

## PHARM-ASSIST PROGRAM

### Consult-A-Lawyer and Human Resources Assistance

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#### CONSULT-A-LAWYER

##### NATURE AND COVERAGE OF CONSULT-A-LAWYER:

We are committed to providing you with access to lawyers who can answer your legal questions.

Call us toll-free at 1-866-457-2234, Monday to Friday between 8 a.m. and 8 p.m. EST, excluding statutory holidays, and you'll have access to lawyers who can answer your legal questions about commercial matters related to the insured pharmacy(ies).

The service has two components:

1. **Unlimited telephone assistance** for legal questions of a commercial nature. No limit on the number of calls or their duration.
2. **A bank of hours totaling up to a maximum of five (5) hours** of legal support per insurance period for the following services:
  - Study or review of documents and examination of contracts.
  - Drafting of legal documents, such as demand letters, forms, official statements, contracts, etc.
  - Interpretation of applicable laws and case law research.
  - Third-party appeals/negotiations with opposing parties with a view to settlement.
  - Preparation of small claims procedures.
  - Information packages.

##### Legal support can be obtained in various areas of law, such as:

- **Contract law** for current or future contracts.
- **Business law** including competition rights and obligations, leases, purchase of commercial property or protection of personal information.
- **Labor law** including hiring, firing, harassment and other issues.

These services are exclusively by telephone. Documents must be sent by e-mail or courier.

##### Consult-A-Lawyer does not include the following services:

- The drafting of written opinions and legal actions other than those intended for the Small Claims Division of the Court of Quebec.
- Litigation with a monetary value of less than \$5,000 or more than \$75,000.
- Services requiring face-to-face meetings.
- Cases where legal action has already been served or instituted.

- Services which, in our opinion, are intended to obtain information to assist you in committing or perpetuating an illegal or fraudulent act, or which are not deemed necessary or useful in the opinion of our lawyer.
- Questions concerning criminal or penal law.
- Questions concerning a dispute between you and Proxim/Uniprix (franchisor), a Proxim/Uniprix franchisee or sub-franchisee, the insurer or insurance broker.
- Questions concerning services rendered prior to the effective date of this coverage.

Consult-A-Lawyer is only applicable in Canada.

## HUMAN RESOURCES ASSISTANCE

### NATURE AND COVERAGE OF HUMAN RESOURCES ASSISTANCE:

We are committed to providing you with access to CHRA-certified human resources experts or lawyers who can answer your questions about human resources management as part of your pharmacy's administration.

Call us toll-free at 1-866-457-2234, Monday to Friday between 8 a.m. and 8 p.m. EST, except on statutory holidays, to access the following services:

1. **Unlimited telephone assistance** for human resources questions. No limit to the number of calls or their duration.
2. **A bank of hours totalling up to a maximum of five (5) hours** of confidential human resources consulting services per policy period, for issues such as health and safety, harassment, performance management, dismissal and others related to employment law. Examples of applicable situations:
  - Interpretation or application of labor laws (CNESST)
  - Disciplinary measures and gradation of sanctions, including dismissal
  - Termination of an employee, severance pay and notice
  - Release terms
  - Psychological harassment or other
  - Difficult employee - interpersonal conflicts
  - Absenteeism/sickness vs legal aspects
  - Pre-employment checks (credit, disciplinary or criminal background)

Human resources consulting services include the following:

- Review of documents;
- Drafting of legal or human resources management documents, such as letters of dismissal, employment contracts, etc.;
- Sharing of templates or review of confidentiality agreements, non-competition clauses, human resources policies, etc.;
- Sending of release and contract templates, lists of questions to ask or avoid in interviews, etc.;
- Case law research;
- Third-party appeals/negotiations with the opposing party;

- Work permit information.

3. **Access to practical tools:** sample receipts and contracts, list of questions to ask or avoid in interviews, sample policies, etc.

**This Human Resources Assistance does not include the following services:**

- Services requiring face-to-face meetings.
- Drafting written opinions and legal actions.
- Negotiation of collective agreements.
- Illegal or fraudulent situations.

Human Resources Assistance is only available in Canada.