



EMPLOYEE HANDBOOK

CODE OF ETHICS

BLAIS
INDUSTRIES



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The Blais Industries Employee Handbook is one of the ways in which we put into practice the company's values of safety, loyalty, teamwork, environmental compliance, and social commitment. Everything we do as part of our work at Blais Industries must meet the highest standards of professional ethics. We set the bar remarkably high, for practical reasons, but also to match our ideals. Our commitment to these standards allows us to participate in the development of quality people and to conduct large-scale local and international projects with an impeccable quality standard. Respect for our customers, suppliers, colleagues, and partners is essential to our success.

We invite you to carefully read this Blais Industries Code of Ethics, to follow it and to respect it, always keeping in mind that each of us is responsible for applying the principles of this code in their daily work and for encouraging other employees to do the same. If you have any questions, comments, or suggestions, please do not hesitate to contact us.

WHO MUST FOLLOW THIS CODE?

We expect all our employees and managers to be aware of and follow this code. Failure to comply with the code may result in disciplinary action, including termination. In addition, while the Code is specifically intended for Blais Industries employees and its management, we also expect subcontractors, suppliers, consultants and any other person temporarily assigned to work or services related to Blais Industries to comply to the code in the course of their work. The contract between Blais Industries and a service provider could be terminated if the latter does not comply with the code of ethics.

WHAT IF I ENCOUNTER A PROBLEM OR HAVE A QUESTION RELATED TO THE CODE?

If you have a question or concern about this code, please do not hesitate to contact us. The human resources team or any other member of Blais Industries' management will be happy to answer your questions. You may also raise concerns about an alleged violation of our Code or any other Blais Industries rules by emailing maria-elaine.feliciano@blaisindustries.com. Finally, if you believe that a violation of the law has been committed within the company, you can discuss it with the managers or contact a relevant government entity.

NO REPRISALS (RULES OF CONDUCT)

Blais Industries prohibits all forms of disrespect or violence against another worker in the company. An employee who reports wrongdoing or participates in an investigation of a possible violation of our code will not be held liable. If you believe you are facing reprisal, please contact the Human Resources Manager.

BLAIS INDUSTRIES

COMPANY HISTORY

Blais Industries was founded in 1952, under the name Plomberie Robert Blais, by Mr. Robert Blais. The company was then located in Old Noranda. When Mr. Blais died, his wife and sons took over the business and breathed new life into the organization, which changed its name to R. Blais et fils (and sons).

For 41 years, the organization has been collaborating on the installation and maintenance of the Fonderie Horne smelter. The industrial contracts obtained from the mining company have enabled it to develop other areas of expertise in industrial construction such as piping, electricity, mechanics, structures and more recently elevator mechanics.

It was in the early 1990s that the company really expanded. Indeed, the unbridled growth and effervescence of the market at that time allowed Blais Industries to increase its sales from \$3 million to \$22 million. It was in 1992 that Blais Industries obtained its first international contract, in Guyana.

Now considered one of the largest mining equipment construction and installation companies in North America, it has been able to stay the course, despite challenging times, by diversifying its activities and developing its international market. Today, while remaining close to its family values, the company has a solid reputation accompanied by multiple successes that confirm its expertise and contribute to its influence in the industrial sector.

VALUES AND MISSION

From an internal perspective, the mission and values allow:

- To establish a course of action;
- To facilitate decision-making;
- To foster team engagement and optimization.

From an external perspective, they allow:

- To present the unique nature of the organization;
- To increase credibility with stakeholders (customers, suppliers, financial partners, etc.);
- To demonstrate the presence of clear guidelines.

OUR FIVE VALUES



SAFETY

Because we are convinced that to protect our colleagues, employees, partners, and customers, we must adopt a responsible personal attitude as well as the sharing of knowledge and experience. Safety is our priority and everyone's business. It is a way of life for us.



LOYALTY

All committed to the same goal; we act with honesty and transparency in the development of a sense of belonging imbued with pride and dedication.



TEAMWORK

Promoting integration and collaboration, by listening and compromising in our interactions and communications. Striving to understand and respect others in their differences to foster effective teamwork in a pleasant and stimulating environment.



SOCIAL COMMITMENT

Contributing to the development of our community on a human, social and financial level, through volunteering, donation, and involvement, to enhance our environment and our organization.



ENVIRONMENTAL COMPLIANCE

Assessing the environmental impact of our actions to implement promoting the reduction of our ecological footprint.

« BLAIS INDUSTRIES IS COMMITTED, WITH COMPANIES IN THE NATURAL RESOURCES SECTOR, TO IMPLEMENTING INNOVATIVE SOLUTIONS FOR INDUSTRIAL CONSTRUCTION, FROM SITE PLANNING TO SITE RESTORATION. »

MISSION

HERE, WE
ARE NOT
AFRAID
OF BIG
PROJECTS



CUSTOMER SERVICE

Our clients appreciate Blais Industries not only for the quality of its services, but also for its strict environmental and operational standards. The following principles allow us to maintain this high standard.

INTEGRITY

Our reputation as a company with integrity and trust is our most valuable asset. It is up to everyone to ensure that this trust is continually earned and maintained over time. All our communications and interactions with our customers, suppliers and consultants should increase their level of trust in us.

CONFIDENTIALITY, SECURITY AND FREEDOM OF EXPRESSION

Always remember that we ask customers to trust us with a lot of confidential information. Maintaining this trust requires that each of us respects and protects the confidentiality of our customers. Know your responsibilities under this information and use and access it only as permitted by our policies and applicable customer information protection laws.

MUTUAL ASSISTANCE

We are committed to creating a supportive work environment, in which our employees can achieve professional fulfillment. Blais Industries employees, subsequently, must do everything possible to create a work culture free of harassment, intimidation, bias, and discrimination. If you are harassed, intimidated, or discriminated against, see the section on this topic for more information.

REACTIVITY

Being helpful and honest is part of meeting our customers' expectations. We acknowledge the feedback and concerns of customers, candidates, suppliers, and employees and are happy to respond to them. When we become aware of a situation, we act as soon as possible. As such, if any equipment is broken or defective, it must be repaired or immediately notified to a superior.

TAKING ACTION

If you are aware of a customer's dissatisfaction, do not hesitate to meet with them, answer their questions, and refer them to your manager. Constantly improving our communications and services concerns us all, and we are proud that Blais Industries employees take a step forward when our clients' interests are at stake.

EQUAL EMPLOYMENT OPPORTUNITIES

At Blais Industries, employment is based solely on individual merit and qualifications that are directly related to professional competence. We strictly prohibit discrimination or harassment based on race, color, religion, status, national origin, ancestry, pregnancy status, sex, gender identity or expression, age, marital status, medical or mental disability, medical condition, sexual orientation, or any other characteristics. We also take all necessary steps to fulfill our obligations under laws protecting the rights of people with disabilities.

HARASSMENT, DISCRIMINATION AND BULLYING

Blais Industries prohibits discrimination, harassment and bullying in all its forms, whether verbal, physical or visual. If you believe you have been harassed or discriminated against by a Blais Industries employee, partner, or customer, we strongly encourage you to report the incident immediately to your immediate supervisor or human resources. Supervisors and managers should contact human resources immediately to report the incident. The Human Resources team will promptly conduct a thorough investigation of the complaint and take appropriate action.

FOR MORE INFORMATION, SEE THESE DOCUMENTS

- ▶ PCD000-X-Politique contre la discrimination BSF (Anti-discrimination Policy)
- ▶ PPH000-X-Politique contre le harcèlement BSF (Anti-harassment Policy)

DRUGS AND ALCOHOL

Our position on drug use is simple: it is incompatible with the health and safety of our employees on duty, and we do not allow it. The consumption of alcohol is also prohibited during working hours. The presence of drugs in our offices or at professional events is strictly prohibited. If an employee has reasonable grounds to believe that a co-worker is using drugs and/or alcohol that could affect their job performance or the safety of co-workers or others in the workplace, they are encouraged to inform their supervisor. The latter will then be able to request a screening test. A reasonable doubt can be based on objective symptoms such as the employee's appearance, behavior, or speech. For any problem related to the use of illicit substances, we have resources available to employees such as our Employee Assistance Program (EAP). Please note that this employee assistance program is completely confidential and free of charge. You can talk to the HR manager for more information.

**FOR MORE INFORMATION,
SEE THIS DOCUMENT**

► **PAD000-X-Alcool
Drogues Médicaments
BSF (Alcohol, Drugs and
Medication Policy)**

SAFE WORKPLACE

We are committed to maintaining a work environment free of violence and will not tolerate any acts of violence or threats from anyone. If you witness an act of violence, you must report it immediately to the human resources department. In addition, it is essential to comply with occupational health and safety rules to avoid any accidents in the workplace. If you have any questions about safety, contact Isabelle Aubé, Occupational Health and Safety Manager.

AVOIDING CONFLICTS OF INTEREST

A conflict of interest arises when your personal interests differ or conflict with those of Blais Industries. We ask you to make decisions in the best interests of the company. However, it is possible that a conflict of interest arises, despite you. For example, a situation related to a family member, spouse or close friends can impair your judgment and lead to decisions that are not beneficial to the company. This is why you must declare any situation that may lead to a conflict of interest to your immediate supervisor or the human resources manager.

PRESERVING CONFIDENTIALITY

The disclosure of confidential information about our various companies (Blais Industries, Semi2000, etc.) can greatly harm projects, eliminate our competitive advantage and be costly in many other respects. Our responsibilities go beyond the mere disclosure of Blais Industries' confidential information. We must ensure that we secure and eliminate outdated confidential content, protect the information that Blais Industries receives from customers and partners, and take steps to keep our trade and other intellectual property secrets confidential.

CONFIDENTIAL INFORMATION

Ensure that classified information is handled in accordance with Blais Industries' guidelines and data security policy. Sometimes, a particular project or negotiation may require you to disclose confidential information to an external party: the disclosure of this information should be done only as needed, and only under a confidentiality agreement (Non-Disclosure Agreement). Be sure to be diligent and get the appropriate agreements signed before disclosing any information. If in doubt, you should refer to your supervisor who will then be able to tell you what information you can pass on to the customer, supplier, or partner. It is completely forbidden to disclose any confidential information to your friends and family members.

It is also forbidden to take photos in the workplace without permission. In addition, if you post photos from a work site on a social network without permission, you must delete them immediately, otherwise sanctions may be applied.

COMPETITORS/FORMER EMPLOYERS

Blais Industries will not tolerate an employee taking advantage of confidential information from a former employer. If you have information from a rival company and you do not know what to do with it, notify a superior immediately who will be able to tell you what to do.

EXTERNAL COMMUNICATIONS

It is our policy to avoid the disclosure of information to the outside world. You need to make sure that your public communications do not disclose any confidential information about the company. It is also forbidden to speak on behalf of Blais Industries without first having obtained authorization. The same is true for communications with the press. Before accepting any commitment, please check with the Human Resources Manager.

PROTECTING OUR ASSETS

To maintain the trust of customers, suppliers, partners, and all parties with interests in Blais Industries, we ask all employees to ensure that the company's assets, whether physical, digital, or informational, are protected.

INTELLECTUAL PROPERTY

Blais Industries' intellectual property rights, including our sub-companies, logos, trade secrets, expertise and patents, are among our most valuable assets. Disclosure of these elements could have a negative impact on the company. For this reason, it is forbidden to use Blais Industries' intellectual property without the permission of management. We strongly encourage you to report any suspected fraudulent use of Blais Industries' trademarks to the Human Resources department.

COMPANY EQUIPMENT

Blais Industries provides the tools and materials you need to get the job done. You are therefore responsible for keeping this equipment in good condition. It is also forbidden to use this equipment for your personal use, unless authorized by a member of the management. If you have any questions, please refer to a member of management or the human resources department.

THE NETWORK

Everything related to Blais Industries' network, including computer hardware (computers, mobile devices, etc.), various shared documents and the Web portal, must be protected and secured. All devices must always be password-protected and access to shared documents and the web portal to people outside the company is prohibited. If you have reason to believe that the security of the network is compromised, either by a stolen device, an account being hacked or any other reason, please report it immediately to the Information Technology team.

INTERNET USE

The use of the Internet must be done solely for professional purposes. Any use of the Internet for personal purposes is prohibited. Browsing certain sites with sexual connotations and violent content is prohibited. In the event of reasonable suspicion of misuse of the Internet, Blais Industries may monitor the activities and emails of the offending employee. If the doubts prove to be well-founded, a gradation of sanctions will be applied, which may go as far as termination.

FOR MORE INFORMATION, SEE THIS DOCUMENT

► **PSI000-X-Systèmes informatiques BSF (Computer Systems)**



**FOR MORE INFORMATION,
SEE THIS DOCUMENT**

► PVE000-X-Politique
véhicules entreprise
BSF (Corporate Vehicle
Policy)

VEHICLES AND PARKING

All motor vehicles must be driven in accordance with the various provincial or territorial legislation that prevails. Motor vehicles must be operated with caution, courtesy and at a speed that accounts for road conditions, traffic, weather, and visibility. Every driver of a motor vehicle must have a valid driver's licence for the motor vehicle entrusted to them, in accordance with provincial or territorial legislation. All vehicles must be adequately equipped in the event of a road accident or emergency. Any accident or condition that may make it unsafe to operate a vehicle must be reported immediately to your supervisor.

Any employee who operates a vehicle or other machinery without authorization or while impaired by alcohol or drugs is subject to disciplinary action, up to and including termination.

Parking spaces in the administrative office are allocated to employees. There is parking for visitors at the entrance to the Blais Industries yard. If you have any questions about parking spaces, please ask at the reception.

RULES OF CONDUCT

ABSENCES AND ATTENDANCE

Any absence must be approved by your line manager. The latter may not unduly refuse serious reasons. In the event of a foreseeable absence, you must notify your immediate supervisor as soon as possible to allow them to plan for your possible replacement, if necessary. You must make known the reason for your absence and its possible duration when it is known. A medical note will be requested for an absence due to illness of more than three (3) days, for suspicious reasons or when the frequency of absences justifies it. An absence may be unpaid if it is considered unreasonable.

Recurring attendance issues can lead to disciplinary action. Absence without valid reason and/or approval will be disciplined. A gradation of sanctions will be applied (verbal notice, written notice, suspension, and termination).

**FOR MORE INFORMATION,
SEE THIS DOCUMENT**

► **PAT000-X-Assiduité
au travail BSF
(Attendance
Management Policy)**

CIVILITY IN THE WORKPLACE (PROFESSIONAL BEHAVIOR)

Civility is mainly based on the following five behaviors:

- RESPECT
- POLITENESS
- COURTESY
- COLLABORATION
- MANNERS

Blais Industries expects all its employees to have an attitude based on these behaviors. On the other hand, incivility will be punishable. The latter results in angry, manipulative behavior, repeated reproaches, inappropriate language, or abuse of power. These actions can have harmful consequences on the work climate, but also on a personal level.

WEARING PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal protective equipment (PPE) is an element all construction workers have in common. PPE is designed to protect against hazards and ensure better safety. The Law states that every worker has the obligation to wear the PPE **required by the employer**. Penalties may be applied if an employee does not comply with the wearing of personal protective equipment.

PPE is not the same depending on the trade and the worksite. To ensure you are wearing the correct PPE, please contact your supervisor or the Human Resources Department.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Offered in collaboration with our partner BCH Consultants, the Employee Assistance Program (EAP) puts you in touch with qualified workers quickly and free of charge. Whether it is for a simple concern or a problem that has been experienced for a long time, this employee assistance program is certainly an option to consider.

Most common reasons for consulting the EAP:

- **PSYCHOLOGICAL PROBLEMS:**
Bereavement, depression, self-esteem issues, anxiety, trauma, etc.
- **RELATIONSHIP PROBLEMS:**
Separation, communication, questioning, sexuality, abandonment, etc.
- **FAMILY PROBLEMS:**
Parent/child/adolescent relationships, school problems, behavioral problems, family dynamics, etc.
- **ADDICTION PROBLEMS:**
Alcohol, drugs, gambling, sexuality, etc.
- **WORK-RELATED ISSUES:**
Burnout, labour relationship conflicts, work/family balance, communication with manager, etc.
- **FINANCIAL AND/OR LEGAL ISSUES:**
Debt, bankruptcy, separation/divorce, inheritance.

All EAP providers are members of a recognized professional order, which ensures that you will receive quality and confidential service. Blais Industries strongly encourages its use and invites you, if you have any questions, to talk to the human resources department.



**HERE,
NATURE IS AT
THE HEART OF
OUR ACTIONS**





WORK ACCIDENT

If you have a work-related accident or illness, notify your supervisor and the human resources department immediately. If you have any questions about occupational health and safety, please do not hesitate to contact the occupational health and safety manager.

DRESS CODE

Blais Industries does not impose any strict dress code. However, appropriate attire is required. We ask employees to wear professional attire during office hours and during formal meetings. For safety reasons, sandals such as "tongs" or "flip-flops" are prohibited in the offices. In addition, clothing bearing the image of another company should be avoided, even if it is one of our customers or suppliers. The company reserves the right to refuse any form of inappropriate clothing. If in doubt, please contact Human Resources.

ON SITE

Wearing long sleeves is mandatory on all Blais Industries sites, for all trades. Pants should be long enough to cover the ankles. Clothing should fit snugly and not be too large or loose to avoid the risk of entrapment. Wearing safety shoes or boots that comply with the CSA Z195-M1984 standard is mandatory on all construction sites, for both workers and visitors.

ENVIRONMENT

Blais Industries is committed to protecting the environment, public health and safety and natural resources responsibly by continuously improving its environmental performance. We ask all Blais Industries employees to minimize any environmental impact by favoring the reuse of materials, recycling, conservation of natural resources, etc.

FOR MORE INFORMATION, SEE THIS DOCUMENT

► PEE000-X-Politique environnementale BSF
(Environmental Policy)

A full-page background image featuring a rock climber in a blue helmet and dark shirt ascending a steep, textured rock face. The climber is secured by a yellow rope. Below the rock, a lush green forest stretches across a valley, with a body of water visible in the distance under a blue sky with scattered white clouds. The word "CONCLUS" is superimposed in large, bold, red capital letters across the middle of the image.

CONCLUS

SION

A code of ethics is a summary of the regulations present within an organization. It provides a framework for the expected behavior of employees and inclines to avoid any misconduct. This code allows Blais Industries to be transparent with its employees by indicating the standards to be respected, otherwise certain measures can be put in place to correct misconducts.

Blais Industries wishes to remain an innovative company in terms of safety, loyalty, teamwork, social commitment, and respect for the environment. For this reason, we ask that you abide by the guidelines contained in this code.

If you have any questions about this code of ethics, please contact the Human Resources Department.



ANN

The background is a dark blue, semi-transparent image of an industrial facility. It features large, circular, riveted structures, possibly part of a ship's hull or a large industrial tank, and a complex network of pipes and metal walkways. The lighting is dim, creating a moody, industrial atmosphere.

NEXES

WORKER COMMITMENT

FET000-BSF

The safety and integrity of our workers are important values, and we want to make sure that we put all the means in place to protect them. To do this, we ask you to be aware of the occupational health and safety prevention program, to respect it daily and to participate in the dissemination of these values with your colleagues.

I, the undersigned, affirm that I have read the prevention program of Blais Industries Inc. and that I will do everything in my power to comply with this program as well as the safety code for the construction work and to carry out the work in a manner that will not in any way hinder the health, safety and physical well-being of all workers on the site.

I also undertake to wear personal protective equipment (PPE) and to use all other protective equipment that will be made available to me during specific work.

NAME OF WORKER	SIGNATURE OF THE WORKER	DATE
<hr/>	<hr/>	<hr/>
NAME OF IMMEDIATE SUPERVISOR	SIGNATURE OF THE IMMEDIATE SUPERVISOR	DATE
<hr/>	<hr/>	<hr/>

ACKNOWLEDGEMENT STATEMENT

DOCUMENT TO BE SUBMITTED WHEN HIRING

I, the undersigned, _____ declare that I have read the Blais Industries Code of Ethics / Employee Handbook. I acknowledge that I understand the meaning and scope of these principles and values and that I adhere to those mentioned therein. I agree to assume all the duties, obligations and rules listed in this document.

<hr/>	<hr/>
DONE IN	
<hr/>	<hr/>
THE (DATE)	SIGNATURE

COMPLAINT INTAKE AND HANDLING PROCEDURE

THIS POLICY IS INTENDED TO ENSURE THAT ALL BLAIS INDUSTRIES EMPLOYEES AND PARTNERS HAVE A SIMPLE PROCESS FOR HANDLING COMPLAINTS OF ANY KIND.

Our complaint intake and handling procedure is:

- **Impartial:** All parties have a chance to present their side of the story.
- **Prompt:** All complaints will be dealt with as quickly as possible.
- **Confidential:** Information will only be shared with the parties involved.

DEFINITIONS

Complaint: Dissatisfaction or irritation on the part of an employee, partner, or customer, arising from their experience with Blais Industries. The complaint may concern, among other things, the following:

- The welcome or service offered by the company;
- Communications (including documentation, posting, etc.);
- The products offered (services, activities, programming, etc.);
- The company's locations (offices or construction sites), infrastructure and equipment.

Commentaire / suggestion : Un commentaire ou une suggestion correspondent à une remarque ou une observation, positive ou négative, relative à la qualité de son expérience avec Blais Industries. Contrairement à la plainte, le commentaire ou la suggestion ne mène pas à un processus de traitement formel.

PRESENTATION OF THE PROCESS

The following steps must be taken for all complaints received.

Please see the following pages for details of each step.

- 01 INTAKE AND CLASSIFICATION**
- 02 ACKNOWLEDGEMENT**
- 03 INVESTIGATION**
- 04 RESOLUTION AND CONFIRMATION**
- 05 RESPONSE**
- 06 FOLLOW-UP**
- 07 QUALITY ASSURANCE AND CLOSURE**

INTAKE AND CLASSIFICATION

ENSURE THAT ALL COMPLAINTS ARE NOTED DOWN AND FILED FOR REVIEW OR FUTURE ACTION BASED ON THE NEEDS OF BLAIS INDUSTRIES.

1. Any negative complaint from a customer should be noted down and filed for future reference.
2. All these complaints must be officially registered using the electronic form "Blais Industries Complaints" or the paper form of the same name (see below).
3. All complaints should be prioritized as follows:

PRIORITY 1

URGENT

Potentially high impact on Blais Industries and its sub-companies. This complaint requires a response to the customer within three business days.

This level is to be used only for major issues that economically or operationally affects Blais Industries, or which impacts its brand and reputation.

PRIORITY 2

NON URGENT

Less economic and operational impact. This complaint requires a response to the client within two weeks.

4. Discretion and flexibility should be prioritized in the handling of all complaints.
5. The staff member who receives and registers the complaint must review the complaint and its priority level with their supervisor before proceeding to the next step.
6. The supervisor will decide on the person(s) to be involved in leading to the next steps, including the investigation.
7. All urgent complaints must be immediately forwarded to the Operations Manager.

02

ACKNOWLEDGEMENT

A WRITTEN ACKNOWLEDGEMENT OF RECEIPT MUST BE SENT FOR EACH COMPLAINT RECEIVED. THIS ACKNOWLEDGEMENT OF RECEIPT (SEE TEMPLATE BELOW) MUST CONTAIN THE DATE ON WHICH THE COMPLAINT WILL BE ANSWERED AND THE PERSON RESPONSIBLE.

All complaints must be acknowledged by email or by priority mail on the day they are received.

03

INVESTIGATION

FOLLOW-UP MUST BE DONE ON ALL ASPECTS OF THE COMPLAINT.

- The priority of the complaint will determine its turnaround time, three (3) days in case of an emergency and two (2) weeks if there is no emergency.
 - Each investigation should answer the following questions:
 - WHO?
 - WHERE?
 - WHEN?
 - HOW?
 - WHY?
 - A report must be prepared and attached to the complaint form.
-

04

RESOLUTION AND CONFIRMATION

ONCE THE INVESTIGATION IS OVER, ACTION MUST BE TAKEN TO ALLEVIATE THE PROBLEM. THE SOLUTION MUST BE APPROVED BY A DIRECTOR.

- The proposed resolution must be documented and attached to the complaint.
- The solution must suit both the company and the complainant.
- The proposed solution must be applicable to any problems of the same nature and must include recommendations to prevent similar incidents.

05

RESPONSE

IT IS ESSENTIAL TO PROVIDE THE COMPLAINANT WITH THE AGREED RESOLUTION WITHIN THE PROMISED TIMEFRAME.

- The conclusions and details of the proposed resolution must be clearly explained to the complainant within the agreed timeframe.
- If this cannot be done in time, the complainant should be contacted by telephone to request an extension.

06

FOLLOW-UP

FOLLOW-UP MUST BE DONE TO ENSURE THE COMPLAINANT'S SATISFACTION.

- All complaints must be followed up within a reasonable timeframe.
- Follow-ups must be done by the assigned department. The follow-up should identify the following:
 - Is the complainant satisfied with the response?
 - Do they feel that their complaint has been dealt with properly and fairly?
- Any negative follow-up must be sent to the Operations Manager to address it.

07

QUALITY ASSURANCE AND CLOSURE

MAKE SURE THE ENTIRE ORGANIZATION IS AWARE OF THE UNDERLYING COMPLAINTS AND ISSUES. PLAN AND DOCUMENT THE NECESSARY ACTIONS TO AVOID FUTURE RECURRENCE.

- All complaints must be reviewed monthly by a Quality Assurance Committee.
- Any complaint for which the solutions provided can be applied daily to avoid recurring problems must be submitted to the directors.

**THE COMPLAINT FORM IS ACCESSIBLE ON THE
BLAIS INDUSTRIES PORTAL.**

FOR MORE INFORMATION,
SEE THIS DOCUMENT
FDPO00-X-FORMULAIRE DE PLAINTÉ BSF.
(COMPLAINT FORM)

+INFO

