitment to safety goes beyond compliance; it is about fostering a proactive mindset where each individual takes ownership of their actions and decisions. We provide comprehensive safety training and resources to equip our employees with the knowledge and tools they need to work safely. By embracing a safety-first culture, we aim to protect the well-being of our workforce and promote a workplace where everyone can thrive without compromising on their safety.

## **Work-Life Balance**

At our company, we highly value work-life balance and recognize the importance of team members being actively engaged in their family lives and pursuing their passions outside of the office. That is precisely why we have implemented a flexible working hours policy, allowing individuals to find a harmonious blend between personal and professional commitments. While we encourage team members to enjoy their lives to the fullest extent, we also expect everyone to meet the deadlines and deliver on their responsibilities for the success of the firm.

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## **What if I want a Promotion**

### Job has to be big enough

While we highly value having an exceptional manager in a particular role, we may not require a director for that position if the scope of the job does not warrant it.

In the event that the incredible manager were to leave, we would seek a replacement at the manager level rather than promoting to a director position.

### Person should be professional in his role

It is essential for the individual to excel in their current role and demonstrate their superstar abilities. If an external candidate with known talents were to apply for the next level job within our company, they could potentially be considered for the position. Similarly, if a peer firm recognized their talents well, they might secure the next level job there.

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### **Development**

We foster personal development by providing individuals with the opportunity to shape their own growth, surrounded by exceptional colleagues, and engaging them in significant challenges.

We understand that progress in one's skills can be hindered by mediocre colleagues or mundane tasks, which is why we prioritize creating an environment that inspires and motivates.

While formalized development programs, such as courses, assigned mentors, rotational assignments, and predefined career paths, are rarely effective in our approach, we firmly believe that high-performance individuals have a natural inclination to improve themselves through hands-on experience, keen observation, introspection, avid reading, and meaningful discussions.

However, it is crucial to note that this self-improvement is most impactful when they are supported by remarkable colleagues and confronted with substantial challenges that stimulate their growth.

### **Policy Against Harassment**

We maintain a zero-tolerance policy towards all forms of unlawful harassment. It is strictly prohibited to engage in any behavior that violates federal, state, or local laws, including offensive remarks, slurs, jokes, or any other verbal, graphic, or physical conduct. This prohibition extends to harassment based on race, religion, color, sex, sexual orientation, national origin, ancestry, citizenship status, uniformed service member status, marital status, pregnancy, age, medical condition, or disability.

We want to emphasize that sexual harassment is particularly unacceptable. This includes unwanted advances, offering employment benefits or threats based on sexual favors, leering, making sexual gestures, verbal advances, abuse, or any physical conduct such as touching or restricting movement. Any violation of our harassment policy will result in disciplinary action, including immediate termination if necessary.

We take all reports of harassment seriously and urge team members to promptly notify their supervisor if they believe they are being harassed. Rest assured that no retaliation will occur for reporting a harassment problem. All complaints will be promptly and thoroughly investigated, and appropriate corrective action will be taken. We maintain strict confidentiality throughout the investigation process while ensuring a comprehensive examination of the matter.

It is important to note that harassment by nonemployees towards our team members is also prohibited, and any such incidents should be reported to your supervisor for appropriate action.

Additionally, harassment of our clients, vendors, suppliers, or independent contractors by our employees is strictly forbidden and will result in disciplinary measures, including termination.

We rely on your cooperation in reporting any instances of harassment to help us address and resolve them effectively. Our commitment is to create a safe and respectful work environment, and your notification is crucial in ensuring that we can take appropriate action. Any team member found to have violated our policy will face disciplinary consequences, including termination if necessary.

### **Personal Electronic Device Use Policy**

The company acknowledges that employees may have a need to use their personal electronic devices for personal communication or non-work-related information while at work. However, it is important to recognize that excessive use of these devices during working hours can negatively impact productivity and create distractions in the workplace.

Employees are granted permission to use their personal electronic devices during working hours, but it is expected that personal use will be limited and not interfere with their assigned duties and responsibilities.

To maintain a focused work environment, personal electronic devices should be kept out of sight and either powered off or set to silent mode during working hours.

Employees are encouraged to communicate this policy to their family and friends to ensure understanding and cooperation.

Repeated violations of this policy may result in disciplinary measures, up to and including termination of employment.

### **Termination of Employment Policy**

While it is our hope that every employee remains with us for a fulfilling and rewarding tenure, we must establish clear boundaries that should not be crossed. To ensure a harmonious and productive working environment, it is important to highlight behaviors that should be avoided by employees. We expect all employees to conduct themselves in a professional and respectful manner, avoiding the following

- A material breach of the employee's employment agreement or the Business's employment policies;
- Unacceptable performance;
- Theft, dishonesty or falsifying records, including providing false information as part of an application for employment;
- Intentional destruction, improper use or abuse of our property;
- Violence in the workplace;

- Obscene conduct at our premises or during company-related functions elsewhere;
- Harassment of co-workers, supervisors, managers, clients, suppliers or other individuals associated with the Business;
- Insubordination or wilful refusal to take directions;
- Intoxication or impairment in the workplace;
- Repeated, unwarranted, and wilful lateness, absenteeism or failure to report to work; and,
- Personal conduct that prejudices the Business's reputation, services, or morale.

By avoiding these behaviors, employees can contribute to a harmonious and productive workplace, fostering a culture of respect, trust, and collaboration. It is the collective responsibility of every employee to uphold these standards and contribute to the overall success of the organization.

### **Good to Know's (FAQs')**

#### **What times do people work?**

Office hours: 9:00am - 5:00pm Monday through Friday;

Field hours: site workers typically work an 8-hour shift; however, it's important to note that each site schedule may vary.

Supervisors & managers work on their own schedule as long as they get their work done.

#### **Can I work overtime?**

As a site worker yes, but you must receive prior written approval from the manager before working overtime. Managers and supervisors do not qualify for overtime.

#### **Do I get paid if I get to travel during my job?**

If travel is part of the employee's job or could be reasonably expected to occur while performing one's duties, yes, it is paid as work time.

#### **Do I get paid for travel to and from work**

Travelling to and from work does not qualify as work time and is not paid..

#### **I Need Gear!**

Orbis will provide you with the equipment you need in order to do your job.

There are some things we can purchase for you, such as:

- Gloves
- Company t-shirt / sweater (we do company clothing purchases a few times a year - contact your supervisor for more information).
- Other

To request equipment, find what you'd like and email to that item or items to your supervisor and we'll do what we can within reason!

### **What should I wear?**

Office Staff: While we don't have a strict dress code, our company culture leans towards a casual and practical attire. Most individuals opt for comfortable clothing like jeans, t-shirts, and running shoes.

Field Staff: Note that site workers are required to follow specific safety regulations. This includes wearing steel-toe boots, a safety vest, and a hard hat to ensure their well-being on the job.

### **Call In Procedures**

In the event of absence, employees are required to call in/text/email to report the absence to their manager at least two (2) hours before their scheduled start time. If an absence can be scheduled in advance, an employee is required to do so in writing to their superior.

### **Salary**

How? We pay via direct deposit or paycheck.

When? Salaries are typically paid on a regular schedule bi-weekly. If these dates fall on a weekend, you will get paid the Monday after.

### **How much vacation and sick time (PTO) do I get?**

Our company recognizes the importance of rest and rejuvenation. To support this, we offer a Paid Time Off (PTO) policy based on current legislation, providing employees with a specific number of days per year.

For those joining us mid-year, the allocation is prorated accordingly.

It's important to keep in mind that these PTO days must be utilized within the same year they are accrued and cannot be paid out upon separation from the company.

### **How many sick days do I get?**

As per Canadian employment standards, employees are entitled to a certain number of paid sick days per year, which may vary based on provincial regulations and company policies.

If you are on salary - Sick days are counted as PTO days.

### **What should I do if I need to take a sick day?**

Please inform your immediate supervisor as soon as possible and follow the company's sick leave notification procedures. We prioritize the well-being and health of our team members.

### **Holidays**

Our company is committed to complying with all applicable federal and provincial laws regarding holidays and providing our employees with well-deserved time off to celebrate and enjoy special occasions throughout the year.

Employees are eligible for holidays based on the statutory requirements set forth by Canadian federal and provincial laws. The specific holidays and their respective entitlements will be communicated to employees in accordance with applicable legislation.

To ensure fairness and consistency, holiday scheduling will be determined in advance, taking into consideration operational needs and employee preferences whenever feasible.

Salaried employees will receive their regular base pay for the designated holiday(s).

### **I want to take a vacation / time off, how early do I need to tell you?**

Please confirm one week before you'd like to take time off

### **If I were to inform you of my departure, to what extent would you exert your efforts to persuade me to remain at Company?**

Loyalty serves as a valuable stabilizing force within our organization, recognizing that individuals who have proven their exceptional abilities and experience a temporary setback deserve some leeway, as we firmly believe in their potential to shine once again.

Our desire is mutual: just as we expect unwavering commitment from our employees during Company's transient challenges, we also seek their loyalty when faced with our own temporary setbacks.

However, demonstrating unwavering loyalty to a diminishing company or an underperforming employee does not align with our principles and values.

## **Do we tolerate brilliant jerks?**

Some companies tolerate them, but for us, the cost to teamwork is too high.

While diverse working styles are accepted within our organization, it is crucial that every individual aligns with our core values.

## **Medical Leave of Absence**

We recognize the importance of supporting employees during times of medical need. Therefore, we have established a medical leave or absence policy to provide necessary time off for health-related situations.

Employees are entitled to request medical leave of absence for their own illness, injury, or medical condition, or to care for an immediate family member who requires medical attention. To initiate a medical leave of absence, employees must inform their supervisor or the designated HR representative as soon as possible, providing relevant details and any necessary supporting documentation, such as medical certificates or doctor's notes.

The duration of medical leave or absence will be determined based on the nature of the condition and in compliance with applicable laws and regulations. During the leave, employees may be eligible for paid leave, unpaid leave, or a combination of both, depending on the circumstances and applicable company policies.

Our company understands the importance of privacy and confidentiality when it comes to medical matters. All medical information disclosed during the leave request process will be handled in strict confidence, and access will be limited to individuals with a legitimate need to know.

## **Military Leave or Absence**

We deeply respect and honor the commitment of our employees who serve in the military. Our military leave or absence policy is designed to provide support and job protection for employees fulfilling their military obligations, including military training, active duty, and deployment.

Employees who are members of the military reserve or National Guard and are required to attend military training or active duty will be granted leave for the duration of their service. Similarly, employees who are deployed will be provided the necessary time off.

To initiate a military leave or absence, employees must notify their supervisor or the designated HR representative in advance, providing relevant details and any supporting documentation as required by applicable laws and regulations.

During military leave or absence, employees will be entitled to the protections afforded by the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state laws. This includes preserving job positions, continued health insurance benefits, and other applicable benefits, subject to any necessary contributions as outlined in our company policies.

## **Jury Duty**

Orbis recognizes the civic duty of serving on a jury and supports employees who are called for jury duty. Employees are encouraged to fulfill their obligations as jurors, as it plays a vital role in our justice system.

When employees receive a jury duty summons, they must promptly inform their supervisor or the designated HR representative. Upon providing proof of their jury duty service, such as a copy of the summons or other relevant documentation, employees will be granted time off for the required duration.

During jury duty, employees will be provided with their regular base pay, excluding any additional compensation they may receive for jury service. However, employees may be required to remit their jury duty payment to the company, as allowed by applicable laws and regulations.

Our company is committed to complying with all applicable federal, state, and local laws concerning medical leave of absence, military leave or absence, and jury duty. We strive to create a supportive and accommodating work environment for our employees during these necessary and important absences.

### **Is hard work a requirement?**

The emphasis is not solely on exerting effort, as hard work itself is not the primary determinant of success in our organization.

What truly matters is effectiveness, which can be more challenging to evaluate than mere effort. We do not evaluate individuals based on the number of hours they spend at their workspace during evenings or weekends.

Instead, our focus lies in assessing the quantity, speed, and quality of their work, particularly when faced with deadlines.

**We're excited!**

**We're thrilled to have you on the team!**