



Montreal Office:
514-631-5216 | 2210 52nd Ave Lachine, Quebec, H8T 2Y3

Vancouver Office:
604-278-7790 | 106-3830 Jacombs Road Richmond, BC, V6V 1Y6

Attestation

In accordance with the requirements of the Act, and in particular section 11 thereof, I attest that I have reviewed the information contained in the report for the entity or entities listed above. Based on my knowledge, and having exercised reasonable diligence, I attest that the information in the report is true, accurate and complete in all material respects for the purposes of the Act, for the reporting year listed above.

Xiaobo Zhan
President

Date: May 28, 2024

Signature: 
9CCC210626514BF...

I have the authority to bind Shopper+ Inc.

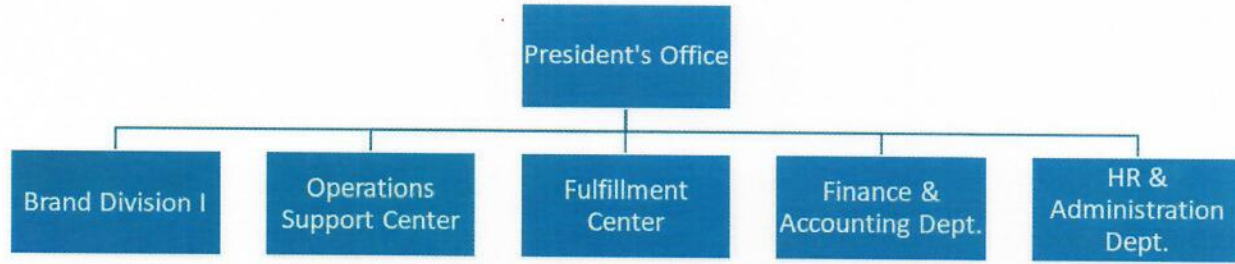


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Shopper+ Inc.

Organization Chart:



Total employees: 110 (as of April, 30, 2024), Canada

President's office: 3 people, is responsible for the company's overall strategy and organizational development.

Brand Division 1: 27 employees, Brand Division 1 is responsible for overseeing several key areas:

Sales: Managing and driving the sales strategy to achieve revenue targets, developing sales plans, and building relationships with key clients and partners.

Marketing: Creating and executing marketing campaigns to promote the brand, including digital marketing, social media, and traditional advertising. They also conduct market research to identify new opportunities and track marketing performance.

Procurement and Development: Sourcing and purchasing products and materials needed for the brand, ensuring quality and cost-effectiveness. They also work on product development, from concept to launch, ensuring that new products meet market demands and brand standards.

Website Operation and User Experience Operation: Managing the brand's website to ensure it is user-friendly, up-to-date, and optimized for performance. This includes overseeing website content, functionality, and overall user experience to enhance customer satisfaction and engagement.



Design: Creating visual content and branding materials that align with the brand's identity. This includes graphic design for marketing materials, product packaging, and other visual assets.

TikTok Project: Developing and managing the brand's presence on TikTok. This involves creating engaging content, growing the brand's follower base, and utilizing TikTok's features to enhance brand visibility and engagement with the target audience.

Operations Support Center, consisting of 14 employees, is responsible for the following areas:

Information Management: Data Management: Collecting, storing, and managing data to ensure it is accurate, accessible, and secure. **Data Analysis:** Analyzing data to provide insights and support decision-making processes. **Information Systems:** Overseeing and maintaining information systems, ensuring they are up-to-date and functioning efficiently.

Customer Service: handling customer inquiries and complaints, providing timely and effective resolutions to ensure customer satisfaction. **Feedback and Improvement:** Collecting customer feedback and identifying areas for improvement to enhance the overall customer experience.

Technical Support: Providing technical assistance to employees and customers, troubleshooting hardware and software issues, and ensuring systems operate smoothly. Performing regular maintenance and updates on computer systems, networks, and software applications to prevent issues and enhance performance.

Fulfillment Center, 57 employees, is tasked with the following responsibilities:

Montreal Warehouse: Day Shift Operations, Overseeing the day-to-day operations of the Montreal warehouse during regular business hours. This includes receiving incoming shipments, robotic system, inventory management, order processing, and preparing shipments for delivery.

Evening Shift Operations: Managing the evening shift activities, such as restocking inventory, organizing the warehouse, and preparing for the next day's operations.

Vancouver Warehouse: Day Shift Operations: Similar to the Montreal warehouse.

Project and Logistics: Project Management, Leading different projects related to warehouse optimization, process improvement, or system implementation to enhance operational efficiency and customer service.

Logistics Planning: Developing strategic plans for logistics operations, including warehousing, transportation, and distribution, to meet customer demands and business objectives.

Finance and accounting department: 7 employees are responsible for managing the company's financial resources, including budgeting, forecasting, financial reporting, and ensuring compliance with accounting standards and regulations. They also oversee payroll, accounts payable, accounts receivable, and financial analysis to support strategic decision-making.



HR and Administration Department: 2 employees. They are responsible for managing employee relations, recruitment, onboarding, training, development, and termination. They also handle employee payroll, and they also oversee administrative functions such as office management, facility maintenance, and procurement of office supplies.

Policy:

The company is implementing measures in accordance with CNESST (Quebec) and Government of BC Vancouver) requirements, including factors such as wages, vacations, working conditions, and other related aspects.

Additionally, during employee onboarding, we require employees to provide two valid photo identification and their SIN number. This allows us to verify the age and eligibility of the employee to work legally in Canada.

The company has conducted employee satisfaction surveys, which encompass various aspects such as the working environment, compensation and benefits, job responsibilities, and encourages employees to provide suggestions for improvement. (Agency employee: work with agency together)

The prohibition against an employer having work performed by a child under 14 years of age is set out in section 84.3 of the Act respecting labour standards (chapter N-1.1) except some certain businesses. Please see the following link:

<https://www.cnesst.gouv.qc.ca/en/node/1147646/interpretation-guide/regulations-adopted-under-act-respecting-labour/regulation-respecting-labour-standards-sq-1979-c/work-children-section-3503-352/article-3503>

The safety (evacuation) standards for our warehouse are implemented through the third-party (*Pyroform inc.*)



HR Policy:

Agenda

- Hours of Work Policy
- Leave Policy

Hours of Work

- Regular work schedule: 9:00 am to 5:00 pm Mon. to Fri. total: 35 hours per week (holidays excluded)
- Lunch break: one hour, unpaid
- Warehouse employees: 37.5 hours per week, extra ten minutes break in the afternoon
- Schedule for part time employee: determined case by case

- Attendance
- Clock punch
- Pre-approval when out of office on business
- 6 lateness/early leave = warning letter
- 6 lateness/early leave in second month = dismissal
- Overtime
- All OT application to be approved by VP
- 30 minutes break is allowed when OT for one day

Leave

- Statutory Holidays Vacation Leave Marriage Leave Compassionate Leave
- Maternity Leave Paternity Leave Parental Leave Termination of Pregnancy Leave
- Sick Leave Personal Leave

Statutory Holidays

- New Year's Day Civic Holiday (for BC only) Good Friday or Easter Monday
- Labour Day Quebec Day (for QC only) Thanksgiving Day
- Victoria Day Remembrance Day (for BC only) Canada Day Christmas Day

Vacation Leave

An employee's vacation leave is granted based on the length of service as shown below:



Service Year	Entitled Vacation Leave	Indemnity
Less than 1 year, (but more than 5 days for BC)	1 day per full month of uninterrupted service without exceeding 2 uninterrupted weeks	4%
1 year to less than 3 years	2 uninterrupted weeks	4%
3 years and over	3 uninterrupted weeks	6%

For new hires, the vacation leave entitlement shall be

New hire's vacation entitlement: based on calendar year starting from Jan 1st and ending by Dec 31st, not actual service year

Other Leaves

- Marriage leave
- Compassionate Leave
- Family Obligation
- Personal Leave
- Manager (6 months)
- Supervisor (6 months)
- Long Service Leave
- Maternity Leave
- Paternity Leave
- Parental Leave
- Termination of Pregnancy Leave

Application Procedure

Request	Application in advance	Approval
1 days or less	3 days in advance	Team leader
2 – 5 days	2 weeks in advance	Team leader
More than 1 week	5 weeks in advance	Team leader

After 4 weeks' accumulated absence of sick leaves, personal leaves, and personal leaves concerning family obligations, the employee's position will be re-evaluated



Training - Harassment

Psychological or sexual harassment in the workplace

1. vexatious (abusive, humiliating, hurtful) conduct in the form of comments, gestures or behavior that:
 - are repeated
 - are hostile (aggressive, threatening) or unwelcome
 - adversely affect the person's dignity (that is, self-respect, self-esteem) or integrity (physical, psychological or emotional balance)
 - make the workplace harmful for the person.
2. Discriminatory harassment is also considered psychological or sexual harassment
 - race, colour, ethnic or national origin
 - age, language, sex, pregnancy, civil status
 - gender identity or expression, sexual orientation
 - religion, social condition, political convictions
 - a handicap or the use of any means to palliate a handicap

Psychological or sexual harassment can occur at all levels in the hierarchy of a company: between managerial staff, between coworkers, between a manager and a member of staff. Harassment may also come from clients, a supplier, etc

Examples of harassment and violence

- The following is a non-exhaustive list:
- aggressive or threatening behaviour, including verbal threats or abuse
- physical assault
- spreading malicious rumours or gossip about an individual or a group
- socially excluding or isolating someone
- damaging, hiding or stealing someone's personal belongings or work equipment
- persistently criticizing, undermining, belittling, demeaning or ridiculing someone
- swearing at someone or using inappropriate language toward them
- using the Internet to harass, threaten or maliciously embarrass someone
- using the Internet to make sexual threats, or to harass or exploit someone sexually
- abusing authority by publicly ridiculing or disciplining a subordinate
- abusing authority by interfering with a subordinate's performance or job (for example, blocking applications for leave, training or promotion in an arbitrary manner)
- abusing authority by soliciting a sexual or romantic relationship from a subordinate, or making social invitations with sexual overtones to a subordinate
- making abusive or derogatory remarks or jokes about someone's gender, gender identity or gender expression, sex or sexual orientation (for example, homophobic remarks) sexual touching (for example, patting, pinching, caressing, kissing, fondling)
- sexual invitations or requests in return for a promise of a reward (such as a promotion)
- displaying offensive posters, cartoons or images of a sexual nature



- sending inappropriate electronic communications (for example, sexually explicit emails)
- domestic violence (also called intimate partner violence, domestic abuse or relationship abuse) is a workplace hazard when it occurs in the workplace (it puts the targeted worker at risk and may pose a threat to coworkers)

What is not harassment and violence

It is appropriate for your supervisors to take the following actions, as long as they act respectfully, professionally and in good faith:

- directly supervise employees, including setting out performance expectations and providing constructive feedback about work performance
- take measures to correct performance deficiencies, such as placing an employee on a performance improvement plan
- take reasonable disciplinary actions
- assign work, and direct how and when it should be done
- request updates or status reports
- approve or deny time off
- request medical documents to support an absence from work

Discussion

- Is workplace harassment a crime in Canada?
 - Workplace harassment is strictly prohibited by Canadian laws and refers to harmful acts or verbal comments which are known or should be known to be unwelcome. Workplace bullying is a form of workplace harassment. Harassment and bullying can impact the mental and physical health and safety of employees in the workplace.
- Is yelling in the workplace harassment?
 - The short answer is **yes**.

What should you do if you are a victim of workplace violence?

- Call 911 and other appropriate emergency contacts (such as Federal Protective Service) for that particular facility, particularly if the situation requires immediate medical and/or law enforcement personnel.
- Remain Calm and Contact supervisor.
- Secure your personal safety first.
- Leave the area if your safety is at risk

SECTION		Date	Janvier 2022
3		Date de Révision	Au besoin

Organisation des mesures d'urgence JOUR



Poste de contrôle
Entrée principale

Stationnement avant

