



About DuroVac®

We are excited to have you join our growing team at DuroVac®. We are eager for you to join our family. We want to start with the premise that there are no “dumb questions”, please feel free to ask away. As you have questions, please start with your immediate supervisor and he/she will be happy to point you in the right direction. To try to make your transition as easy as possible, we have assembled this resource guide to assist you as you embark on this new chapter in your career.

We understand that acclimating to a new organization, company culture and position often can be overwhelming and a lot to process. We want to make sure that we are setting up every employee for success by providing you with all the knowledge, tools and resources you need to effectively perform your position. Above and beyond that we want to foster a culture of acceptance, respect, and inclusion. Should you find yourself needing clarification, additional resources or have ideas for improvement please be sure to work directly with your manager!

Welcome Aboard,

Anh-Tai Young
President

DuroVac® Brand Promise

Our Brand Promise is a value or experience that DuroVac® customers can expect to receive every single time they interact with our company. The more DuroVac® can deliver on this promise, the stronger the brand value in the mind of our customers and employees. When referring to our brand promise we have different variations to apply to different settings. It is important that you start to embrace and internalize these promises and strive to ensure every encounter with both internal and external customers, is aligned with our brand promise and supports the notion of the DuroVac® Difference.

Brand Promise Short Version (AKA Tag Line): Famously Tough

Brand Promise Medium Version: A Famously Tough DuroVac® Makes Your Whole Team Happy

Brand Promise Long Version: We believe that old-fashion reliability is still important, that obsolescence is the enemy, and that a famously tough DuroVac® is the best choice to make your whole team happy

Our Brand Promise supports the DuroVac® company visions

- 1** To build a timeless & inspiring company we are proud to work for
- 2** To be #1 or #2 in our top 5 industries
- 3** To win opportunities 30% to 40% of the time
- 4** To fulfill orders on-time, smoothly & profitably
- 5** To deliver timely & accurate financial data to make financially-courageous decisions

The results of these visions will drive company sales. We hope to actualize \$25M in sales by 2025 and \$75M in sales by 2030 by executing our visions.

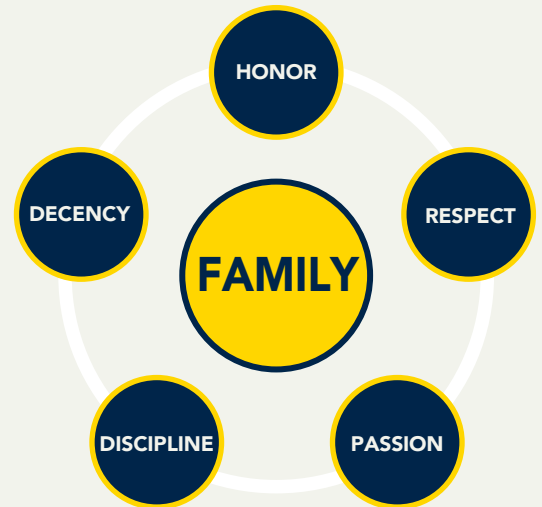
We challenge and task every employee to think about the ways in which you can live our brand promise as you perform the tasks laid forth by your position agreement.



As part of your onboarding experience, we kindly ask you learn more about our Brand Promise shared by Anh-Tai Vuong, President.

DuroVac® Company Values

You will notice that Family is the center of our values, as family is our purpose. Relative to each employee, my Purpose is to know that I have put in an honest day's work and that I provided for my Family. I transpose this sentiment to my work environment. I care for those I supervise as my children. I collaborate with those that work with me as my siblings. I listen to those that have come before me as my parents. I will have differences of opinion and I will use this document to help me navigate the circumstances. Understanding these overarching principles is understanding the DuroVac® Values.



Honor

I do what it is right. I center my attention on ethics and accountability when referring to Honor.

Respect

I treat others as I want to be treated. I center my attention on gratitude, compassion, politeness and humility when referring to Respect.

Passion

I dare myself to dream. I center our attention my beliefs, cultures and our ability to dream when referring to Passion.

Discipline

When I am unsure, I pause, reflect and then act. I center my attention on focus, collaboration, and details when referring to Discipline.

Decency

I am in this as much as you are. We center our attention on fairness, equality and generosity when referring to Decency.



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DuroVac® Head Office

LOCATION

When traveling to DuroVac® here is some important information. We are located in the GTA (Greater Toronto Area).

Our head office is located at:

6175 Tomken Rd #3
Mississauga, ON L5T 1X5
Canada
+1 (905) 624-4003

AIRLINES

To reach DuroVac® by air the closest **airport in Canada** to our head office is:

Toronto Pearson International

6301 Silver Dart Dr
Mississauga, ON L5P 1B2
Canada
+1 (416) 247-7678
Code: YYZ

The closest **US Airports** to our head office are:

Niagara Falls International Airport

2035 Niagara Falls Blvd
Niagara Falls, NY 14304
Phone: +1 716-297-4494
Code: IAG

Buffalo Niagara International Airport

4200 Genesee St
Buffalo, NY 14225
+1 (716) 630-6000
Code: BUF

RAIL

Our head office is accessible by train as well with most travelers taking the train into Toronto Union Station and then connecting to Mississauga via the Union Pearson Express.

LODGING

Close to our head office there are a variety of hotels, air bnbs and short term rentals.

Most popular by our employees and visiting staff are the following hotels; These are all a 10 minute commute from our office.

Homewood Suites in Mississauga

6430 Edwards Boulevard
Mississauga, Ontario, L5T 2Y3
Canada

Holiday Inn Express & Suites Toronto Airport West, an IHG Hotel

5599 Ambler Dr
Mississauga, ON L4W 3Z1
Canada
+1 (905) 624-9500

Fairfield Inn & Suites by Marriott Toronto Brampton

150 Westcreek Blvd
Brampton, ON L6T 5V7
Canada
+1 905-874-7177

DuroVac® Lingo

IT'S WHAT ALL THE COOL KIDS ARE SAYIN'

When referring to acronyms, jargon and abbreviations DuroVac® has no shortage of them. We understand that this can be at times confusing, especially for new hires to comprehend. We have created a list of some of the most common ones we use as a reference guide/cheat sheet. This is a great starting point, however, it is important to never be afraid to ask for clarification, when in doubt.

We have listed some of our most common terms in alphabetical order to allow for easy searching.

ANSI	AMERICAN NATIONAL STANDARDS INSTITUTE	CURR	CURRENCY
AP	ACCOUNTS PAYABLE	CUSMA	CANADA- UNITED STATES - MEXICO AGREEMENT
AR	ACCOUNTS RECEIVABLE	DLC	DUCT WORK CALCULATIONS
ASME	AMERICAN SOCIETY OF MECHANICAL ENGINEERS	DMR	DAMAGED MATERIAL RETURN
ASTM	AMERICAN SOCIETY OF TESTING AND MATERIAL	DN	DIAMETER NOMINAL
ATEX	ATMOSPHERE EXPLOSIVE	EAP	ENGINEERING APPROVAL PACKAGE
BMS	BUSINESS MANAGEMENT SOFTWARE	EBITDA	EARNINGS BEFORE INTEREST, TAXES, DEPRECIATION AND AMORTIZATION
BOL	BILL OF LADING	EC	ELECTRICAL CODE
BOM	BILL OF MATERIALS	EOD	END OF DAY
CAD	CANADIAN DOLLARS	EOSF	EQUIPMENT ORDER SUBMITTAL FORM
CAP	CAPITAL	EOW	END OF WEEK
CC	CREDIT CARD	ERP	ENTERPRISE RESOURCE PLANNING
CF	CUSTOMER FULFILLMENT	EX	EXPENSE REPORT
COD	CASH ON DELIVERY	FAT	FACTORY ACCEPTANCE TESTING
COGS	COST OF GOODS SOLD	FOB	FREIGHT ON BOARD
COO	COUNTRY OF ORIGIN	GA	GENERAL ARRANGMENT (USUALLY REFERS TO DRAWINGS)
CPU	COST PER UNIT (COULD ALSO MEAN CENTRAL PROCESSING UNIT)	GM	GROSS MARGIN
CRM	CUSTOMER RELATIONSHIP MANAGEMENT (SALESFORCE IS THE SYSTEM WE USE)	GP	GROSS PROFIT
CSA	CANADIAN STANDARD ASSOCIATION	H&T	HOSE AND TOOLS
		HG	MERCURY

HP	HORSE POWER
HSE	HEALTH, SAFETY AND ENVIRONMENT
ID	INSIDE DIAMETER
IOM	INSTRUCTION & OPERATION MANUALS
ISO	INTERNATIONAL STANDARIZATION ORGANIZATION
ITP	INSPECTION AND TEST PLAN
JBOM	JOB BILL OF MATERIALS (AS BUILT)
JML	JOB MATERIAL LISTING
KPI	KEY PEFORMANCE INDICATORS
KST	EXPLOSION CONSTANT (EXPLOSION RISK)
LGC	LEAD GENERATAION CONVERSION
LOTO	LOCK OUT, TAG OUT
MOQ	MINIMUM ORDER QUANTITY
MRP	MATERIALS REQUIREMENT PLANNING
NDA	NON-DISCLOSURE AGREEMENT
NEMA	NATIONAL ELECTRICAL MANUFACTURING ASSOCIATION
NFPA	NATIONAL FIRE PROTECTION ASSOCIATION
NI	NET INCOME
OD	OUTSIDE DIAMETER
OEM	ORIGONAL EQUIPMENT MANUFACTURER
OFA	OPERATIONS, FINANCES & ADMINISTRATION
OSE	ONLINE SELECTION ENGINE
OSHA	OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION
P&L	PROFIT AND LOSS
PD	POSITIVE DISPLACEMENT
PI&D	PIPING AND INSTRUMENT DIAGRAM
PL	PARTIAL TRUCKLOAD

PLC	PROGRAMABLE LOGIC CONTROLLER
PMAX	MAXIMUM EXPLOSION PRESSURE
PMIN	MINIMUM EXPLOSION PRESSURE
PMR	PLANNED MATERIAL REQUIREMENT
PO	PURCHASE ORDER
PRS	PRODUCT REQUIREMENT SPECIFICATION
PSI	POUNDS PER SQUARE INCH
RAL	ROTARY AIRLOCK
RFI	REQUEST FOR INFORMATION
RFQ	REQUEST FOR QUOTE
RMA	RETURN MERCHANDISE AUTHORIZATION
RSM	REGIONAL SALES MANAGER
SAT	SITE ACCEPTANCE TEST
SO	SALES ORDER
SOA	SALES ORDER ACKNOWLEDGEMENT
SOB	SHIPPED ON BOARD
SOW	SCOPE OF WORK
T&F	TUBES AND FITTINGS
TBD	TO BE DETERMINED
TL	FULL TRUCKLOAD
TPoC	TECHNICAL POINT OF CONTACT
UL	UNDERWRITER'S LABORATORY
USD	UNITED STATES DOLLARS
VAC OPP	VACUUM OPPORTUNITY (AKA QUOTE)
VP	VACUUM PACKAGE
VPR	VACUUM PACKAGE REGENERATIVE
WC	WATER COLUMN
WIP	WORK IN PROGRESS
WLL	WORK LOAD LIMIT

New Hire Check list

As you embark on your new role there are many new and exciting things you will be exposed to and will experience over the first few weeks. We have assembled a checklist to help you ensure you are set up for success. **It is the employee's responsibility to review these items and work with various departments to complete these tasks.** Please note this is not an exhaustive list of items, however an excellent jumping off point. As always, bring any issues, questions, or concerns to your immediate supervisor for discussion or additional resources/assistance.

We believe that the goal to complete this list of tasks should be in the first 2 weeks of employment.

☐ **Complete all documents for payroll, direct deposit, health insurance, EAP, 401k, etc.**

☐ **Onboarding Training with Immediate Supervisor**

- ☐ Discuss with your direct supervisor what, if any, items are allowable company expenses and the procedure for submitting for them (i.e. cell phone, mileage, etc.)
- ☐ Familiarize yourself with required programs for position and arrange formal training of systems to include log ins, correct usage, etc.
- ☐ Review company vacation policy with your direct supervisor and understand how to request time off and create out of office signature lines and expectations for coverage while you are out
- ☐ Review any remote work policies with your direct supervisor and ensure you understand expectations
- ☐ Discuss all safety protocols for your position and what is required in your workspace (PPE may be required such as masks, eye/hearing protection, steel toed shoes) with your direct supervisor
- ☐ Discuss expectations for meal breaks, breaks, appointments, etc. with your direct supervisor
- ☐ Calendar enrollment dates as reminders in outlook for health insurances and retirement savings plans
- ☐ Review and understand organizational chart and escalation procedures

☐ **Arrange your office/workspace and report to your supervisor any needs you may have or accommodations needed (office supplies, technology needs, physical items such as calendars, desks, shelves, dry erase boards etc.)**

- ☐ Discuss with your supervisor the process for arriving and departing the facility (if keys are required obtain at this time), parking areas, policies on opening/closing windows, doors, etc.

- ❑ **Arrange a facility tour with your direct supervisor or their delegate (noting all restrooms, shared spaces such as kitchen/breakroom, conference room etc as well as all exits)**
- ❑ **Arrange Systems Training with Data and Technology Manager**
 - ❑ Learn how to use phone system to make calls, transfer calls, access voicemail system
 - ❑ Learn how to use technology based systems required for your position (computers, printers, ipads, etc.)
- ❑ **Arrange a training with the Data and Technology Manager to set up your computer, gain access to required programs (CRM, Outlook, Sharepoint, ERP, databases, etc.)**
 - ❑ Learn how to navigate DuroVac® University
 - ❑ Learn how/where to save documents to sharepoint (correct nomenclature)
- ❑ **Request from Marketing Manager Introductory "SWAG" package with standard DuroVac® gear for new hires**
- ❑ **Arrange training with Marketing Manager to create signature lines, order business cards (if needed), get scripting for phone messages, etc.**
- ❑ **Arrange a meeting with the Finance Manager to discuss expense reporting**
 - ❑ Understand expectations for reporting
 - ❑ Obtain Expense Report Template
 - ❑ Understand policies and procedures for reporting time and attendance

A Guide to Our Company

The heart and soul of our company is our employees, as well as our esteemed business partners and of course our valued customers – all of whom we consider part of the DuroVac® Family. Our success is driven by the talent of our people, the excitement derived from our innovating technology, and our famously tough products for our customers.

At DuroVac® we are committed to mutual growth and success. Our team provides training and mentorship from global subject matters experts. We are committed to our employee's mind, body and soul. As such, we benchmark our benefits annually to ensure we offer industry leading benefits which extend past financial compensation. Our compensation and benefits structure have been designed to attract and retain the best and brightest in the industry. Your direct supervisor will work with you to discuss your benefits package and answer any questions you may have. However, from a top line perspective DuroVac® is proud to offer you;

Competitive Salaries

Health Insurance

Employee Assistance Program (EAP)

401K & Retirement Programs

Continuous Educational Development & Training Opportunities

Short & Long-Term Disability Insurance

Growth Fund & Bonus Program

Welcome to the team, we are happy to call you family!

Sincerely,

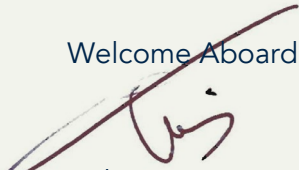
The DuroVac® Team

Welcome to the DuroVac® Family

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Welcome Aboard,

A handwritten signature in dark ink, appearing to read "Anh-Tai Young".

Anh-Tai Young
President

