	POLICY	
Purolator	**Issue Date:**	**Jan 1, 2021**
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	Owner: President & Chief Executive Officer	
Title:	**PSYCHOLOGICAL HEALTH & SAFETY POLICY**	

1. Purpose

Purolator is committed to fostering an inclusive workplace that is free from discrimination and respects the psychological health and safety of our employees. Purolator recognizes that the psychological health and safety of our employees is as important as physical health and safety.

The purpose of the Psychological Health and Safety Policy is to identify and outline the key components of Purolator's commitment to providing a psychological safe workplace for employees, which promotes employees' psychological wellbeing and actively works to prevent harm to employees' health, including in negligent, reckless or intentional ways. Purolator is committed to supporting Psychological Health and Safety through the following actions:

- Creating a psychological safe workplace for our employees and customers;
- Identifying and eliminating hazards in the workplace that pose a risk of psychological harm to employees;
- Assessing and controlling of the risks in the workplace associated with hazards that cannot be eliminated;
- Ensuring that our workplace culture fosters a positive attitude towards mental health and is supportive of employees health and wellbeing; and
- Taking steps to adopt principals and best practices from the *National Standard of Canada for Psychological Health and Safety in the Workplace.*

Purolator recognizes that workplace and human factors can contribute to psychological stress. It is understood that there will be a certain amount of stress inherent with the nature of the work employees complete, however Purolator is committed to providing needs driven psychological health support and resources to employees to maintain a psychologically healthy workplace.

A psychologically healthy workplace requires company-wide participation and it is a responsibility shared between both employees, the employer and all workplace stakeholders. At Purolator, all employees are encouraged to exercise control of their own psychological health and to participate in programs and initiatives made available to them.

2. Scope

This Policy applies to all Purolator employees.

3. Definitions

"Accommodation" means the implementation of measures for the purpose of reducing or removing barriers through changing rules, policies and practices that adversely impact persons due to disability, family status, religion or any other Prohibited Ground under the *Canadian Human Rights Act (the "Act")*.

"Employees" for the purposes of this policy includes full-time, part-time, casual, seasonal, temporary, and contract employees.

"**Employee and Family Assistance Program (EFAP)**" means the strictly confidential, professional assistance offered at no cost to eligible employees, to help resolve problems in an employee's life or an immediate family member's life that may affect work performance. The EFAP is a resource where an employee can access mental health and addiction services as well as other work and life support services which may also support their mental health and general health and wellbeing. Managers and supervisors can also consult with the EFAP for support, advice and expertise with dealing with challenging and sensitive employee situations.

"Mental illness" is characterized by alterations in thinking, mood or behaviour—or some combination thereof—associated with significant distress and impaired functioning. The symptoms of mental illness range from mild to severe, depending on the type of mental illness, the individual, the family and the socio-economic environment. Mental illness may take many forms, including mood disorders such as depression and bipolar disorder; schizophrenia; anxiety disorders such as generalized anxiety disorder, obsessive-compulsive disorder and post-traumatic stress disorder; eating disorders; and addictions. (Source: The Human Face of Mental Health and Mental Illness in Canada, Public Health Agency of Canada, 2006)

"National Standard for Psychological Health and Safety in the Workplace" is a set of voluntary guidelines, tools and resources intended to guide organizations in promoting mental health and preventing psychological harm at work.

"Psychological Health" is a state of wellbeing in which every individual realizes their own potential, can cope with the normal stresses of life, can work productively and fruitfully, and are able to make a contribution to their community. Psychological health is not simply the absence of mental illness or disorders.

"Prohibited Ground" is a group characteristic and set out under The Act to include race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

"Risk analysis" is the systematic use of information to identify hazards and estimate the risks.

4. Policy

Purolator acknowledges its role and responsibility to sustain a healthy workplace for is employees. Purolator will foster a supportive workplace environment where:

- all employees model a positive attitude towards psychological health and mental illness;
- workplace factors that might harm psychological health or worsen mental illness are reduced;
- tools and education on knowing how to recognize the symptoms of mental illness will be provided, allowing for proactive identification of mental health challenges. This will allow for greater assistance and accommodation to be offered;
- employees feel safe in self-identifying as a person with a mental illness so that they can be offered support in accessing proper treatment;
- discrimination based on mental illness is prevented; and
- mental illness is understood and accepted without stigma as a result of ongoing training and information about mental illness.

Employees who experience mental illness are entitled to have their needs accommodated so that they can do their work to the best of their abilities. All requests for accommodation will be individually assessed, using a case-by-case approach.

For more detail and guidance on accommodation, please refer to the Workplace Accommodation Policy and Workplace Accommodation Procedure documents.

4.1. Guiding Principles

Purolator has adopted the following guiding principles as defined under the *National Standard of Canada for Psychological Health and Safety in the Workplace:*

- Legal requirements associated with psychological health and safe workplaces applicable to the organization will be identified and complied with as a minimum standard of practice;
- Psychological health and safety is a shared responsibility among all workplace stakeholders and commensurate with the authority of the stakeholder;
- The workplace is based on mutually respectful relationships among the organization, its management, its workers, and worker representatives, which includes maintaining the confidentiality of sensitive information;
- Individuals have a responsibility toward their own health and behavior;
- A demonstrated and visible commitment by senior management for the development and sustainability of a psychologically healthy and safe workplace;
- Active participating with all workplace stakeholders;
- Organizational decision making incorporates psychological health and safety in the processes; and
- A primary focus on psychological health, safety, awareness, and promotion as well as the development of knowledge and skills for those persons managing work arrangements, organization, processes and/or people.

4.2. Roles and Responsibilities

4.2.1. Purolator

Purolator will support all of its employees through the following positive management and peer-to-peer practices regarding psychological health, including:

- Encouraging and engaging in daily practices that promote psychological health and wellbeing;
- Identifying workplace pressures that may cause high and lasting levels of stress that negatively affect psychological health, and developing practical strategies to address them;
- Being flexible, when possible, in individual working patterns to support an acceptable balance between work and home life;
- Encouraging all employees to take positive steps to safeguard their own psychological health;
- Ensuring that employees are aware of the confidential Employee and Family Assistance Program (EFAP), available to all employees at no cost, and other psychological health services, which are covered through their benefit plans;
- Providing and promoting education and communications for all employees to help them recognize signs of mental illness, and to respond respectfully and responsibly;
- Engaging in positive practices and behaviours that prevent discrimination and stigma; and
- Ensuring a positive reintegration into the workplace if an employee has been on leave due to a mental health related disability.
- Establish an incident reporting system and establish a conflict resolution system.

4.2.2. Managers

Managers will be responsible for:

- Actively participating in training and awareness education, including reviewing resources and tools to help managers proactively identify changes in an employee's psychological health. It is not a responsibility of a manager to diagnose a mental illness; however, in some circumstances it may be necessary for a manager to speak with the employee privately to assess psychological health and identify warning signs or changes in behaviors;
- Fostering a culture where employees feel they are being treated with fairness, respect and compassion as it relates to psychological health;
- Encouraging employees to seek help if the manager identifies changes in psychological health, provide available resources to employees and promote the EFAP;
- Working with the employee and their Human Resources Business Partners, to proactively develop and implement measures so that psychological health and safety needs, rights and risks are recognized and accommodated to a reasonable degree.

Managers should contact their Human Resources Business Partner when an employee requests an accommodation or it appears the employee may benefit from an accommodation.

4.2.3. Human Resources

Human Resources will be responsible for:

- Actively participating and promoting training and awareness education, including reviewing resources and tools to help managers proactively identify changes in an employee's psychological health. It is not a responsibility of a manager or Human Resources Business Partner to diagnose a mental illness; however, in some circumstances it may be necessary for a Human Resources Business partner to speak with the employee privately to assess psychological health and identify warning signs or changes in behaviors;
- Reinforcing and coaching the business of fostering a culture where employees feel they are being treated with fairness, respect and compassion as it relates to psychological health;
- Encouraging employees to seek help if the manager and/or Human Resources Business Partner identifies changes in psychological health, provide available resources to employees and promote the EFAP;
- Working with the employee and their manager, to proactively develop and implement measures so that psychological health and safety needs, rights and risks are recognized and accommodated to a reasonable degree.

Refer to the Workplace Accommodation Policy and Procedure documents for further direction on assessing accommodation requests.

4.2.4. Employees

Employees will be responsible for:

- Taking all appropriate measures to safeguard their own psychological health;
- Engaging in daily practices that positively promote psychological health and wellbeing;
- Identifying workplace hazards that may cause high and lasting levels of stress (which negatively affect psychological health), develop practicable strategies to address them, and bring them to the attention of their manager;
- Awareness of the confidential EFAP, available to all employees at no cost, and other psychological health services, which are covered through group benefit plans (if eligible);
- Participating in psychological health education and training programs and review communications designed to help them recognize and respond to signs of mental illness;
- Responding respectfully and responsibly when observing behaviours in other colleagues that may indicate the presence of mental illness or changes in psychological health, and bring such behaviours to the attention of their manager.

4.2.5. Union

Unions will be responsible, if required, for:

- Demonstrating a positive attitude toward mental illness and psychological health and accommodations;
- Encouraging practices that promote psychological health and wellbeing;
- Actively participating in the accommodation process.

5. Privacy and Confidentiality

Purolator and all persons involved in supporting psychological health in the workplace will be familiar, and comply, with our privacy policies and handle employee personal information respectfully. Disclosure of personal and or confidential information is prohibited unless consent to disclose is provided or the disclosure is otherwise permitted by law.

6. Non-Compliance

Employees who fail to comply with this Policy are subject to discipline, up to and including termination of employment.

7. Policy Interpretation

Changes to this Policy are at Purolator's discretion and as such are subject to change.

Questions regarding the interpretation or application of this policy are to be forwarded to the policy owner.

8. Reference Documents

Related Policies, Procedures and Guidelines	
Workplace Accommodation Policy	October 17, 2017
Workplace Accommodation Procedure	July 30, 2020