

Human Resources Policy

Purpose

This Policy sets out the obligations of all persons performing work for the Independent Electricity System Operator (IESO). Independent contractors are advised of their obligations via contract and procurement agreements.

Scope

This Policy is to be interpreted and applied in a manner consistent with all applicable statutory and collective agreement provisions.

Respect in the Workplace and Workplace Violence

The IESO is committed to ensuring your health and safety, and to providing a respectful work environment that is free from violence and harassment. For specific details, refer to PLCY-9 – *Respect in the Workplace and Workplace Violence Policy*.

Accessibility – Ontario Disability Act

The IESO is committed to providing safe and courteous access for stakeholders in a manner that respects the dignity and independence of persons with disabilities. For specific details, refer to PLCY-2 - *Accessibility Policy*.

Performance

1. Supervisors are to document and communicate expectations for your performance. Where applicable, you are to acknowledge that you understand the expectations for your performance and request clarification if needed.
2. Supervisors are to document and communicate your performance results.
3. You and your supervisor are to participate in the process of improving any performance that does not meet the documented and communicated expectations, as applicable.
4. Supervisors are to provide training and development opportunities for you consistent with the technical and soft-skill needs identified in the Training and Development (T&D) Action Plan of their business unit or department, and the 70/20/10 Adult Learning

Approach. This includes financial support for training and development activities considered to be of benefit to both the individual and the organization.

5. You are to take an active role in managing your career development by working with your supervisor to identify your development needs, seek learning opportunities, learn from experiences, and share knowledge.

Absence from Work

6. You need to attend your designated work location during normal working hours, unless assigned to work elsewhere.
7. You need to obtain approval for any absence from work during normal working hours, prior to being compensated for such time.

Protection of Personnel

8. You cannot use Electronic Devices at any time to make, take, or view business-related telephone calls, text messages, or emails, while driving on IESO-related business or activities, even if the Electronic Device has *hands-free* capability.
9. The prohibitions set out in this Policy on the use of Electronic Devices while driving on IESO-related business or activities do not apply if:
 - 9.1. You need to engage in an immediate telephone call (or other means of communication) in an emergency situation, and you cannot wait to safely pull over to the side of the roadway.
 - 9.2. You are using a mounted global positioning system navigation device to provide navigation information.
 - 9.3. You are using an instrument, gauge, or system to provide information regarding the status of the vehicle's various systems.
 - 9.4. You are using a radio or other musical entertainment device installed in the vehicle.
 - 9.5. Your vehicle is off the roadway (or is lawfully parked on the roadway), is not in motion, and is not impeding traffic.
10. No more than 50% of the Executive Leadership Team may travel together in a public or private conveyance (e.g., a car, bus, ship, train, aircraft, etc.).

Employment Confirmation Letters

11. No IESO Employee is authorized to respond to employment confirmation requests on behalf of the IESO, other than as set out below.
 - 11.1. Pay Services responds to employment confirmation requests from current Employees by providing Employment Confirmation Letters on behalf of the IESO.
 - 11.2. Human Resources responds to written employment confirmation requests from former Employees by providing Employment Confirmation Letters on behalf of the IESO.
 - 11.3. Human Resources responds to employment confirmation requests from current (or former) co-op students by providing Employment Confirmation Letters on behalf of the IESO.

External Employment References

12. It is the IESO's practice not to provide External Employment References. On an exception basis only, and on receipt of a written request from a current or former Employee, Human Resources may authorize line management to provide a written employment reference on behalf of the IESO.
13. Employees may provide personal references (i.e., in their personal capacity) only if the personal references are factual, accurate, fair, pertinent, and verifiable. Employees need to make clear, however, that their comments are from a personal perspective, and not from the perspective of the IESO. Personal references may not be given on IESO letterhead, nor can they otherwise suggest that they are given on behalf of the IESO.

Compliance Plan

The following activities have been implemented to help you be compliant with this Policy:

14. The IESO provides all staff with online awareness training on the provision of services to persons with disabilities as part of an ongoing program. The IESO provides new Employees with training as part of their orientation. The IESO provides all Employees with annual refresher training. The IESO makes independent contractors aware of its *Accessibility Policy* via contract and procurement agreements.
15. The IESO files a yearly report to the ministry confirming the IESO's compliance with the Accessibility for Ontarians with Disabilities Act (AODA).
16. The IESO provides refresher information sessions to supervisors regarding:
 - 16.1. Performance and compensation plans.

16.2. Use of assessment forms.

16.3. Expectations.

The IESO assists and/or trains new supervisors as required, and supervisors communicate performance expectations to staff in a clear manner.

17. Business units provide completed performance assessment forms to Human Resources on a yearly basis. These can include:

17.1. Performance Pay Reviews (PPR).

17.2. Performance contracts.

17.3. Competency assessments, as applicable.

Human Resources reports compliance to the Policy Steward.

18. Pay Services provides all new Employees with Time-Reporting System information, including absence reporting, within one month of hire. Pay Services directs Employees to contact Human Resources with any questions.

19. Supervisors communicate expectations to Employees regarding the use of the Time-Reporting System for:

19.1. Absences from work.

19.2. Related time-reporting obligations.

20. Employees can access information on sick leave absence reporting via *Sick Leave & Disability Benefits* brochures available on the IESO's Intranet.

21. Independent contractors are notified via their contract and procurement agreements of the restriction on the use of Electronic Devices while driving.

22. The Policy Steward reminds all Employees of these obligations by email at least once a year.

Glossary

23. **70/20/10 Adult Learning Approach** is a blend of different learning methods that positively influence actual work performance/behaviours based on how adult learning most effectively occurs. The 70/20/10 formula describes adult learning as occurring:
 - 23.1. 70% from real life and on the job experiences, tasks, and problem solving.
 - 23.2. 20% from feedback, observing, and working with role models.
 - 23.3. 10% from formal training.
24. **Electronic Device** refers to an electronic or wireless device of any type, including a cell phone, smartphone, or equivalent device, that is capable of receiving or transmitting telephone communications, electronic data, email, or text messages.
25. The term **Employee** refers to anyone who is directly employed by the IESO and remunerated through the IESO payroll system. This excludes independent contractors. Independent contractors are advised of their obligations via contract and procurement agreements.
26. An **Employment Confirmation Letter** is a letter that provides verification of a current or former Employee's:
 - 26.1. Job title.
 - 26.2. Date of hire.
 - 26.3. Employment status (i.e., regular, probationary, or temporary).
 - 26.4. Salary (if specifically requested by the current or former Employee).
 - 26.5. Date of departure from the IESO, as applicable.
27. The **Executive Leadership Team** consists of the President and all Vice Presidents.
28. An **External Employment Reference** involves verification to an external party of a current or former Employee's:
 - 28.1. Job title.
 - 28.2. Level of position.
 - 28.3. Work responsibilities.
 - 28.4. Performance and/or observed behavioural traits.
29. A **Policy** describes accountabilities and responsibilities. While accountabilities are not delegated, responsibilities may be delegated by the person who is accountable.

30. **Time-Reporting System** refers to Kronos, the tool that Employees use to record both worked and non-worked hours for time and attendance purposes. Supervisors use the tool to review, change, track, and approve electronic timecards for submission to Pay Services.