

## Our Organizational Structure

We have a complex organizational structure, partly because we work closely with the Canadian Forces and the Department of National Defence and partly because we offer a wide array of services. At first glance it is difficult to picture and understand but rest assured this is the case for most new employees. Give yourself time to fully grasp the different business lines and their reporting relationships. Please remember to not hesitate to ask your colleagues for help!

Our organization is headed by Mr. David E. Martin, Brigadier General (retired) who has three roles.

As **Chief Executive Officer of the Staff of the Non-Public Funds, Canadian Forces**, Mr. Martin hires employees to deliver the programs for which he is responsible as DGPFS and Managing Director of Non-Public Property (NPP). As CEO, he provides strategic direction and manages the workforce, while performing all employer responsibilities which include collective bargaining, compensation, pension plan management and administration, employee benefits plans, conditions of employment, recruiting and termination. While you may see or hear it described many different ways, Staff of the Non-Public Funds, Canadian Forces is the proper name for your employer.

As **Managing Director of Non-Public Property**, Mr. Martin has overall operating authority over NPP. NPP is established by the National Defence Act to provide the Chief of the Defence Staff (CDS) with a vehicle to support the military's morale and welfare requirements. Accordingly, the management of NPP activities and programs has many private sector characteristics and its financial component is managed in accordance with private sector Generally Accepted Accounting Principles (GAAP). Non-Public Property is a class of Crown assets that we use to facilitate the delivery of morale and welfare services and programs to members of the Canadian Forces and their families.

As **Director General Personnel and Family Support Services, (DGPFS)**, he is responsible for the effective delivery and administration of publicly funded National Defence programs. These programs include Casualty Support Management and Personnel Support Programs. DGPFS is the Department of National Defence's representation of our role within the overall defence team.

To accomplish this broad mandate, Mr. Martin relies on three supporting Divisions, four operating Divisions, the Associate Director General and the Chief of Staff.

## Four Operating Divisions



**1. Canadian Forces Exchange System – CANEX – headed by the President of CANEX/NATEX**

CANEX is tasked with supporting the Canadian Forces operational effectiveness, contributing to morale, esprit de corps and unit cohesion. Their mission is to ensure availability of competitively priced product and services that satisfy the needs of the members of the Canadian Forces military community, regardless of where they serve, while generating revenues for Bases, Wings and Units. CANEX operates resale outlets directly or through concessions at military bases throughout Canada, as well in Geilenkirchen, Germany. Here is a list of the main CANEX products and services.

Grocery and Retail Stores	Food Services	No Interest Credit Plan
Club XTra Customer Loyalty Program	Home and Auto Group Insurance	Home Heating Oil Program
Concessions	Partner Discount Program	



**2. SISIP Financial Services - SISIP FS – headed by the President of SISIP FS**

Since 1969, SISIP FS has been providing financial products and services exclusively to the military community. SISIP FS understands that careers in the Canadian Forces (CF) have unique requirements and needs, and that is why its financial products and services are tailored to the military lifestyle. In recent years, SISIP FS has experienced sustained growth as it strives to provide serving and former CF members and their families with the best financial solutions for today and tomorrow. With a dedicated team of professionals, SISIP FS provides term life and disability insurance, financial planning, financial counselling and education, as well as loans and grants through the Canadian Forces Personnel Assistance Fund (CFPAF).



### **3. Personnel Support Programs – PSP – headed by the Chief Personnel Support Programs**

The mandate of PSP is to enhance the morale and welfare of the military community, thus contributing to the operational readiness and effectiveness of the Canadian Forces by managing and delivering high quality deployment support and family services, health promotion programs, mess and newspaper operations, and physical fitness and recreation programs. In partnership with the Environmental Chiefs of Staff and Base/Wing Commanders, PSP aims at increasing the physical and emotional well-being of military men and women, and their families, through:

Military Family Services	Youth Programs	National & International Sports	Physical Fitness
Health Promotion		Human Performance Research	Recreation
Deployed Operations	Deployment Support	Mission Information Line	Messes
Canadian Forces Newspapers	National Advertising	Canadian Forces Radio & Television	

### **4. Directorate of Casualty Support and Management – DCSM – headed by the Director of Casualty Support and Management**

The Department of National Defence and Veterans Affairs Canada have jointly created programs to help ill and injured military personnel successfully reintegrate to their military careers or adjust to the civilian workforce, and provide assistance so that they and their families may continue to enjoy the quality of life they deserve. More specifically, they ensure the provision of support services to all military members and Veterans who were injured, medically released or became ill while serving, and to also support their families. The services offered include a help line, referral programs, an advocacy team, disability benefits, financial assistance, and education. This division is staffed by DND public servants and Canadian Forces personnel.

## Three Supporting Divisions

### 1. Human Resources Division headed by the Vice President Human Resources

The Human Resources Division provides an employment framework to recruit, select, develop, compensate and manage the employees of Staff of the Non-Public Funds, Canadian Forces in order to meet our strategic and operational goals, while complying with applicable federal legislations. We achieve this by offering innovative talent management programs, negotiating open minded solutions and keeping a vigilant eye on the future needs of the organization and its employees.

Employees can count on a full range of efficient services through the Operations and Programs Directorates and the Labour Relations section.

### 2. Information Services Division – IS – headed by the Chief Information Officer

The IS Division provides IM/IT support the other Divisions in their role of enhancing the morale and welfare of the Military Community through the planning, control, provision and maintenance of reliable, efficient, cost effective, secure, and interoperable IM/IT services and solutions. The Information Services Division manages: client support, policies including security, automated processes, information/data, decision support systems and tools, networks and network services.

Our vision is to provide outstanding IM/IT support to the client and to ensure the organization is well positioned to leverage future technologies.

### 3. Finance Division – headed by the Chief Financial Officer

The Finance Division provides accounting, cash management, budget administration, business planning, compliance and financial support services to Non-Public Property operations across the Canadian Forces, including deployed locations. There are national accounting offices for accounts receivable, accounts payable, fixed assets, payroll and financial reporting. The input for most financial transactions is performed at 26 Bases, Wings and Units supported through a national accounting system.

The Finance Division's mission is to provide useful, accurate and timely accounting, financial, payroll, insurance and compliance services, while managing and overseeing the financial well-being of the Canadian Forces Central Fund (CFCF).

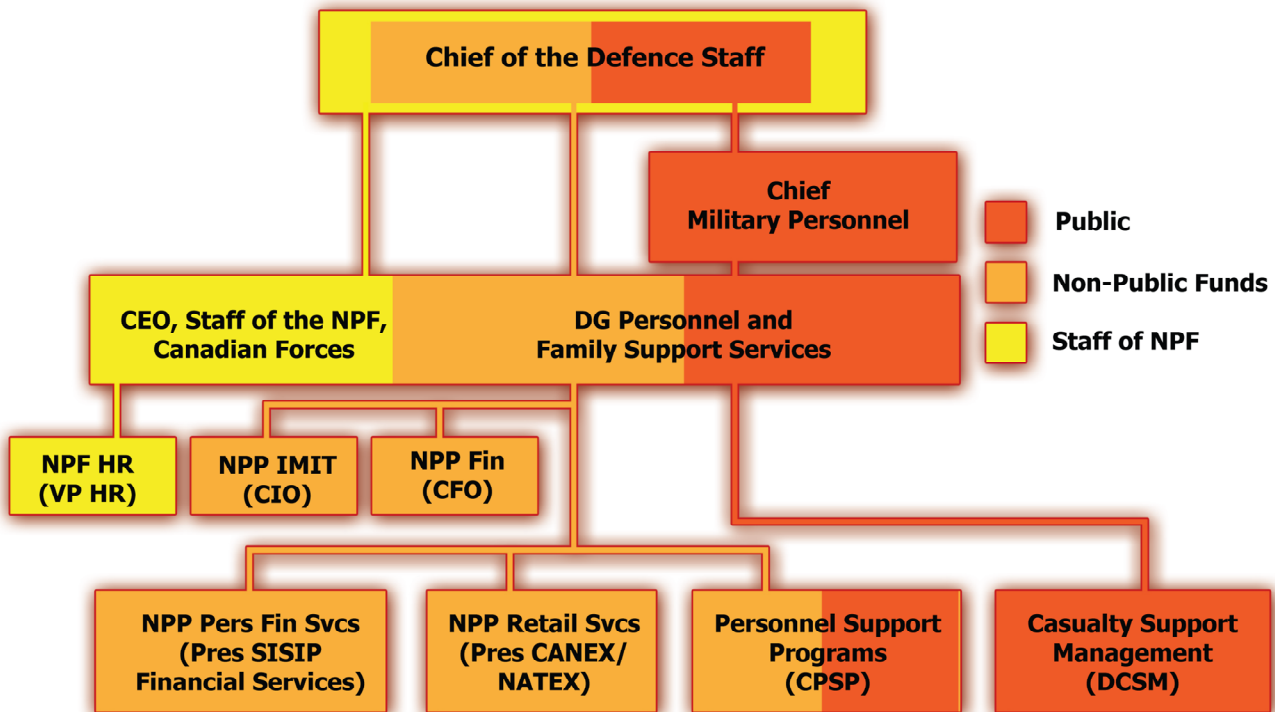
### **The Associate Director General (Assoc DG)**

develops the strategic plan and ensures that the organization evolves to meet the changing needs of the military community. He/she also provides timely and efficient direction to ensure that corporate priorities and directions are factored into program delivery. The Associate Director also oversees the implementation of Support our Troops funds and programs as well as strategic communications.

### **The Chief of Staff (COS)**

concentrates on the management of day-to-day activities and on the coordination of multi-divisional activities. He/she is also responsible for Public Affairs, Translation Services, Human Rights and Harassment Prevention and the Ethics and Values programs. He/she is also responsible for the management of the DGPFFS Central Registry and the administration of the Non-Public Property Secretariat.

## **Organizational Chart**



## Office Locations

We have offices on Canadian Forces bases, wings and units across Canada and abroad. The addresses and telephone numbers on this list are for the local Human Resources offices. They generally can answer queries or refer employees to the appropriate person.

Central West Region	Central East	Western Region	Atlantic Region
CFB Borden Bldg S-138, Rm 207 Borden, ON L0M 1C0 Tel: 705-424-1200 x1312 CSN: 270-1312	3 Wing Bagotville, CP 160 Alouette, QC G0V 1A0 Tel: 418-677-4000 x7480 CSN: 661-8480	15 Wing Moose Jaw PO Box 5000 Moose Jaw, SK S6H 7Z8 Tel: 306-694-2222 x2245 CSN: 826-2245	5 Wing Goose Bay PO Box 7002, Station C Goose Bay, Labrador A0P 1C0 Tel: 709-896-6900 x7761 CSN: 555-7761
CFB Kingston PO Box 17000, Station Forces Kingston, ON K7K 7B4 Tel: 613-541-5010 x5029 CSN: 271-5029	CFB Montréal Garrison Saint-Jean PO Box 100, Stn Bureau-Chef Richelain, QC J0J 1R0 Tel: 450-358-7099 x7231 CSN: 661-7231	CFB Shilo Bldg L-102, Rm 156 PO Box 5000, Station Main Shilo, MB R0K 2A0 Tel: 204-765-3010 CSN: 258-3010	9 Wing Gander PO Box 6000 Gander, NF A1V 1X1 Tel: 709-570-4570 CSN: 568-4570
22 Wing North Bay Uxbridge Rd. Bldg 7A, Rm 307H Hornell Heights, ON P0H 1P0 Tel: 705-494-2011 x2491 CSN: 628-2491	Garrison Valcartier Bldg 500, Suite 209 PO Box 1000 Courcellette, QC G0A 4Z0 Tel: 418-844-5000 x6499 CSN: 666-6499	CFB Suffield Bldg 425 PO Box 6000, Station Main Medicine Hat, AB T1A 8K8 Tel: 403-544-4556 CSN: 520-4556	14 Wing Greenwood Bldg 18 PO Box 5000, Station Main Greenwood, NS B0P 1N0 Tel: 902-765-1494 x5633 CSN: 568-5633
CFB Petawawa Bldg P-106, Rm 105 Petawawa, ON K8H 2X3 Tel: 613-687-5511 x6724 CSN: 677-6724	CFPFSS HQ 4210 Labelle Street Ottawa, ON K1A 0K2 Tel: 613-995-9889 CSN: 995-9889	CFB Wainwright Building 176 Denwood, AB T0B 1B0 Tel: 780-842-1363 x1218 CSN: 530-1218	CFB Gagetown Building H-10 PO Box 17000, Station Forces Oromocto, NB E2V 4J5 Tel: 506-422-2000 x2871 CSN: 432-2871
8 Wing Trenton 58 Polaris Ave., Bldg 21, Rm 2 PO Box 1000, Station Forces Astra, ON K0K 3W0 Tel: 613-392-2811 x3741 CSN: 827-3741	SISIP Financial Services 234 Laurier Ave. West Ottawa, ON K1P 6K6 Tel: 613-760-3432 CSN: n/a	17 Wing Winnipeg Building 63, Rm 101 PO Box 17000 Winnipeg, MB R3J 3Y5 Tel: 204-833-2500 x5383 CSN: 257-5383	CFB Halifax HQ Bldg S90, Rm 133 PO Box 8836, Station A Halifax, NS B3K 5M6 Tel: 902-721-8840 CSN: 721-8840
CFSU Ottawa 101 Colonel By Drive, 5 <sup>th</sup> Floor Ottawa, ON K1A 0K2 Tel: 613-995-6880 CSN: 995-6880	Deployed Operations 4210 Labelle Street Ottawa, ON K1A 0K2 Tel: 613-996-5316 CSN: 996-5316	4 Wing Cold Lake Building 1 PO Box 5719, Station Forces Cold Lake, AB T9M 2C4 Tel: 780-840-8000 x7404 CSN: 690-7404	CFB St. John's PO Box 2028 St. John's, NF A1C 6B5 Tel: 709-570-4570 CSN: 568-4570

<b>Western Region (continued)</b>	<b>USA LOCATIONS</b>	<b>EUROPE CF Service Units:</b>
19 Wing Comox Building 45 PO Box 1000, Station Main Lazo, BC V0R 2K0 Tel: 250-339-8066 CSN: 252-8066	Call 613-995-9889  Peterson Air Force Base (AFB), Colorado Springs, Colorado  Elmendorf Air Force Base (AFB), Anchorage, Alaska	Call 011-49-2451-717225  Main Detachment for Europe Geilenkirchen, Germany  Heidelberg Detachment Heidelberg, Germany
CFB Edmonton Bldg 181A PO Box 10500, Station Forces Edmonton, AB T5J 4J5 Tel: 780-973-4011 x4719 CSN: 528-4719	Griffis Air Force Base (AFB), Rome, New York  Tinker Air Force Base (AFB), Oklahoma City, Oklahoma  Tyndall Air Force Base (AFB), Panama City, Florida	Ramstein Detachment Ramstein-Miesenbach, Germany  Brunssum Detachment (is in the Nederland's but uses Geilenkirchen address) Geilenkirchen, Germany
CFB Esquimalt Bldg N30, PO Box 17000, Station Forces Victoria, BC V9A 7N2 Tel: 250-363-4400 CSN: 333-4400	Whidbey Island Naval Base Oak Harbor, Washington	SHAPE Detachment Casteau, Belgium  Brussels Detachment Brussels, Belgium  Daws Hill Detachment Ruislip, United Kingdom  JFC Naples Detachment Naples, Italy

## Job Categories

**CATEGORY I:** Employees engage in the preparation, manipulation, transmission, systematization and maintenance of hardcopy and electronic records, reports and communications; the performance of a trade/craft or of semi-skilled or unskilled work; the operation of machines, equipment and vehicles; the provision of personal, domestic and other services; the application of basic knowledge, principles and skills. The positions in this category are usually part of a collective bargaining unit.

**CATEGORY II:** Managerial roles or those that are specialized in nature. Employees engage in planning, execution, conduct and control of programs as well as the inspection, operation and maintenance of equipment, systems and processes requiring the application of a comprehensive body of knowledge.

**CATEGORY III:** Executive positions approved by Chief Executive Officer.

## Pay Stub and Pay Days

When employees first start employment, the Human Resources Manager will ask them to provide a void cheque or bank details with the following information to initiate the first pay:

- Bank name (i.e. Bank of Nova Scotia)
- Institution (three digits, i.e. 002)
- Branch or Transit (five digits, i.e. 09126)
- Account number

Employees are paid by direct deposit (electronic transfer) into a chequing or savings account at any Canadian financial institution, every second Thursday. Employees may change the address of the direct deposit at any time by providing a new void cheque or bank details to Human Resources office, at least two weeks in advance.

## Understanding Your Pay Statement

The Human Resources office does not distribute a printed version of pay statements. These are available online via the Employee Zone on the web site. For your convenience, here is a list of the standard pay deductions and their abbreviations.

<b>ON YOUR PAY STUB...</b>	<b>WHAT IT MEANS...</b>
EE	Employee
ER	Employer
GRP LIFE	Groups Basic Life Insurance
LTD	Long Term Disability
GRP-HLTH	Group Health
DENTAL	Group Dental
EI	Employment Insurance
Q/CPP	Québec/Canada Pension Plan
FED TAX	Federal Income Tax
PENSION-L	Pension – low, 4.5% of gross earnings up to Year's Maximum Pensionable Earnings
PENSION-H	Pension – high, 6% of gross earnings over Year's Maximum Pensionable Earnings

With the exception of taxes, Canada Pension Plan (CPP) and Employment Insurance (EI), pay deductions vary from individual to individual and province to province, so the list is as generic as possible. Federal taxes, CPP, EI and pension are deducted every pay. Benefits (Group Life, Long Term Disability (LTD), Health, and Dental insurance) are usually deducted only once a

month (12 times per year). If you take leave, the hours are deducted from Regular Pay and added back as hours under the type of leave you took: vacation, sick or family related. On the pay stub, leave for a salaried employee is indicated by (S) and by (H) for an hourly-paid employee. Pay periods are different from one location to another.

Here is what your pay stub will look like

**Pay Advice Current**

National Payroll Office/Bureau national de la paie  
 4210 Labelle Street,  
 Ottawa, ON  
 K1A 0K2

Cheque Details		Employee Details	
Payment Date:	04-08-2010	Employee Number:	
Period Begin Date:	03-15-2010	Company Name:	
Period End Date:	03-28-2010	Pay Period Salary/Rate:	11.2300

Earnings	Current Hours	Rate	Adjustments		Current Amount	Year to Date Amounts
			From Date	To Date		
REGULAR PAY	41.00	11.2300			460.43	4,343.28
RETRO-ACTIVE PY						100.55
GRP LIFE (ER)						42.52
VAC PAY (DAYS)	14.00	11.2300			157.22	695.24
HOLIDAY PAY						234.45
SICK LEAVE (H)						157.22
Total Gross Pay					\$617.65	\$5,573.26

Taxes	Current Amount	Year to Date Amounts
Federal Tax	49.32	618.02
CPP/QPP	23.91	229.24
Employment Insurance	10.69	95.68

Deductions	Current Amount	Year to Date Amounts
GRP LIFE (ER)		42.52
GRP-HLTH-EE		64.50
DENTAL (EE)		44.85
LTD(EE)		61.04
PENSION-L	27.79	248.87
C S BOND	40.00	280.00
UFCW\$	0.50	3.50
UFCW%	13.48	93.76
Net Pay	\$451.96	\$3,791.28

## Leave and Holidays – FULL-TIME Employees

**NOTE:** Section 6 of the Human Resources Policy contains the details and regulations about leave and holidays. The highlights below were pulled from that Section to give you an overview of your privileges. Please always refer to the HR Policy.

Section 6 applies to all employees except when a collective agreement stipulates otherwise, in which case it takes precedence.

### Designated Holidays:

New Year's Day	Good Friday	Easter Monday
Victoria Day	Canada Day	Civic Holiday or St-Jean-Baptist in QC
Labour Day	Thanksgiving Day	
Christmas Day	Boxing Day	Remembrance Day

### Sick Leave Benefit

Full-time employees are entitled to take up to 17 weeks sick leave at full pay upon commencement of employment. A medical certificate must support periods of sick leave in excess of 3 days; prolonged or frequent illness may require additional medical certificates.

### Annual/Vacation Leave

Full-time employees earn vacation leave in accordance with their length of continuous full-time service, based on their anniversary date of employment, as follows:

Category I Employees		Category II Employees	
Years of Service	Vacation Earned in Working Days	Years of Service	Vacation Earned in Working Days
1 <sup>st</sup> and 2 <sup>nd</sup>	10	1 <sup>st</sup> and 2 <sup>nd</sup>	15
3 <sup>rd</sup> to 7 <sup>th</sup>	15	3 <sup>rd</sup> to 8 <sup>th</sup>	20
8 <sup>th</sup> to 17 <sup>th</sup>	20	9 <sup>th</sup> to 27 <sup>th</sup>	25
18 <sup>th</sup> to 27 <sup>th</sup>	25	28 <sup>th</sup> and subsequent	30
28 <sup>th</sup> and subsequent	30		

### Other Types of Leave

For more details on the other types of leave such as the ones listed below, please refer to your collective agreement or to Section 6 of the HR Policy.

Maternity Leave	Parental Leave	Compassionate Care Leave
Bereavement Leave	Jury Duty and Court Leave With Pay	Military Leave
Leave Without Pay	Adoption and Birth Leave	Family-Related Leave

## Leave and Holidays – PART-TIME Employees

**NOTE:** Section 6 of the Human Resources Policy contains the details and regulations about leave. The highlights below were pulled from that Section to give you an overview of your privileges. Please always refer to the HR Policy.

Section 6 applies to all employees except when a collective agreement stipulates otherwise, in which case it takes precedence.

### Designated Holidays

Upon completion of thirty (30) days of employment, as a part-time employee, you will be entitled to be paid 4% of hours paid as designated holiday pay every pay period. You will not normally be required to work on designated holidays. However, Category I employees who work on a designated holiday will be paid at the rate of one and one half (1 1/2) times their rate of pay for the hours worked on that date, in addition to the entitlement above.

### Designated Holidays:

New Year's Day	Good Friday	Easter Monday
Victoria Day	Canada Day	Civic Holiday or St-Jean-Baptist in QC
Labour Day	Thanksgiving Day	
Christmas Day	Boxing Day	Remembrance Day

### Annual/Vacation Leave

Instead of vacation time, part-time employees receive a percentage of pay as vacation pay. Vacation pay is paid out in each bi-weekly pay as follows:

- In the 1st and 2nd year, 4% of gross earnings.
- In the 3rd to 7th year, 6% of gross earnings.
- In the 8th to 17th year, 8% of gross earnings.
- In the 18th to 27th year, 10% of gross earnings.
- In the 28th and subsequent years, 12% of gross earnings.

### Other Types of Leave

For more details on the other types of leave such as the ones listed below, please refer to your collective agreement or to Section 6 of the HR Policy.

Maternity Leave	Parental Leave	Compassionate Care Leave
Bereavement Leave	Jury Duty and Court Leave With Pay	Military Leave
Leave Without Pay	Adoption and Birth Leave	Family-Related Leave

## Core Characteristics

Within the context of our mission, we have identified and adopted five core characteristics. These are critical for individual and organizational success as they help build a shared vision which manifests itself in concrete, powerful everyday actions and interactions. These core characteristics are also part of our recruiting, selection and performance management processes. They are:

### **Team Player:**

Initiates activities, fosters and sustains an environment of working together to accomplish the vision and mission of the Staff of the Non-Public Funds, Canadian Forces and to achieve common goals, roles and responsibilities. Listens to others and collects and shares information according to others needs.

### **Customer Focus:**

Always seeks ways to exceed customer expectations by being enthusiastic and treating each one as the most important part of your job and by going out of your way to provide them with satisfaction. Deals with customers in an attentive, respectful, friendly, courteous, caring and cooperative manner. Our customers come first because our service is our product and we serve those who serve.

### **Positive Attitude:**

Customers are treated with courtesy, understanding and concern. Deals decisively, confidently and optimistically with all problems as if they were challenges and opportunities to make a real difference. Facing challenges are an opportunity to learn and become the best.

### **Excellence:**

Shows pride in setting a high standard of achievement and strives to attain a zero error rate. Believes that all tasks are important and must be carried out in an exemplary manner because the success of the team is dependent on it. Just being satisfactory is never sufficient or acceptable - our goal is being the best.

### **Competence:**

Projects professionalism by having and applying knowledge, experience, skills and abilities effectively and efficiently. Maintains focus on required results and works proactively to maximize results within given timeframes and resources.

## Diversity and Employment Equity

Staff of the Non-Public Funds, Canadian Forces recognizes the value of having a diverse and skilled workforce and is committed to providing a workplace that is free of employment barriers and discrimination.

To achieve Diversity and Equity objectives, employees are given the opportunity to “self-identify”, or declare voluntarily, based on their understanding of the definitions, that they are a member of one or more of the designated groups.

During your first week of employment you will be **required** to complete the Employment Equity Self-Identification Form, whether or not you fall under a designated group. You may request to have the form in an alternate format, such as Braille, large print or audio cassette. Later on, if you wish, you may update or revise your profile by accessing the self-identification form at [www.cfpsa.com/ee](http://www.cfpsa.com/ee).

Our objective is to:

- Attract, retain and motivate a diversified work force of qualified employees that is inclusive of the four designated groups and representative of the Canadian labour market.
- Identify and eliminate barriers from employment systems, policies, procedures, practices, organizational attitudes and established behaviour patterns that may discourage or deny qualified workers of all backgrounds from employment opportunities, for reasons unrelated to ability.
- Develop and maintain a welcoming workplace with an organizational culture that fosters awareness and understanding of the value of workforce diversity and facilitates optimum employee participation and contribution.

**The *Employment Equity Act's*** purpose is to “achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability and, in the fulfillment of that goal, to correct the conditions of disadvantage in employment experienced by women, aboriginal peoples, persons with disabilities and members of visible minorities by giving effect to the principle that employment equity means more than treating persons in the same way but also requires special measures and the accommodation of differences.” (1996 Employment Equity Act)

**The duty to accommodate** refers to the obligation of an employer to take measures to eliminate disadvantages to employees, prospective employees or clients that result from a rule, practice and physical barrier that has or may have an adverse impact on individuals or groups protected under the Canadian Human Rights Act (based on race, national or ethnic origin, colour, religion, sex, sexual orientation, marital status, family status and disability) or identified as a designated group under the Employment Equity Act (women, persons with disabilities, aboriginal peoples, members of visible minorities).

## Ethical Principles

Staff of the Non-Public Funds, Canadian Forces is committed to vigorously supporting and maintaining a workplace culture of integrity for all employees that is founded upon Ethical Principles. Our objective is to promote and maintain a level of excellence, a working environment and a public reputation that is characterized by our ethical conduct.

It is expected of every employee in the performance of his or her duties, to ensure that his or her conduct is consistent with the Ethical Principles and specific responsibilities listed below. Please be familiar with the following:

### Ethical Principles:

- Respect the dignity and well-being of all persons.
- Service the interest of Canada and the CF above self interests.
- Act consistently to benefit CF members, former members and their families.
- Support and willingly comply with legitimate authority, within the norms of ethical conduct.

Division Heads and B/W Commanders are accountable for ensuring that managers put Ethical Principles into practice and that sufficient steps are taken to ensure that adherence to them is both encouraged and enforced at all levels.

Managers are responsible for ensuring the Ethical Principles are implemented and put into practice in the workplace and are accountable for both the ethical successes and failures of their units.

### You must:

- Practice courtesy, reliability, trustworthiness and honesty.
- Practice due diligence.
- Practice equity, fairness, impartiality and objectivity.
- Prevent or avoid retaliation, unfair advantage, or abuse of authority.
- Maintain safety, security, confidentiality and loyalty.

## Health, Safety and Environment

In order to comply with the Canada Labour Code Part II, Canadian regulations and the Environmental Protection Act, Staff of the Non-Public Funds, Canadian Forces has comprehensive programs and encompassing policies, guidelines, procedures, and training activities in place. They provide managers with various management tools and techniques to reduce accidental losses and damages to the environment.

The Occupational Health and Safety (OHS) and Environmental Management System (EMS) programs contribute to reducing workplace related injuries, material losses and contamination of the environment. They also promote and enhance the overall well-being of employees, customers and contractors and are essential to achieving a healthy, safe and less stressful workplace.

The elements addressed by the Occupational Health and Safety Programs are:

- National Occupational Health and Safety Policy Committee
- Workplace Occupational Health and Safety Committee
- Job Hazard Analysis
- Emergency Preparation, Response and Evacuation
- Occupational Health and Safety (OHS) Training
- Occupational Health and Safety Inspection
- Refusal to Work
- Food Safety
- Internal Complaint Resolution
- Accident Investigation and Reporting
- Fire Prevention
- Environmental Management System
- First Aid and CPR
- Personal Protective Equipment
- Employees Working Alone
- Control of Pesticides
- Ergonomics
- Playspace and Equipment Safety

### **A safe work environment requires everybody's active involvement and participation**

It is our goal to ensure that everyone takes a personal interest in identifying, reporting and eliminating environmental, health and safety hazards in the workplace.

The policy is extensive and it is recommended that you read it and refer to it when you have questions. It explains in detail the responsibilities of the employer, managers and employees in regards to OHS and EMS obligations. Ensuring a safe and healthy work environment is a responsibility shared by all, which is why we are highlighting a few important items below:

<b>Unit</b>	<b>Responsibilities</b>
Employer	<p>Apply the policy and its procedures.</p> <p>In regards to accident investigation and reporting: ensure the manager or supervisor is knowledgeable of his or her responsibility in regards to minor or serious injuries, death and preventing and reporting procedures of hazardous occurrences in the workplace.</p>
Environmental Health and Safety Manager through Human Resources	<p>Develop guidelines for the regulation of specific OHS issues and national training standards for programs.</p> <p>Monitor compliance by means of field reviews and visits.</p> <p>In regards to accident investigation and reporting: report, complete, distribute and track claims and appeal processes while ensuring provincial regulations are respected.</p>
Managers and Supervisors	<p>Ensure the workplace is free of environmental, health and safety hazards.</p> <p>Ensure the application of the policy.</p> <p>In regards to accident investigation and reporting: initiate follow through when an employee does not report to work the day following an injury or an illness in the workplace.</p>
Employees (customers and contractors)	<p>Observe safe work practices and report unsafe or unhealthy working conditions.</p> <p>Report to their immediate supervisor, any situation which is believed to be a contravention of the environmental or OHS guidelines.</p> <p>Report to their immediate supervisor, orally or in writing, any incident, accident or other occurrence without delay.</p> <p>Seek first aid assistance in case of injury or occupational disease, complete the register and request medical assistance if necessary.</p> <p>Cooperate with their manager, supervisor, investigator or Human Resources Manager to complete appropriate forms and reports and participate in the return to work program.</p>

## Human Rights and Harassment Prevention

Staff of the Non-Public Funds, Canadian Forces' primary goal regarding human rights, harassment prevention and discrimination is the elimination of behaviours that threaten the morale and welfare of employees and the cohesion and efficiency of the organization. Staff of the Non-Public Funds, Canadian Forces provides a work environment that is supportive of productivity and the personal goals, dignity and respect of every employee. Staff of the Non-Public Funds, Canadian Forces believes that harassment and discriminatory behaviour are harmful to everyone and the well being of the organization.

Employees will be treated fairly at work, in an environment free of harassment.

### What is Discrimination in Employment?

Under the Canadian Human Rights Act it is against the law to discriminate on the basis of race, colour, age, sex, national or ethnic origin, religion, marital status, family status, disability, sexual orientation and pardoned criminal convictions.

### What is Harassment?

Harassment is any improper behaviour by an individual that is directed at, and offensive to, another individual, and which the person knew or ought reasonably to have known would be unwelcome. It comprises objectionable conduct, remarks, gestures and displays - made on either a one time or continuous basis - that demeans, belittles, or causes personal humiliation or embarrassment to an individual.

### Not Considered Harassment

- Appropriate direction or discipline carried out by supervisors or managers;
- Occasional disagreements or personality conflicts;
- Performance counselling and annual assessments.

### How to Stop Harassment

You have a right to complain if discrimination or harassment is happening to you. Whatever action you choose to take, be prepared to describe in detail what happened. These are some of your options:

#### Informal Complaint:

- Tell the person that their behaviour is unwelcome and ask them to stop. Ask for help from your supervisor, your manager or the Human Resources Manager.
- Discuss with the Human Rights and Harassment Prevention Advisor to examine your options to find a solution. This could involve self-help, mediation or filing a formal complaint.

#### Formal Complaint:

- All written complaints should be filed with the Human Rights and Harassment Prevention Advisor.

## Official Languages

The legal basis of the federal Official Languages Program is unique to Canada. No other country has a mix of constitutional principles, statutes and policies that embody, protect and promote the English and French languages and cultures. For the employees of the Staff of the Non-Public Funds, Canadian Forces to provide quality service to the public and the CF community requires that we respect the right of all Canadians to receive services in the official language of their choice.

Our priorities rest on principles of sound management and the creation of an environment defined by respect for others, ongoing dialogue with employees and pride in speaking the official language of one's choice. We are committed to fostering a workplace that is favourable to the use of English and French and we encourage you to use both languages at work and to recognize that our linguistic duality is a dynamic element of Canada's cultural diversity.

Strong open-minded leadership that respects and understands the Canadian linguistic duality is one of the key influential factors to a successful Official Languages Program. Leadership, respect and professionalism are values that each and every one of us must integrate in our daily activities and the way in which we deal with our employees, colleagues and clients.

To fulfill our mandate to "Serve Those Who Serve", we employ a highly varied workforce that provides front-line services across Canada and abroad. We actively pursue our commitment to take the necessary steps to meet the requirements of the Official Languages Act within the context of "Supporting our Troops" and their families. In this spirit, all employees and managers are encouraged to learn more about their rights, responsibilities and roles regarding the Official Languages Act by accessing the site [www.cfpsa.com/ol](http://www.cfpsa.com/ol).

*(Please note that your rights and obligations in regards to having access to and using both official languages may vary, depending on the designated language of the Region, Base, Unit and of your position. To obtain clarification on this matter, you may contact the Official Languages Manager.)*

## Training and Development

Staff of the Non-Public Funds, Canadian Forces is committed to the professional and personal growth of its employees by providing quality educational and training opportunities.

Your supervisor is responsible for your day-to-day training specific to your job. These activities are usually discussed and planned during the performance review meeting. You are encouraged to pursue ongoing professional development towards enhanced job expertise and career advancement opportunities.

The Human Resources Programs Directorate creates corporate training opportunities that deal with mission, vision and values and that link to major organizational initiatives. These mandatory courses teach the skills that are common to all our jobs and that are needed to lead our workforce, regardless of location, Division, Base or position, such as:

- Orientation and Integration
- Harassment Prevention
- Official Languages Awareness
- Employment Equity and Diversity
- Occupational Health and Safety Training
- WHMIS
- Labour Relations

## Tuition Assistance Program

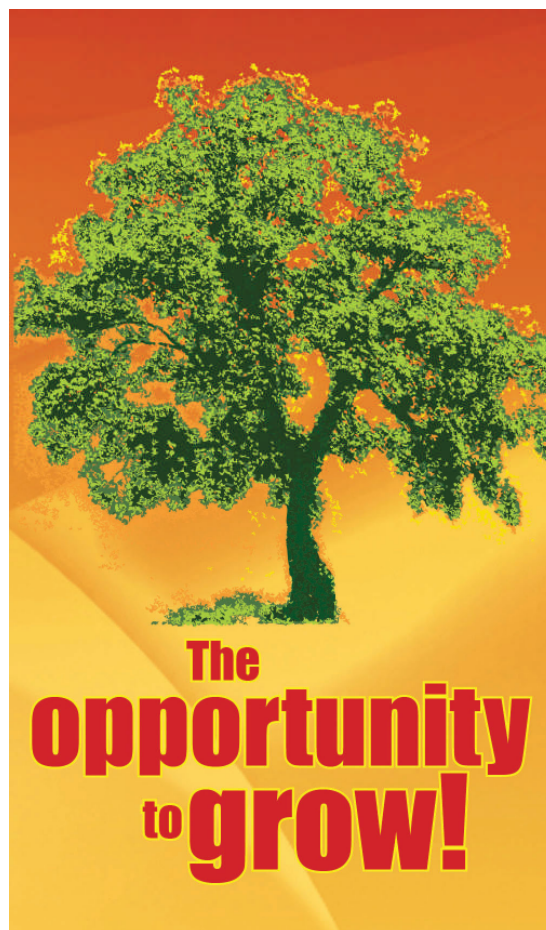
It is the policy of Staff of the Non-Public Funds, Canadian Forces to invest in its employees' continuous learning and professional development. The **Tuition Assistance Program** is meant to encourage and financially support employees who pursue part-time studies in an academic institution to enhance their opportunities for career advancement.

As a full-time employee, you may receive up to \$1500 per fiscal year, to cover the cost of tuition when no other financial assistance is available.

As a part-time employee you may receive up to \$1000 per fiscal year, to cover the cost of tuition when no other financial assistance is available.

You are encouraged to pursue your career goals and to discuss these goals with your supervisor.

*The large variety of programs and services that we deliver means that there are a wide array of advancement opportunities and new challenges.*



## Apropos - Our on-line newsletter



For the Staff of the Non-Public Funds, Canadian Forces, Apropos is the national strategic communications vehicle. Through this online newsletter, you can keep on top of corporate developments across Canada and Europe. Find out about best and new practices, about policies that have been implemented and acquire general knowledge on what our employees are up to.

The Communications team request your assistance in keeping it vital. If you have a scoop please let them know. To learn how it is done, simply email the Human Resources Planning Manager to let him know that you are interested in submitting an article. He will guide you from there.

***Be in the know with Apropos!***

## Awards and Recognition Programs

We strive to recognize the contributions that you and your peers make and to honour their contribution towards accomplishing our mission; we know that going that extra mile is what allows us to excel at *Serving Those Who Serve*.

Through the following awards, we provide a means to acknowledge and recognize the special efforts that many of you make.

### The Chief Executive Officer's Award of Exceptional Merit:

This is the highest and most prestigious award within our organization. It is presented to employees or teams that have clearly exceeded expectations in performing their duties and responsibilities, and by so doing, have contributed to the achievement of the mission, goals and objectives of Staff of the Non-Public Funds, Canadian Forces.

### The Divisional Employee or Team of the Year Certificate of Merit:

This award is presented annually to employees or teams in recognition of clearly outstanding service to their Division.

### The Service Award:

This award recognizes the dedicated service of full and part-time employees with a framed certificate and a commemorative memento that highlights: five, ten, fifteen, twenty, twenty-five, thirty, thirty-five, forty, forty-five and fifty years of service.

### The Retirement Award:

The retiring employee receives a certificate signed by the Chief Executive Officer recognizing her/his service and dedication to the Staff of the Non-Public Funds, Canadian Forces.

Our employees can also receive to the Chief of the Defence Staff Distinguished Achievement Award. This highly prestigious award from the Department of National Defence is presented to employees of the Canadian Forces community who have made a positive and substantial impact, directly or indirectly, on its members. This award is generally presented in June by the Chief of Defence Staff.

## Employee Assistance Program

The Employee Assistance Program (EAP) is a free, confidential and voluntary support service that helps employees and eligible family members solve all kinds of problems and challenges in their life.

You and your immediate family members receive support over the telephone, in person, online and through a variety of issue-based health and wellness resources. For each concern that you are experiencing, you can receive a series of counselling sessions. You can also take advantage of online tools to help manage personal well-being.

You'll get practical, relevant support, quickly and in a way that is most suited to your preferences, learning approach and lifestyle. Caring professionals can help you select the support options that work best for you.

The following resources are available:

- Achieve personal well-being
- Manage relationships and family
- Get legal clarity
- Get financial clarity
- Research child and elder care resources
- Address workplace challenges
- Tackle addictions
- Understand nutrition
- Get health advice

## Insured Benefits Plans – FULL-TIME Employees

Staff of the Non-Public Funds, Canadian Forces offers a range of benefits to our full-time employees and their families. Brief descriptions of each one are provided below. Details of the benefits package are found in the Benefits Booklet that your local Human Resources Manager provided upon starting your employment.

### Health and Dental Plan

All employees are eligible to join the Health and Dental Plan. Spouses and dependent children (if applicable) are also eligible for Health and Dental coverage on the date that your plan comes into effect. These benefit plans will reimburse you for eligible dental and/or health expenses based on the percentages indicated in your benefits booklet. The benefits plan is complemented with a drug card and your dental claim can be submitted electronically directly from your dentist office, provided the office is set-up to do this. The cost of premiums for this coverage is shared between the employer and the employees.

### Basic Life Benefit

The amount of your life insurance coverage is 2 ½ times your annual salary. This coverage is fully funded by Staff of the Non-Public Funds, Canadian Forces.

### Optional Life Benefit

In addition to basic life coverage, an employee may purchase optional life coverage for themselves and/or their spouse up to an individual maximum of \$300,000.00. This coverage is fully funded by the employee.

### Accidental Death and Dismemberment (AD&D)

All full-time employees (including full-time temporary and seasonal employees) who are covered for basic life insurance are also covered for AD&D. Eligible employees are automatically covered for a principle sum equivalent to the basic life benefit. The premiums for this coverage are paid 100% by Staff of the Non-Public Funds, Canadian Forces. Coverage terminates at age 70.

### Long Term Disability Benefit

This benefit provides income security should an employee become totally disabled and remain so over a long period of time. In order to receive this benefit, you must satisfy the definition of totally disabled and remain under the continuing care of a physician. This benefit is insured by a private insurer, and all decisions regarding a claim will be made by the private insurer. Both the employee and Staff of the Non-Public Funds, Canadian Forces share the cost of premiums for this coverage. Coverage terminates at age 65.

## **Insured Benefits Plans – PART-TIME Employees**

Part-time or temporary employees may not join the plan. However, they are provided with Accidental Death & Dismemberment coverage. Eligible employees are automatically covered for a principle sum of \$25,000. This coverage is fully funded by Staff of the Non-Public Funds, Canadian Forces.

If you are a unionized Category I employee and the terms of your collective agreement differ; your collective agreement takes precedence.

You may also be entitled to several government benefits. For more information on government benefits, please contact the responsible government ministry.

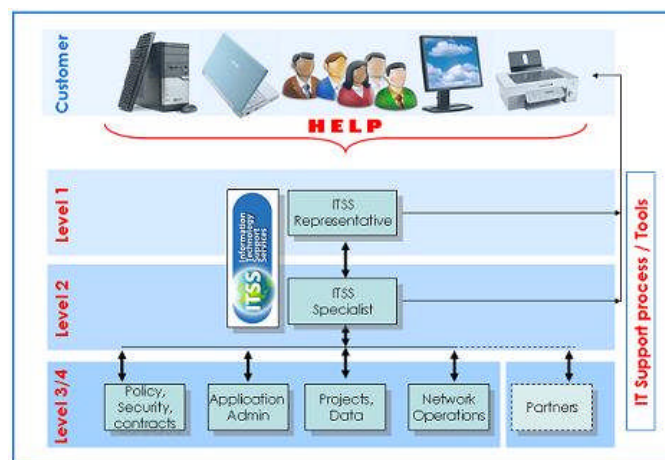
## Information Technology Support Services (ITSS)

ITSS is a "one-stop" shop for all information technology needs. ITSS personnel can install a new toner cartridge in a printer, customize your Excel spreadsheet, archive your e-mail, or even move your computer to a new location. Whatever your IT requirements, ITSS can help you!

ITSS's mission is to "facilitate effective and efficient use of On-Line Administrative Systems in support of departmental missions – with the final goal to enhance the well-being of the CF employees and their families."

### ITSS Centralized Structure

You can report all your IT issues to the ITSS call centre for handling and appropriate dispatching. The centralized structure allows ITSS to better manage resources and maintain a structured support system. The end results for you, our customer, are reduced wait times and an improved resolution ratio.



### Contacting ITSS:

Business hours are: Monday to Friday from 7:00 AM to 11:00 PM local time.

Saturday and Sunday 9:00 AM to 7:00 PM – Eastern Standard Time

Before e-mailing or calling, check the [Alerts](#) page where you will be able to read about the most recent network/application alerts or common issues reported to our team – with estimated time to resolution and workarounds (where available).

The [Help FAQ](#) page is another valuable resource that has answers to many common IT-related questions.

If you still need to contact ITSS, please do so by e-mail at [CCC@cfpsa.com](mailto:CCC@cfpsa.com). E-mail is easily traceable, and works with our ticketing systems. You may contact ITSS by phone only for critical and time-sensitive issues at 1-866-615-9284

ITSS pages will be periodically reviewed and updated with the latest news, enhancements, and development of our services.

## Pension Plan – FULL-TIME Employees

We are proud of our Canadian Forces Non-Public Fund Employees Pension Plan and love to brag to our new employees about it. It is distinct from the public service pension plan and is designed differently. The defined benefits offer great insurance for the future. Please take the time to get to know and understand your pension plan.

New full-time employees are **required** to join the pension plan from the date of hire and must remain in the plan as long as they work for us. For unionized Category I employees, if the terms of your collective agreement differ; your collective agreement takes precedence.

Each year, you are required to contribute 4.5% of your earnings up to the CPP/QPP Year's Maximum Pensionable Earnings (YMPE) and 6% of earnings that are in excess of the YMPE.

Our pension plan is a defined benefit plan which means that the employee's retirement benefit is defined by a set formula based on a benefit percentage, years of pensionable service, and average earnings. The pension formula is:

**1.5%** of your Average Pensionable Earnings up to the Average YMPE  
**plus 2%** of your Average Pensionable Earnings above the Average YMPE  
**multiplied by** Years of Pensionable Service

Under a defined benefit pension plan, the employer is required to ensure the pension plan is properly funded. The employer's contributions are determined by the plan's actuary, subject to Canada Revenue Agency approval, taking into consideration applicable legislation, accumulating benefits, future payment obligations, and the plan's funding status. Currently, the employer's contributions are 203.8% of the employee's contributions (i.e. for each \$1 the employee contributes, the employer contributes \$2.038).

Your retirement earnings are calculated using your Average Pensionable Earnings, which are your average earnings as a plan member during the three highest-paid consecutive years in the ten years before your retirement date. If you have less than three years of pensionable service, then the actual average of earnings received will be used.

### Estimating Your Pension Benefits

Every year, you will receive a statement detailing the amount of your accrued pension, pensionable service, and total contributions with interest. You may also use the Pension Estimator tool available on our web site to plan the value of retirement benefit payable on a certain date:

[http://www.cfpsa.com/en/corporate/Services/hrservices/PensionAndBenefits/PensionEstimator\\_e.xls](http://www.cfpsa.com/en/corporate/Services/hrservices/PensionAndBenefits/PensionEstimator_e.xls)

### Transfers from Other Employers

Given that our Pension Plan is a federally legislated pension plan, only transfers from other federally legislated pension plans are acceptable. If you wish to transfer your accumulated pension benefits, our actuaries will calculate the value of your pension against our pension plan and provide the options available to you with regard to the number of years of service that you may transfer into our plan and any associated costs.

### Pension Plan Administration

Our Pension Plan is administered by Coughlin & Associates Ltd. Coughlin is one of Canada's leading benefits consultancies and third party administrators. As the Pension Plan administrator, they maintain an employee database for pension administration. They issue annual pension statements as well as perform all the necessary pension calculations and provide the required documentation to employees when they leave our organization. Employees can contact them by e-mail at [cfpsapension@coughlin.ca](mailto:cfpsapension@coughlin.ca) or by phone at 1-888-613-1234 extension 377.

### Retirement Payments

There are three forms of payment available:

- Guaranteed Life 15 Years (Normal Form), which is the automatic option for single employees
- Joint and Survivor 60% for employees who are in a married, common-law or same-sex relationship
- Joint and Survivor 100%

The monetary differences between the three forms of payment are explained in detail in the pension booklet available online.

The Pension Plan booklet provides further information about the Pension Plan. Please consult the booklet for further information on a variety of topics, for example:

- Normal Retirement Date (NRD) and penalties on pension benefits
- Choosing a beneficiary
- What to do in the event of separation or divorce
- If you leave the organization

## Pension Plan – PART-TIME Employees

As a part-time employee, you may opt to join the Plan after two years of employment if your earnings exceed 35% of the Canada/Quebec Pension Plan Yearly Maximum Pensionable Earnings (YMPE) in two (2) consecutive calendar years. If you are a part-time employee, your pensionable service will be prorated to hours worked. The Pension Booklet provides more information. It is your decision to enrol or not. If you are unsure, you may wish to consult a financial planner.

## Protected Documents and Information

Staff of the Non-Public Funds, Canadian Forces and the Department of National Defence follow the categories and rules established by the Government of Canada for the handling and storing of sensitive information. The Government of Canada has established two categories of sensitivity, each with its own handling and storage requirements. The levels **protected** and **classified** are based on the exemptions contained in the Access to Information and Privacy Acts and correspond to the degree of injury unauthorized disclosure could cause to individuals, organizations or the national interest.

Since we all share the responsibility to ensure that sensitive, protected and classified information is handled properly, we ask that you adhere to the following guidelines.

Public information is available to everyone and requires no protection. It requires no security markings and individuals who handle it don't require any security clearance. It can be transmitted using normal e-mail and can be stored in any type of container. Examples include memos to all staff and general announcements.

Information is designated "PROTECTED" if its disclosure could harm interests other than harm to the "national interest." There are three levels of PROTECTED designated information that are identified as:

Guidelines	PROTECTED A:	PROTECTED B:	PROTECTED C:
Risk/injury	information that, if compromised, could reasonably be expected to cause <b>minimal injury</b> outside the national interest.	information that, if compromised, could reasonably be expected to cause <b>serious injury</b> outside the national interest.	applies to the very limited amount of information that, if compromised, could reasonably be expected to cause <b>extremely grave injury</b> outside the national interest.
Examples	personal information: <ul style="list-style-type: none"> <li>names</li> <li>home addresses</li> <li>personal telephone numbers</li> <li>exact salary figures</li> </ul>	<ul style="list-style-type: none"> <li>loss of reputation or competitive advantage</li> <li>medical, psychiatric or psychological information</li> <li>individual's finances, income, assets, bank balances</li> <li>personal recommendations or evaluations</li> <li>political beliefs, associations or lifestyle, etc.</li> </ul>	life threatening information and serious criminal intelligence.
Handling	can be transmitted using normal e-mail, hand-shredded, mailed in a single envelope using first class mail, faxed using a regular machine, and stored in any type of container.	requires encrypted transmission/storage (PKI), shredding using a device approved by Treasury Board, faxing with the confirmed recipient present, mail for which a signature is required, and storage in a container approved by Treasury Board.	not to be processed, stored or transmitted on designated systems; it must be handled by an appropriately accredited PC, mailed in a double envelope, shredded using a device approved by Treasury Board and should be stored in a container approved by Treasury Board.

**Please note:** on a daily basis most employees handle Public or Protected A information. PROTECTED B information is most often handled by senior management and by human resources managers.

Staff of the Non-Public Funds, Canadian Forces employees have enhanced reliability security clearance which is required in the handling of all levels of PROTECTED information.

Classified information is material that could be damaging to Canada if compromised. It is marked CONFIDENTIAL, SECRET OR TOP SECRET depending on the amount of damage it could cause. It is important to note that there is very little information within our organization that warrants this level of classification. Examples of classified information include briefing notes, draft legislation and defence activities currently in use.

If you are, or anticipate that you will be, handling classified information please contact your local Human Resources Manager to obtain the guidelines.

## Travel Directive and Services

The Travel Services section offers the full range of corporate travel services for employees traveling in support of approved Morale and Welfare Programs and activities, including air and rail transportation, car rentals, and hotel accommodation.

Travel Services can also coordinate arrangements for conferences and meetings.

Please consult the travel directive before you prepare any trip:

[https://www.cfpsa.com/en/corporate/services/travel/Travel\\_Directive\\_e.asp](https://www.cfpsa.com/en/corporate/services/travel/Travel_Directive_e.asp)