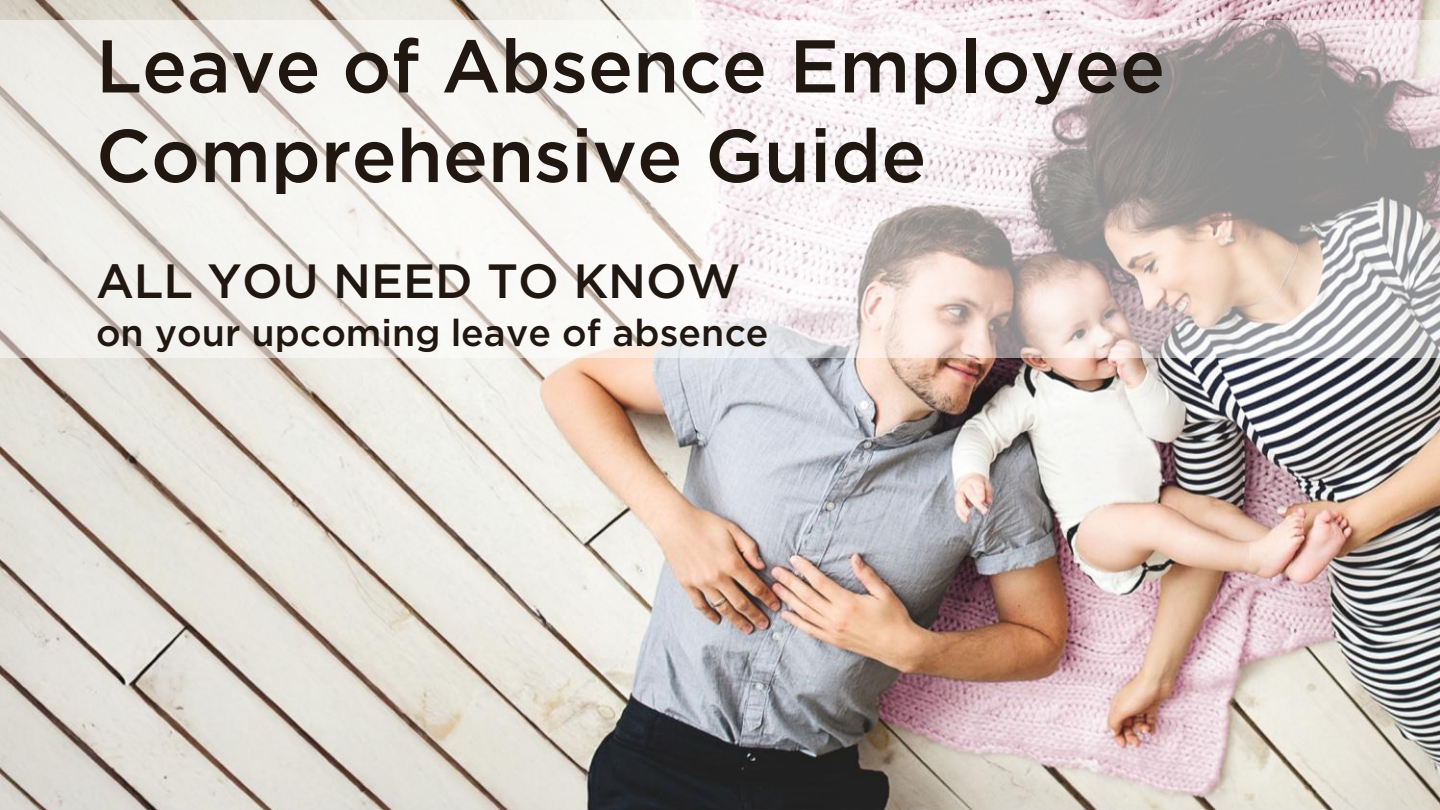


Leave of Absence Employee Comprehensive Guide

ALL YOU NEED TO KNOW
on your upcoming leave of absence



Dear NAM Employee,

Taking a Leave of Absence can be necessary if you need time away from work due to personal, medical, or other significant reasons. Whether you are facing a health issue, caring for a family member, managing personal matters, or addressing other important circumstances, it is important to know that you have options to take time off and that your needs will be respected. This Leave of Absence Playbook is here to support you and provide clear, consistent, and comprehensive information about the leave options available to you. The Playbook is designed to help you navigate the process with confidence, offering guidance on eligibility requirements, documentation, and timelines. It outlines the steps for requesting a leave, details what to expect while you are away, and explains the procedures for returning to work. We are committed to supporting you both as an employee and as managers by explaining how different types of leaves work, ensuring that you have access to the resources and information you need to make informed decisions. Our goal is to make the leave process as straightforward and transparent as possible, so you can focus on what matters most during your time away.

*Crafted with Care,
The Benefits Team*





Leave of Absence - Eligibility

What are the different types of Leave of Absence available to me as a **full-time** Pandora employee?

Disability Benefits

Short-Term Disability (STD) – STD is a company sponsored benefit of up to 17 weeks of paid leave if you expect to be out of the business for more than seven (7) calendar days due to medical conditions; medical documentation is required. All full-time employees who are enrolled in the Canada Life benefit are automatically enrolled in the STD benefit, effective 90 days after your hire/status change date. Eligible employees are able to receive 66/67% of weekly earnings, with a cap of \$2,400 weekly.

Long-Term Disability (LTD) – LTD is a company sponsored benefit, beyond the STD 17 week maximum due to a medical condition; medical documentation is required. All full-time employees who are enrolled in the Canada Life benefit are automatically enrolled in the LTD benefit. Eligible employees receive 75% of monthly earnings, with a cap of \$8,000 monthly or 85% of your pre-disability take-home pay (whichever is less).



Leave of Absence - Eligibility

If you are enrolled in the Canada Life benefit, you are automatically enrolled in Short-Term and Long-Term Disability benefit provided by Pandora. For all other statutory leave options, which are based on work province, view this table for complete details. All employees are eligible for statutory provincial leave.

Leave Type	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Ontario	PEI	Quebec	Saskatchewan
Bereavement	• 3 days unpaid leave • Specifically includes birth mother and non-birth parent on loss of pregnancy.	• 3 unpaid days	• 5 unpaid days		• 2 unpaid days	5 unpaid days	• 2 unpaid days	• 3 unpaid days	• 3 unpaid days	• 5 unpaid days
Compassionate Care	27 weeks unpaid leave	27 weeks unpaid leave	28 weeks unpaid leave	28 weeks unpaid leave	28 weeks unpaid leave	28 weeks unpaid leave	28 weeks unpaid leave	28 weeks unpaid leave	27 weeks unpaid leave	28 weeks unpaid leave
Critical Illness of a Child	36 weeks unpaid leave under age 18	36 weeks unpaid leave under age 19	27 weeks unpaid under age 18	37 weeks unpaid leave under age 18	37 weeks unpaid leave under age 18	37 weeks unpaid leave under age 18	37 weeks unpaid leave under age 18	37 weeks unpaid leave under age 18	36 weeks unpaid leave	37 weeks unpaid leave under age 18
Critical Illness of an Adult	16 weeks unpaid leave over age 18	16 weeks unpaid leave over age 18	17 weeks unpaid leave over age 18	16 weeks unpaid leave over age 18	17 weeks unpaid leave over age 18	17 weeks unpaid leave over age 18	17 weeks unpaid leave over age 18	n/a	16 weeks unpaid leave	17 weeks unpaid leave over age 18

Leave Type	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Ontario	PEI	Quebec	Saskatchewan
Long-Term Illness or Injury	27 weeks in a calendar year	27 weeks in a calendar year	27 weeks in a calendar year	n/a	27 weeks in a calendar year	27 weeks in a calendar year	27 weeks in a calendar year	26 weeks in a calendar year	n/a	27 weeks in a calendar year
Maternity, Parental, and Adoption	• Maternity: 16 weeks unpaid, specifically includes loss of pregnancy in and after 24th week • Parental/adoption: 62 weeks unpaid	• Maternity: 17 weeks unpaid, 6 weeks unpaid if leave requested after birth or termination of pregnancy • Parental/adoption: 62 weeks unpaid which must begin within 78 weeks after birth or placement of child.	• Maternity: 17 weeks unpaid • Parental/Adoption: 63 consecutive weeks unpaid	• Maternity: 17 weeks unpaid • Parental/Adoption: 62 consecutive weeks unpaid	• Maternity: 17 weeks unpaid • Adoption: 17 weeks unpaid • Parental: 61 weeks unpaid	• Maternity: 16 weeks unpaid • Parental/adoption: 77 weeks unpaid • Maximum total maternity and parental: 77 weeks	• Maternity: 17 weeks unpaid • Parental/adoption: 63 weeks unpaid	• Maternity: 17 weeks unpaid • Parental: 62 weeks unpaid • Maximum total maternity and parental: 78 weeks	• Maternity: 18 weeks consecutive weeks unpaid, ends 20 weeks after delivery. • Employee is entitled to at least 2 weeks of maternity leave after late delivery. • Parental/Adoption: 65 consecutive weeks unpaid to be taken with 85 weeks from date of birth • Maximum total 78 weeks	• Maternity: 19 weeks unpaid • Parental/Adoption: 59 weeks unpaid



Pay Coordination

While an employee is out on a leave of absence, pay coordination will look different for all leave types.

Disability Benefits

Short-Term Disability (STD) – Salary continuation for STD is 66.67% of the employees' weekly earnings with a cap of \$2,400 weekly. Approved STD claims will be paid out by Canada Life. If an employee is on an approved STD, employees will be required to use their Sick Time Off for the remaining 33% which will be managed through Pandora, the Benefits Team, and Pandora Payroll. Sick time must be exhausted. Additional Time Away from Work is optional and must be coordinated through the Benefits Team. Here is a sample of how your pay will look. Note that your disability will continue to be paid even if your Sick Time has been exhausted. Canada Life will pay on a weekly basis, while Pandora Payroll will continue to process bi-weekly.

Week	STD Paid by MetLife (60%)	Sick Time Used & Paid by Pandora (40%)
1	Elimination Period	40 hours of Sick Time
2	66%	13.2 hours of Sick Time
3	66%	13.2 hours of Sick time

Long-Term Disability (LTD) – Salary continuation for LTD is 75% of the employees' monthly earnings with a cap of \$8,000 monthly or 85% of your pre-disability take-home pay (whichever is less). Approved LTD claims will be paid out by Canada Life. Additional Time Away from Work is optional and must be coordinated through the Benefits Team.

Statutory Provincial Leaves

While employees may be eligible for federal employment insurance benefits for some statutory leaves, unless otherwise stated, statutory leaves are unpaid by province. Employees are able to use their Time Away from Work to continue wages as an option.



Requesting a Leave

If you need to file a Short-Term Disability or Statutory claim, please follow the steps below.

- Inform your supervisor/manager of your leave of absence request. While you do not need to provide medical information directly to your manager, it's important to share tentative dates.
- Start your leave by submitting a request through Benefits ZenDesk as soon as you know you'll need time away. You can select STD or any other leave that applies to you.
- If you are going out on Short-Term Disability, you can submit all required forms directly to your Benefits ZenDesk ticket. The Benefits Team will submit all information directly to Canada Life. Forms can be found on the Crafted Care site. The Pandora Benefits team will submit all forms, including the Employer Statement, on your behalf.
- Keep the Benefits Team and your manager up to date on your expected return-to-work date.



Returning to Work

Once an employee has an approved Return-to-Work date, the Benefits team will reach out to the manager to confirm scheduling.

Pandora Internal Process

1 The manager is required to submit an **“Actual Return Date”** on the employee’s People Portal profile. This will confirm that the employee has successfully and physically returned to work.

To do so, go to the employee profile → Employee Time Off → Administer Time → Edit current LOA → Enter in Actual Return Date → Submit

2 Once the Benefits Team receives the **“Actual Return Date”** request, the Benefits team will approve, and the employee will become active in People Portal and Plan.Dora within 24 hours.

3 Medical Accommodations are often needed upon returning to work. Please ensure the Accommodation Medical form is filled out by your medical provider and submitted directly to Benefits ZenDesk to review.

Note – Steps 1-3 are for retail staff. The Benefits Team will continue to manage corporate and AMDC employees.