

Disconnecting From Work

Purpose

The Job Shoppe understands that due to work-related pressures, employees may feel obligated to perform their job duties outside their normal working hours. Work-related pressure and feeling an inability to disconnect from the job can lead to stress and deterioration of mental and physical health.

This Policy has been established to support employee wellness, minimize excessive sources of stress, and ensure that employees feel they can disconnect from their work outside their regular working hours, subject to reasonable exceptions.

Due to the evolving nature of the Company's business, the Company may amend this Policy as it deems appropriate.

Scope & Responsibilities

This policy applies to all employees of The Job Shoppe.

Managers are responsible for taking all reasonable steps to ensure that employees are able to disconnect from work outside their normal work hours, as well as advise employees of the limited instances where employees may be expected to work outside of normal work hours.

Employees are responsible for effectively managing their work in order to reasonably complete work within their normal working hours, as well as advise their manager of any concerns they have with managing their workload or working outside of their normal work hours.

Process Details

1.0 Disconnecting from Work

Employees are entitled to disconnect from work outside regular working hours without fear of reprisal. All scheduled breaks should be taken and time off entitlements for non-work-related activities should be used each year. Employees are encouraged to set clear boundaries between work and their personal lives, regardless of their working arrangement, whether that be onsite, flex work, remote work, or hybrid work.

Outside regular working hours and when disconnecting from work, employees:

- Should stop performing their regular job duties and work-related tasks;
- Are not expected to respond to work-related communication outside their regular working hours, while on break, or during any paid or unpaid time off;
- Should respect co-workers' time and should not expect them to respond, communicate, or complete work;
- Will not face repercussion or punishment for not communicating or for ceasing work;

There are situations when it is necessary for employees to perform work or communicate with colleagues outside of their normal hours of work, including, but not limited to the following:

- Where an emergency circumstances arise, with or without notice
- To assist or fill in at short notice for a colleague
- Where the nature of the employee's duties requires work and/or work-related communications outside of their normal hours of work
- Unforeseeable business or operational reasons

- An employee's request or agreement to work certain hours or have flexible working hours
- Other unusual circumstances as your manager may advise or which are inherent to your position

These exceptional circumstances would be discussed and agreed upon by the employee and manager.

The Job Shoppe candidates may receive communication from The Job Shoppe regarding schedule updates, absences or other work updates. Due to the nature of shift structures, this communication may occur outside of a candidate's scheduled on-site work hours. Candidates are still expected to respond to these communications where required, within a reasonable time frame.

2.0 Workload and Productivity

The Job Shoppe understands that employees may want or need to work outside their regular working hours to meet a time-sensitive deadline or to attend to an urgent matter or emergency; however, employees should not regularly or frequently work outside their scheduled hours to complete or catch up on work.

Employees who cannot manage their workload during their regular working hours should meet with their direct manager to evaluate their workload, priorities, and due dates.

Managers will work with employees to come up with a solution to ensure:

- The current workload does not result in the employee working excess hours and does not contribute to additional stress or burnout;
- Normal job duties can be completed during regular working hours;
- Employees can remain productive and meet company goals and objectives.

3.0 Breaks and Time Off

Breaks are provided in accordance with employment standards and are intended to provide employees with time to recharge and enable them to work productively during regular working hours. Employees should take any scheduled or company-provided breaks during their shift and use that time to disconnect from work.

The Job Shoppe understands the importance for our employees to have personal time off. Employees are encouraged to use their accrued paid vacation time in full every year and should take the time for rest, relaxation, and personal pursuits. Employees are not obligated to complete work-related activities during scheduled time off. Knowing that, time management is the responsibility of employees and scheduled time off should not interfere with deadlines. Managers will work with employees to delegate job-specific duties that must be completed while the employee is on vacation to maintain workflow and productivity.

Please refer to the Internal Time Off Policy for more information.

4.0 Overtime

At times, The Job Shoppe may have a business need that requires employees to work overtime. Overtime will always be approved and scheduled in advance. It may be requested by the employee or required in certain situations to ensure work is completed; however, employees should not work overtime unless directed by their manager.

Glossary of Definitions

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Disconnecting from Work - Not engaging in work-related communications, including e-mails, telephone calls, video calls, or the sending or reviewing of other messages, so as to be free from the performance of work.

Regular Working Hours - The time agreed to by an employee, as stated in their employment contract or by agreement with their manager, when they are meant to complete work for The Job Shoppe. Regular working hours will vary depending on the employee's position and role demands, and may change throughout the year based on client needs.