

# YOU@DHL SUPPLY CHAIN

...BE A PART OF IT

BE PREPARED: This handbook contains answers to your questions about becoming part of DHL Supply Chain. Are you ready? **Turn the page and GET STARTED. >**



DHL Supply Chain

# HERE'S TO THE START OF SOMETHING GREAT.

WELCOME HERE. Now that YOU are a part of DHL SUPPLY CHAIN, we want to be sure you understand **who we are**, **how we work** and what **working here** means. This handbook is your first step toward being a part of DHL Supply Chain. Review it and use it whenever you have a question about policies or procedures – or even if you're not sure what's expected of you. If you don't find your answer here, check with your supervisor, manager or human resources representative.

## FIRST THINGS FIRST.

One of the first things we want to be sure you understand about being part of DHL Supply Chain:

## YOU ARE AN ESSENTIAL PART OF EVERYDAY LIFE

### What does this mean?

From the moment people get up each day, however remote the location, we ensure products are in the right place, at the right time, in the right location. Through what we do to plan, source, make, store, deliver and return products, we are helping millions of people stay connected...have food to eat, clothes to wear, all they need for their businesses, their homes and to enjoy with loved ones. That makes each of us **an essential part of everyday life.**

## BEFORE WE GO ANY FURTHER, SOME LEGAL STUFF:

This handbook provides a general overview of DHL Supply Chain, how we work, and what you need to know to start your career here. THIS HANDBOOK IS NOT A CONTRACT OF EMPLOYMENT.

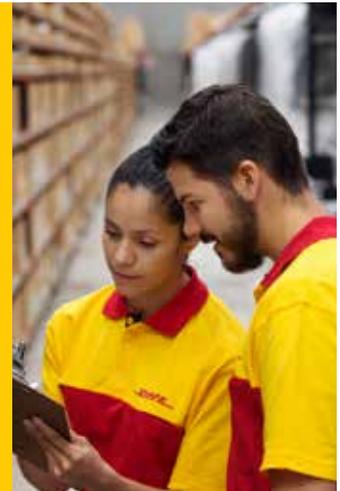
Policies, procedures, or benefit programs outlined in this handbook may change or be updated at any time and DHL Supply Chain reserves the right to do so without advance or formal notice. Since this handbook cannot address every question about policies, work rules, benefits or other associate offerings, be sure to talk with your supervisor or HR representative, review the Policies & Procedures Binder at your site, or log on to [www.mybesecure.com](http://www.mybesecure.com) (877-224-2373 by phone).

WHO WE ARE

# WE'RE GLAD YOU'RE HERE

We hope you're excited to be here and ready to be a part of DHL Supply Chain. We're confident in you and your ability to take pride in your work, act with integrity, and treat everyone with respect. Simple, right? Together, we'll all do what DHL Supply Chain does best — put our customers at the center of everything we do.

**DHL SUPPLY CHAIN HIRES  
THE BEST PEOPLE IN THE  
INDUSTRY. WE HAVE TO,  
BECAUSE WE INTEND TO BE  
THE SUPPLY CHAIN SOLUTIONS  
COMPANY FOR THE WORLD.**



We are already the market leader, providing warehousing, transportation solutions and value-added services at every link in the supply chain for customers in a variety of industries. The United States and Canada together form the North America region of DHL Supply Chain (one of five regions around the globe), with more than 38,000 associates working at 450-plus sites in the region, now even stronger with the addition of a new colleague – you!

You'll hear a lot about “sectors” because we organize ourselves based on the industries (or sectors) that we serve. This includes Automotive; Chemical & Energy; Consumer; Engineering & Manufacturing; Life Sciences & Healthcare; Retail; Service Logistics; and Technology. We also offer “products” including Managed Transportation and Transport Brokerage.

DHL Supply Chain is part of Deutsche Post DHL's SUPPLY CHAIN division. Deutsche Post DHL Group, headquartered in Bonn, Germany, is the world's leading mail and logistics company. The Group connects people and markets and is an enabler of global trade. It aspires to be the first choice for customers, employees and investors worldwide. DPDHL Group includes Post & Parcel Germany, and four DHL divisions: SUPPLY CHAIN; EXPRESS; GLOBAL FORWARDING, FREIGHT; and eCOMMERCE SOLUTIONS.



THE UNITED STATES AND CANADA  
TOGETHER FORM THE NORTH AMERICA  
REGION OF DHL SUPPLY CHAIN (ONE OF  
FIVE REGIONS AROUND THE GLOBE), WITH

**MORE THAN 38,000 ASSOCIATES  
WORKING AT 450-PLUS SITES  
IN THE REGION,**

NOW EVEN STRONGER WITH THE  
ADDITION OF A NEW COLLEAGUE – **YOU!**



HOW WE WORK

# SO THAT'S WHO WE ARE; NOW, HOW DO WE DO IT?

Well, as the world's largest contract logistics specialist, we make a promise to our customers to deliver excellence for them, which means that we always challenge ourselves to grow, improve, and provide the best service possible.

There's a way we work that defines us – it's the key to our long-term success:

**WE STRIVE TO DELIVER RESULTS  
WITHOUT COMPROMISING ON RESPECT.**

We live our ESSENTIALS every day:

- We pride ourselves on getting things RIGHT 1st TIME.
- We drive high performance with a CAN-DO attitude.
- We deliver great customer service with PASSION.

Now that you're a part of DHL Supply Chain, you'll play an important role in ensuring we deliver excellence, every day. To do that, we want you to be connected to our business and your team.

## LET'S CONNECT.

Our culture of communicating is aimed at encouraging you to present ideas, raise concerns and ask questions. Our managers and supervisors maintain an “open door” for all associates.

Face-to-face communication is also encouraged and is the focus at Pre-Shift and Town Hall meetings, during performance reviews, during Roundtable Forums and everyday conversations with coworkers and customers.

Established communication vehicles give us additional points of contact and guidelines for how we work:

- Associate Communication Centers
- Employee Opinion Survey (EOS)
- This associate handbook
- Company Policies & Procedures – Key policies are included as part of this document; and others are summarized throughout this handbook.
- The Associate Concern Resolution Process - Provided with this document, to be used if any concerns arise about wages, hours, working conditions, corrective action and termination decisions.

When all other options for communicating have been exhausted, DHL Supply Chain has a reporting hotline that operates 24/7/365. **The NEAR (Network for Emergencies, Assistance and Reporting) hotline at 1.866.678.NEAR (6327)** has three options:

- Option #1 – to report critical workplace incidents (typically used by managers or supervisors)
- Option #2 – for SPEAK UP! When the open door approach or Associate Concern Resolution Process isn't working or isn't appropriate, or to report unethical or illegal activities (SPEAK UP! calls can be anonymous in some circumstances)
- Option #4 – T.I.P.S. line, to report theft or fraud in the workplace

The best connections happen when we work together cooperatively and leverage the available communication options to foster a positive work environment.

Strong associate relations are key to a productive and successful work environment and are a cornerstone of DHL Supply Chain's business practice. Our sincere conviction is that the most rewarding associate-management relationship results from open and honest communication and direct relationships between management and associates, without the need for a third party to do the communication for us.

This is why we foster effective communications in daily discussions and in our open door problem solving processes. No company is free from day-to-day problems, but we believe we have the human resources policies and practices that help resolve problems and minimize issues. Management is committed to working with associates in a collaborative manner to make the organization viable and healthy.

We are convinced that this is the best way we can provide a satisfactory working environment for all our associates.



WORKING HERE

# THIS IS WHERE YOU BELONG.

## YOU ARE AN IMPORTANT PART OF THIS TEAM.

**So let's get started with what you need to know about working here.**

You expect the best from us, and we expect the same from you. In a nutshell, this means:

- Understand your role.
- Do your job safely and effectively.
- Respect the company, your colleagues and our culture.
- Deal with issues and conflicts according to policy.
- Conduct yourself ethically and with integrity.
- Observe our guidelines, policies and processes.
- Respect company and our customers' property and materials.
- Put the customer at the center of everything you do.
- Look for a better way. Always.



## THE SPECIFICS.

Company policies provide a framework for working here. The policies and guidelines discussed here are the most important ones to understand when joining DHL Supply Chain. Summaries are provided here, and several key policies are provided with this document. You can find all of the policies in your site's Policies & Procedures Binder or ask your manager, supervisor or HR representative.



## ON THE JOB.

**ATTENDANCE** – Our Attendance Policy (530.1) promotes fairness and performance, and ensures that all team members can contribute to accomplishing the tasks of the business. The company recognizes that associates must at times be absent from work and that, occasionally, unforeseen circumstances will cause associates to be late for work. The policy, for hourly, non-exempt associates, outlines a clear system for tracking tardiness and absences. It is intended to encourage good attendance, which leads to good performance and, ultimately, satisfied customers. Refer to the policy provided with this document for full details.

**HOURS OF WORK, OVERTIME, AND SPECIAL PAY CONDITIONS** – Policy 330.1 addresses work times and payment for work. Work and break schedules vary site to site, and may depend on your assigned shift and customer needs. Your supervisor will provide your break schedule. Non-exempt associates must record their hours of work, and, in most cases, paid and unpaid break or meal periods using the site’s timekeeping system.

Most sites keep overtime work to a minimum, but it is sometimes necessary to meet customer requirements. Overtime must always be approved in advance by your manager or supervisor. Overtime is paid to non-exempt associates at one and one-half times the regular rate of pay. Overtime calculation is subject to applicable Provincial Employment Standards legislation. Please refer to the applicable Employment Standards Code/Act or contact your local human resources representative.

Non-exempt associates required to work on a holiday are paid one and one-half times their regular rate of pay for all “hours worked” in addition to their holiday pay.

Regarding “call-in pay,” associates are paid for at least four hours of work if they are called to report to work, unless an emergency forces a shut-down. Your HR representative can provide further details on special pay.

**GETTING PAID** – Hourly non-exempt associates are paid weekly and salaried associates are paid bi-weekly. Your payroll stub attached to your check or deposit notice identifies how your pay was calculated and deductions from your pay. Associates are encouraged to consider direct deposit of their paycheck into the bank or financial institution of your choice to ensure that you can access your pay even if you are away from work on payday. For any questions regarding your pay, you should always talk with your manager, supervisor or HR partner.

**ADP WORKFORCE NOW** – Employee self-service allows you to view your pay statements and tax forms online (or through the App) along with several other options. Your site HR representative will provide log on information during onboarding.

**MAINTAINING AND REVIEWING YOUR INFORMATION** – To ensure that there is no interruption in benefits and services provided by DHL Supply Chain (your pay, benefits, etc.), notify your manager or supervisor if your personal information changes: your name, address, phone number, emergency contacts, marital status, etc. Associates may, at any time, request to the site manager or HR representative to review your personnel records (please note that one business day of notice may be required).

**TRAVEL AND BUSINESS EXPENSES** – For associates who travel or incur expenses on behalf of the company, the Travel and Business Expense Reimbursement Policy (610.7) defines the procedure for submitting an expense report for reimbursement of business travel or business-related expenses. It also provides guidelines for business travel and related expenses.

### IMPORTANT:

Associates may not record the time of another associate by signing in, out, or for break or meal periods for that associate.



## CREATING A POSITIVE WORK ENVIRONMENT.

**PERSONAL APPEARANCE** – Our workplaces have dress codes that allow us to maintain a professional and safe environment. Regardless of your site’s dress code, you are expected to present a clean, neat appearance and dress appropriately for your role. Anyone dressed inappropriately will be sent home and asked to return to work in proper attire. Your supervisor or manager will provide specific details on your site’s dress code.

**WORK AND SAFETY RULES** – To create consistent conduct standards across our organization, we have a set of policies that outline general behavior and work and safety rules (Policies 510.3A, 510.3B and 510.3C; and 510.3D for transportation). DHL Supply Chain does not tolerate associate behavior that is offensive or harmful to the health, safety, or morale of other associates, or to the interests of the organization or its customers. These policies outline unacceptable behavior for a DHL Supply Chain associate while on company property, or when representing the company. Please review the complete policy provided with this document to understand these important work and safety rules.

Associates in supervisory or management roles are required to read, understand and acknowledge receipt of the Code of Conduct, which addresses acceptable business practices. It includes specific guidelines for acceptable business practices in our region. If you are in a management or supervisor role, and have not received the Code of Conduct, please talk with your manager or HR representative.

**CORRECTIVE ACTION** – When an associate’s performance is unsatisfactory or when company rules or policies have been violated, disciplinary measures may become necessary. DHL Supply Chain has developed Progressive Discipline procedures to reduce disciplinary problems by informing associates of consequences of their behavior, which are outlined in the Corrective Action Policy (210.5), provided with this document.

**LOSS PREVENTION** – When you accept a position with DHL Supply Chain, you accept the responsibility to protect both the company’s and our customer’s assets—including merchandise, equipment, property and supplies. Theft or unauthorized possession of company or customer materials is prohibited. Our Inspection Procedures Policy (210.9), provided with this document,

outlines the company’s right to inspect desks, lockers, and other storage devices, persons entering and/or leaving the building and any packages or other belongings in their possession based on cause/reasonable suspicion or as part of a uniform random inspection.

- While incidents of associate theft are infrequent, if you witness or suspect another associate of dishonest activity, refer to the Associate Concern Resolution Process, or the SPEAK UP! or T.I.P.S. options on the NEAR reporting hotline (1.866.678.NEAR) to report any security, loss or compliance concerns.

**ELECTRONIC SECURITY** – All electronic and telephone communications using the company’s computer network, assets, e-mail, instant messaging, voicemail or other systems owned, licensed or operated by the company are considered company business records and/or company property. Associates with access to such assets, systems and equipment should reference Policy 610.1 (Use of E-Mail, Internet and Computer Systems) to understand appropriate use of these tools. These tools are provided for use in conducting company business only. While incidental or occasional personal use of these communication systems is permitted, users should have no expectation of privacy in connection with the use of this equipment or the transmission, receipt or storage of information via these systems, assets or equipment.

**MOBILE DEVICES** – Policy (610.3) applies to any associate utilizing a company-provided mobile device (defined as cellular telephones or similar smartphone devices, pagers and any other portable electronic access or networked devices) or company-paid device plan or company-paid network-access application. Associates should ensure that the frequency or manner in which these devices are used is related primarily to business purposes and is in compliance with policy guidelines. The use of a handheld mobile device while operating a company vehicle (or a personal vehicle in the conduct of company business) on a roadway or in a workplace without a hands-free device is forbidden by the company unless the vehicle is safely parked. The use of a mobile device, even hands free, when operating machinery or mechanical equipment is expressly forbidden.



## **TIME AWAY FROM WORK.**

**VACATIONS AND STATUTORY HOLIDAYS** – Annual paid vacation for eligible associates and paid time off for the observation of certain holidays are provided as a benefit to associates. The Vacation Policy (430.1) outlines the annual vacation benefit based on an associate's length of service.

Site-based associates are eligible for Statutory Holiday Pay. Each Province designates Statutory Holidays throughout the year. Associates required to work on a company-designated holiday will be paid according to their provincial Employment Standards legislation. Eligibility and related details are covered in the Hours of Work, Overtime and Special Pay Conditions Policy (330.1).

**OUTSIDE EMPLOYMENT** – Associates may hold outside employment if it does not adversely affect the associate's job performance and ability to fulfill responsibilities to DHL Supply Chain; create a conflict of interest; compete with activities or services provided by DHL; or imply company support, sponsorship or endorsement of the outside employer.

**LEAVES OF ABSENCE** – The Leave of Absence Policy (430.3) is intended to ensure that leaves of absence are granted on a fair and equitable basis to eligible associates. Please note that some provinces have additional legislation governing leave. To request a leave of absence, contact your manager, supervisor or local HR representative to obtain the appropriate leave request form and necessary approvals. Refer to the policy for details on each type of leave and how to apply for leave when needed.

## STAYING SAFE.

**SAFETY** – Safety is the most essential part of any job you do at DHL Supply Chain. To provide and maintain a safe and healthy work environment, we ask all associates to work in a safe manner. This includes complying with local, provincial and federal safety and health regulations; reading and complying with Hazardous Material and Material Safety Data Sheets where applicable; and following the Safety First Rules contained in the General Work and Safety Rules (Policy 510.3).

Preventing accidents and injuries is the best way to ensure the safest workplace possible – the right training, attention and constant concern can keep you and your colleagues safe on the job. We ask all associates to always immediately:

- Report known safety hazards or injuries to your manager or supervisor.
- Report equipment accidents or injuries at work to a supervisor.
- Report critical workplace incidents through the NEAR hotline (1.866.678.NEAR) as applicable.

Not reporting an accident or injury may result in disciplinary action. In addition:

- Associates who operate forklifts must be certified and have a forklift operator's permit. If operating a forklift is part of your job, DHL Supply Chain will pay for the cost of the mandatory forklift training.
- Commercial Motor Vehicle Drivers have specific responsibilities defined by federal and local laws, and are also expected to abide by the company's Transportation Safety Rules (Policy 510.3D), provided with this document as applicable.

**FIT FOR DUTY** – To ensure that you stay safe, healthy and productive on the job, it is important that no associates are under the influence of substances that could affect their ability to work safely. Under our Fit for Duty Policy (230.4), provided with this document, all associates are expected to report Fit for Duty at the start of each work period, remain Fit for Duty throughout each work period, ensuring that they are not impaired in any way while at work, whether it be due to the adverse effects of fatigue, stress, Drugs, Alcohol or other cause.

- Possessing, using, transferring, manufacturing, transport and/ or selling alcohol, illegal drugs, or possessing or using legal drugs without a valid prescription on DHL Supply Chain property or on company time is prohibited; and any associate in violation is subject to termination.
- Any associate who is taking medication which may adversely affect their fitness for duty must report such use to their manager prior to a violation of the Fit for Duty Policy.
- Any associate must seek assistance from the company before problems with Alcohol or Drugs lead to performance problems and/or a health and safety concern. This can be done by the associate contacting their supervisor, Manager or human resources representative prior to beginning work on a scheduled day and advising of their need for assistance.

Our Tobacco-Free Workplace Policy (510.1) establishes a tobacco-free environment within all areas designated as a workplace. The use of tobacco and related tobacco products is prohibited anywhere on workplace premises. You can find further details provided with this document.

**WORKPLACE VIOLENCE** – Workplace Violence Prevention Policy (530.5) is any conduct by any associate, customer or other third party that either threatens, attempts to commit, or commits an act with the intent to threaten or cause physical harm to an associate, contractor, visitor or customer while in the workplace. Workplace violence can occur anywhere an associate is carrying out duties related to their employment. Refer to this policy for details on Workplace Violence discipline and reporting requirements.



# DHL SUPPLY CHAIN IS COMMITTED TO FOSTERING A WORK ENVIRONMENT IN WHICH ALL INDIVIDUALS ARE TREATED WITH **RESPECT AND DIGNITY.**

## **RESPECTING EACH OTHER.**

**EQUAL EMPLOYMENT** – DHL Supply Chain is an Equal Opportunity Employer and we want to confirm our position regarding non-discrimination in all matters pertaining to employment throughout the company, as defined in the Equal Opportunity Employer Policy (220.1). It is our policy to not discriminate against any associate or applicant for employment because of race, color, religion, sex (including pregnancy, sexual orientation and gender identity), marital status, national origin, citizenship or immigration status, age, disability, military status, or any other basis prohibited by applicable Human Rights legislation. Our equal employment opportunity approach means that we:

- Hire applicants who possess the necessary skills, education and experience for the job for which they are applying
- Recruit and advertise or solicit for employment for all people on an equal basis
- Promote, upgrade, demote and transfer associates on an equal basis
- Train associates during employment and select associates for training programs on an equal basis.

**WORKPLACE HARASSMENT** – Our Workplace Harassment Policy (230.1) addresses all forms of prohibited workplace harassment, including sexual harassment, and emphasizes the fact that DHL Supply Chain prohibits harassment in any form; including verbal, physical and visual harassment. This policy, emphasizes the company's stance that there is no room for harassment

in our work environment and individuals who engage in such behavior subject themselves to disciplinary action, up to and including termination of employment.

**SOLICITATION** – Solicitation and distribution of literature on company property by non-associates is expressly prohibited at all times. Our Solicitation Policy (110.3), limits solicitation and distribution of literature by associates. An associate may not solicit another associate for any reason during work time while either associate has assigned duties to perform. Distribution of printed material is also prohibited during working times while there are assigned duties to perform and at all times in working areas on company property.

**EMPLOYMENT OF RELATIVES** – Under Policy 210.6 (Rehire, Hiring of Minors and Nepotism), members of an associate's immediate family won't be given any preference in obtaining or retaining employment, nor will they be prohibited from obtaining or retaining employment, except when necessary to avoid a business-related conflict of interest. To ensure the absence of favoritism or even the appearance of it, relatives or close personal acquaintances will not be placed in a direct supervisory/associate relationship. A conflict of interest is defined as any situation in which an associate or the associate's family, relatives or friends stand to benefit personally or could appear to benefit at the expense of the best interests of the company.

# WE RESPECT PEOPLE, THE COMMUNITIES AND ENVIRONMENT IN WHICH WE OPERATE.

**WE ALSO RECOGNIZE THE IMPORTANCE OF GIVING BACK TO THE COMMUNITIES WHERE OUR ASSOCIATES LIVE AND WORK BY SUPPORTING VOLUNTEER, FUNDRAISING AND ENVIRONMENTAL SUSTAINABILITY EFFORTS OF OUR ASSOCIATES, SITES AND CUSTOMERS THROUGH OUR CORPORATE RESPONSIBILITY PROGRAMS.**



## IN THE COMMUNITY.

As the market-leading contract logistics provider, DHL Supply Chain has long recognized its social and environmental responsibilities.

**COMMUNITY** – Our community involvement programs support a range of local and national causes. We focus our efforts in the communities where our associates live and work, and support the work associates do to improve those communities. If you're interested in, or currently volunteer with a charitable organization, please review the Community Involvement Policy (110.4), talk with your supervisor or HR representative, or visit [DSCSocialResponsibility.com](https://DSCSocialResponsibility.com) to see if it qualifies for support under these programs, and to learn other ways to get involved in your community.

**ENVIRONMENTAL SUSTAINABILITY** – We also support our associates' efforts to minimize their impact on the environment through our getGREEN environmental sustainability associate incentive program. Through getGREEN, we offer a unique environmental initiative aimed at educating and rewarding associates for making pro-environment choices in their everyday lives. The program lets associates apply for monetary incentives as rewards for making significant, environmentally friendly choices. Find details in the getGREEN Associate Incentive Policy (110.6), check with your HR representative, or visit [DSCSocialResponsibility.com](https://DSCSocialResponsibility.com) to apply online or learn more about this associate program.

## SO, ENOUGH ABOUT POLICIES.

Let's talk about some of the benefits you'll receive, now that you're a part of DHL Supply Chain.

**WE ALWAYS FIND  
WAYS TO ADD  
VALUE FOR OUR  
CUSTOMERS.  
WE'LL DO THE  
SAME FOR YOU,  
WITH ONE OF THE  
MOST VALUE-  
ADDED BENEFIT  
PACKAGES  
AROUND.**



We're proud to offer you a wide range of health and wellness benefits and retirement programs that are competitive for our industry, and balance both affordability and choice of coverage.

Health & Wellness Benefit Plan and Retirement Programs are administered through the company's BeSecure Benefit Centre. The reference to BeSecure throughout this handbook will mean the BeSecure Benefit Centre.

Initial correspondence regarding BeSecure benefit and retirement plan enrolment and access are provided to you with your hiring documents as well as at your HR orientation session. All other benefit and retirement correspondence will be issued directly to you by BeSecure to your home address.

Eligibility for Company Health & Wellness and Retirement program benefits is dependent on your employment status and employment category. As such employees must meet the applicable benefit and/or retirement program eligibility requirements in order to be eligible for specific benefit plans and able to participate in the retirement programs.

All enrolment into the company Benefit plan (including adding eligible dependents to your coverage) and Retirement programs are via the BeSecure Benefit Centre web site at [www.mybesecure.com](http://www.mybesecure.com). Information and details regarding all benefits and retirement programs available to you are posted on the BeSecure web site for your reference. At any time if you require assistance you can contact the BeSecure Benefit Centre call center at 1.877.224.2373 (Mon-Fri, 8am to 8pm EST). You can also contact your local Human Resources department with any questions you may have.

The company provides both core benefits as well as optional coverages that you can choose to elect each year during the Annual benefits enrolment period each fall. All active Full Time status employees must participate in the Annual Benefits enrolment event each year. The benefit year is the calendar year January through December and elections remain in effect for the benefit year (January through December) following the annual enrolment period. If you have a valid life event at any time during the benefit year that may affect your benefit coverages, the opportunity to review your coverages is made available to you via the BeSecure web site. Please reference the benefit booklets posted on the BeSecure web site for a list of valid life events.

All applicable Health & Wellness, Optional benefits and Retirement program contributions chosen by you will have the applicable benefit premiums deducted from your pay.

**NOTE:**

If you are on a leave of absence (LOA) and not active status there are specific benefit coverage duration periods applied to each LOA reason type as well as restrictions for eligibility for the annual benefits enrolment event. Please see your local Human Resources Department for further details regarding your coverage and restrictions while on LOA status.

**Questions?**

You may have questions. If you have questions about your Health & Wellness and Retirement program benefits at any time you can:

- Log on to [www.mybesecure.com](http://www.mybesecure.com) for 24/7 support
- Call the BeSecure Benefits Centre at 1.877.224.2373.
- Other resources include: Live Chat --online at [www.mybesecure.com](http://www.mybesecure.com)

Contact your local Human Resources department

**WORKPLACE SAFETY AND INSURANCE BOARD** – DHL Supply Chain is covered by provincial Workers Compensation Insurance. This is of no cost to associates. The program covers certain work-related injuries or illnesses requiring medical, surgical or hospital treatment, or resulting in loss time. Payment of medical bills incurred and protection against loss of income as a result of an injury are provided in accordance with the existing federal and provincial laws.

An associate who sustains a work-related injury or illness must report it to his or her manager or supervisor immediately. The associate must also fill out an incident report. All incidents should be reported to an associate's manager or supervisor to ensure proper handling, investigation, and correction.

For more information about Workers Compensation, please see your supervisor.



**OUR PEOPLE ARE  
OUR MOST  
IMPORTANT ASSET.  
OUR MARKET-  
LEADING POSITION  
IS DIRECTLY  
RELATED TO  
THE SKILLS AND  
KNOWLEDGE  
THAT EACH AND  
EVERY ASSOCIATE  
BRINGS TO THE  
ORGANIZATION.**



# WE LOOK FORWARD TO GIVING YOU OPPORTUNITIES TO BE MORE. AFTER ALL, YOUR GROWTH IS OUR GROWTH.

**STARTING RIGHT** – Your first 90 days on the job are considered your probationary period. It’s our (yours and DHL’s) time to evaluate each other. During your probationary period, you should discuss your performance with your supervisor, and ask questions about your job, our culture and your benefits. Your introductory period is guided by the Your Onboarding Experience tool, which serves as your “to-do” list for the first 90 days. It includes training checklists and schedules, performance review checklists and schedules, and ensures you have the tools you need to succeed in your new role.

**PERFORMANCE REVIEWS** – Understanding your performance is another way of developing your skills, and facilitates face-to-face communication. Hourly associates will have performance reviews with your supervisor to gain feedback and review your performance against goals at 30/60/90 days, and then once a year.

**ADDITIONAL OPPORTUNITIES** – We hope you’ll choose to grow your career at DHL Supply Chain, and that means finding opportunities that are right for you. Throughout your career here, you can learn about internal job opportunities by going to [www.StaywithDHL.com](http://www.StaywithDHL.com) to view and apply online for open positions. Hourly associates have the opportunity to move into a shift lead position or even operations supervisor role. You are eligible to apply for any open position within the company if you meet the qualifications and performance requirements of that position. Internal candidates are evaluated first by skills and abilities and then by length of service. Eligibility requirements may also include a minimum length of time that you have held your current position.

Shortly after your employment begins, you will have the opportunity to become a Certified Supply Chain Specialist, through participation in the company’s CSCS Foundation training.

## CSCS FOUNDATION TRAINING

CSCS certifies all associates to ensure that they have the same skills and shared mindset to deliver quality leadership and service excellence in every market we serve.



You can also expand your horizons by volunteering for startup sites and assignments that stretch your abilities. Ask about labor-sharing and cross-training opportunities. Take advantage of training programs that are offered. Talk with your manager or supervisor about ways you can grow and learn more about the business.

**EDUCATION** – For associates looking to further their educational goals, the company offers an Education Reimbursement Program (with eligibility after one year of service). Your manager, supervisor or HR representative can provide more information on this program.



**LEAVING DHL SUPPLY CHAIN** – DHL Supply Chain understands that there are times when the mutual working relationship with its associates will end. Terminations may be voluntary or involuntary.

- Voluntary termination includes resignations, retirements, failure to report to work after a leave of absence or failure to report to work for three consecutive days without prior notification. As a professional courtesy, associates are asked to provide at least two weeks of advance notice of their resignation.
- Involuntary terminations include, but are not limited to, termination due to a reduction in force or unacceptable behavior or performance.

**UPON TERMINATION** – Certain policies and procedures apply when an associate terminates employment with the company (information below is generally applicable, although certain state laws may impact some of the details):

- Vacation and Pay – For Voluntary and Involuntary Terminations, all accrued pay for hours worked will be included in the final paycheck. Vacation hours that have been accrued in the current calendar year, but not yet taken, will be paid to terminated associates. Vacation hours taken in advance of an associate’s accrual will be deducted from their final paycheck unless restricted by provincial law (see Vacation Policy 430.1 for further details).
- Expense Reports and Company Credit Cards – Associates are required to reconcile any expense reports or outstanding charges on company credit cards (including procurement credit cards) immediately upon termination of employment.
- Company Property – Associates are responsible for returning all property, materials or written information issued to them or in their possession or control on or before their last day of work.
- Benefits and Retirement Programs – All benefit and retirement program participation cease on the day of termination. Your local HR representative or the BeSecure Benefit Centre can answer any questions regarding benefit changes due to termination of employment.
- Address Changes – If your home address changes after your employment terminates and before you receive your T4, notify your former manager or supervisor of your new address to ensure your T4 form is sent to the correct address.

# THAT'S IT.

## YOU'RE READY TO BECOME A PART OF IT.

The next section includes a number of key policies that are referenced in this handbook, so that you can have ready access to the specifics on important work rules and guidelines.

But, otherwise, you've made it through much of the really important information about your job and the company. We're so glad that YOU are a part of DHL SUPPLY CHAIN. Remember to reference this handbook after your employment begins whenever you have a question about your work or the company. And remember that your supervisor, manager and human resources representative are always great resources.

**Good luck, and congratulations on becoming a part of it  
at DHL Supply Chain.**

## **POLICIES INCLUDED**

Associate Concern Resolution Process

Attendance Policy (530.1)

General Work and Safety Rules:

General Work and Safety Rules Policy (510.3A)

General Work Rules Policy (510.3B)

Work Safety Rules Policy (510.3C)

General Transportation Safety Rules Policy (510.3D)

- provided as applicable

Corrective Action Policy (210.5)

Inspection Procedures Policy (210.9)

Vacation Policy (430.1)

Leave of Absence Policy (430.3A)

Fit for Duty Policy (230.4)

Tobacco-Free Workplace Policy (510.1)

Workplace Violence Prevention Policy (530.5)

Workplace Harassment Policy (230.1)

Solicitation Policy (110.3)

[www.logistics.dhl](http://www.logistics.dhl)

