



SOCIAL AND ETHICAL POLICY

MARTIN & LEVESQUE INC.

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Introduction

As a pioneer of the Canadian uniform industry, Martin & Levesque Inc. (M&L) aims at achieving high standards with regards to corporate responsibility. We firmly believe that our success is based on the values that have guided us in the management of our company over the years. These values were the starting point for our global policy of corporate responsibility, divided into two distinct policies:

- Environmental Policy
- Social and Ethical Policy

The present document describes in detail M&L's Social and Ethical Policy.

The M&L culture is based on teamwork and respect for the individual. We are continually working together to create and promote a safe and healthy work environment in which each team member can thrive and feel fulfilled while performing his or her duties. We believe that these values have played a key role in making our company successful. We respect fundamental human rights, and we treat our workers fairly and with respect. Our sub-contractors and suppliers ("suppliers") are expected to do the same.

Workers' rights

M&L provides each new employee with an Employee Manual that addresses various topics, including the policies governing the work environment and workers' rights. Employees are required to sign a document indicating that they have read the manual and that they will comply with all rules and regulations set forth in the Employee Manual.

Basic human rights

Anyone who works directly or indirectly for M&L is entitled to their basic human rights. M&L does not accept the use of underage workers, bonded workers, forced labour, prisoners, or illegal workers, including indentured labour or any form of compulsory labour in the production of the goods and services we provide. If foreign workers are employed on a contract basis, they should never be required to remain in employment against their will. The employer covers all commissions and recruitment agency fees.

M&L does not accept that workers be subjected to corporal punishment, mental or physical disciplinary action, or harassment. Dismissal of female workers due to pregnancy is not acceptable. We recommend that all workers be free to peacefully and lawfully join associations of their own choosing, and that they have the right to bargain collectively.

M&L does not require workers to lodge deposits or their identity papers as a condition of employment or financially penalize workers for resigning. We expect our suppliers to follow the same standards.

Child labour

M&L complies with all employment standards, schooling obligations, and related laws and legislation with respect to minimum working age, restrictions on the employment of children and compulsory schooling. We ensure that we do not expose children or young workers to situations in or outside of the workplace that are hazardous, unsafe, or unhealthy. We require our suppliers to follow the same standards.

Respect and discrimination

The M&L Employee Manual addresses policies governing the work environment. Such policies define types of harassment in the workplace and detail the measures M&L has in place to prevent harassment and the means of taking action if harassment occurs.

The M&L company policy stipulates that all employees be treated with respect, with no prejudice in regard to age, race, national or ethnic origin, colour, religion, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics or disability. No prejudice will be in regard to conviction of any offence for which a pardon has been granted or in respect of which a record of suspension has been ordered, unless ruled by contractual security obligations. This non-discrimination rule applies to all levels and to all members of the organization.

M&L ensures workers are not subjected to any form of physical, sexual, psychological, or verbal harassment or abuse, coercion or corporal punishment including gestures, language, and physical contact.

M&L recognizes the fundamental human rights of workers as guaranteed through the Canadian Charter of Rights and Freedoms and corresponding provincial Human Rights law and legislation.

M&L will not interfere with the exercise of the rights of personnel to observe tenets or practices, or to meet needs relating to race, caste, national origin, religion, disability, gender, sexual orientation, union membership or political affiliation.

The M&L expects its suppliers to follow the same standards and related laws.

Hours of work

All employees must be informed of the basic terms and conditions governing their employment. M&L complies with all employment standards and related law and legislation with respect to hours of work, overtime hours and overtime pay. M&L requires its suppliers to follow the same standards and related laws and legislations.

Compensation

M&L meets legislated minimum wage rates and complies with all employment standards and related law and legislation with respect to compensation, including wages and benefits. We recognize that fair wages are essential to meeting workers' basic needs. M&L will make every effort to ensure that workers receive wages that exceed legislated minimums enabling to meet basic needs as per local standards. We require our suppliers to follow the same standards and related laws and legislations.

Freedom of association

M&L complies with the right to freedom of association and with labour relations laws and regulations as stated in the Canadian Charter of Rights and Freedoms.

M&L requires its domestic suppliers to follow the same standards and related Canadian laws and legislations. International suppliers must respect the laws and legislations of their respective countries.

Human resources policies

Equal opportunities

As an employer, M&L ensures that its human resource management policies and procedures are fair and just. We believe that everyone can contribute to the firm's success. The skills of individuals who contribute to the growth of the firm are recognized.

M&L ensures that, by its hiring, selection, training and promotion practices, all employees are treated equally, and that no discrimination is done in regards of their age, race, gender, religion, sexual orientation, marital or maternity status, social or national origin, ethnic background, political beliefs, or disability. M&L has a Gender Equality and Diversity Plan that clearly outlines corporate policies governing harassment and discrimination, equal opportunities, diversity and inclusion training, etc. It also features various corporate initiatives promoting gender and diversity balance, such as measures put in place to support foreign workers and accessibility/inclusion initiatives for workers with disabilities.

Our employment practices support a diverse workforce. M&L considers candidates for positions and employee promotions based on their qualifications and abilities.

M&L has implemented methods to encourage access to all potential candidates, considering the four groups designated by Federal Law under the Employment Equity Act (S.C. 1995, c.44)¹ : women, aboriginal people, persons with disabilities and members of visible minorities. All positions are posted internally and externally. We also participate in employment efforts by local employment centers in our area who assist persons with disabilities or with particular challenges, where we offer paid internships leading to potential employment.

Steps are taken, when necessary, to ensure that the work environment is adapted to our employees' special needs.

Pay equity

M&L offers its employees competitive, fair, and just pay and fringe benefits in respect to the economic reality of the organization and of the industry in which it operates. We ensure that all workers with the same experience and qualifications receive equal pay for equal work. We will be fair and just with employees when conducting salary revisions as well as in the application of the firm's policies. M&L requires its suppliers to follow the same standards.

Structured hiring process

M&L believes that hiring of personnel is a very important decision for the organization. Human resources are the key to our success and constitute an important asset. In order to ensure that each individual possesses the required qualifications and experience, we verify references for each candidate, in addition to conducting interviews and tests.

Organizational Policies

Psychological harassment

No form of harassment is tolerated in the workplace. M&L emphasizes a healthy and harmonious working environment, encouraging respect for all members.

No repetitive vexatious behaviour that manifests itself in the form of conduct, verbal comments, actions, or gestures, which could be hostile or unwanted, affect the person's dignity or psychological integrity and come from a superior, a colleague, a group of colleagues, a customer or a supplier will be tolerated.

M&L will be very severe in cases of such humiliating or abusive behaviour, which interferes with the person's performance and results in a harmful work environment. It is the responsibility of each the organization's employee to ensure that no form of harassment is committed.

Any negative attitude with the goal of affecting an employee's dignity or psychological integrity and that can result in a harmful work environment must be reported. A single serious incidence of such behaviour may also constitute psychological harassment if it undermines the person's psychological or physical integrity and if it has a lasting harmful effect for the employee.

If an employee believes he/she is a victim of harassment or if an employee witnesses harassment, they should advise their supervisor, a representative of the organization or the human resources department without delay. M&L will investigate all complaints and there will be no reprisal against the individuals that have filed the complaint.

To the extent possible, the M&L will try to process and resolve complaints in confidentiality. If the investigation reveals that there was harassment, M&L will take appropriate action, including disciplinary measures, which may include immediate dismissal.

Furthermore, through its employees and subcontractors, M&L commits not to harass, abuse, threaten, discriminate against or intimidate any employee, contractor or other individual employed by, or under contract with any of its current or potential clients.

M&L expects its suppliers to follow the same standards.

Bribe or conflict of interest policies

Bribes

M&L declares that no bribe, gift, benefit, or other inducement is ever paid, given, promised or offered directly or indirectly to any official or employee or to a member of the family of such a person working for any current or potential client whether to influence ongoing or potential business.

Conflicts of interest

M&L commits to not influence, seek to influence or otherwise take part in a client's decision knowing that the decision might further its private interest. M&L currently has no financial interest in the business of a third party that would cause or would appear to cause a conflict of interest in connection with the performance of its obligations under the contract. If such a financial interest is acquired during the period of the contract, M&L will immediately declare it to the contracting authority.

M&L warrants that, to the best of its knowledge after making diligent inquiry, no conflict exists or is likely to arise in the performance of a contract. In the event that M&L becomes aware of any matter that would cause or is likely to cause a conflict in relation to its performance under the contract, M&L will immediately disclose such matter to the contracting authority in writing.

Health and Safety

M&L complies with all occupational health and safety codes and related law and regulations of Canada and of Quebec. We take to heart the health, well-being, and safety of all our employees. M&L has put in place a Health and Safety Program with which all employees must familiarize themselves when they are hired. We are registered with the CNESST in Quebec and the equivalent agencies in each province where M&L employs workers.

Health and safety committee

A committee has been formed within our company to ensure all workstations are safe and that all team members consistently follow the safety rules. Evaluation meetings and checkups are conducted monthly to assess potential safety hazards, to raise awareness and to keep our policy up to date.

Prevention mutual

M&L is part of a prevention mutual. Our H&S committee sets annual goals to improve safety and well-being in our enterprise. Our efficiency, goal attainment and our procedures are assessed in a yearly audit by the prevention mutual. The prevention mutual also sets goals and standards that we must meet.

We require our suppliers to follow equivalent standards and related laws and legislations applicable in their respective jurisdictions.

Building and fire safety

At M&L, workers' safety is always a priority. Our facility has clearly marked exits and emergency exits. All exit doors open outwards. Exits are not blocked and are visible. All workers are informed of the safety measures. An evacuation plan is displayed in multiple locations and the fire alarm is tested regularly. Evacuation drills take place twice yearly. M&L requires its suppliers to follow the same standards.

First aid

First aid equipment is available in the building and a select group of employees received basic first aid training certification, which is renewed every three years. M&L requires its suppliers to follow the same standards.

Workplace conditions

It is important for all workers' well-being that chemicals are handled in a safe and correct way. All chemicals used by M&L are marked and labelled in a correct way. M&L ensures that new employees have the necessary training and that workers using these products have adequate body protection.

The temperature and noise level of the work environment are controlled. Adequate ventilation and lighting are provided in all workplaces. M&L's building has an adequate number of clean sanitary facilities, which are separate for men and women.

M&L expects its suppliers to follow the same standards.