



## Canada Benefits



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# YOUR BENEFITS, YOUR WELLBEING

Iron Mountain offers a variety of benefits and resources to support the wellbeing of you and your family.

Explore 2023 benefits on this site.

[See What's New for 2024](#)

## GREEN SHIELD CANADA

Need help with your health and dental benefits? Green Shield Canada can answer questions about your coverage, help you submit claims and more.

[Go Now](#)

## IM WELLNESS

Iron Mountain is committed to creating a culture of health and wellbeing through the IM Wellness Program. The program provides tools and resources to help you and your family achieve your health goals.

[Learn More](#)

## RETIREMENT PLAN

Reaching your retirement goals doesn't just happen — find out how to plan for your long-term future today.

[Find Out](#)

# NEED TO CHOOSE OR CHANGE YOUR BENEFITS?

If you have just started at Iron Mountain or have a qualifying life event, you have 30 days from the date of the event to choose or change your benefit elections.

[Learn More](#)

## GET STUFF DONE

[Find a Health Provider](#)

[See Prescription Drug Coverage](#)

[Add a Dependent to My Coverage](#)

[Take a Leave of Absence](#)

## QUICK LINKS

### Contacts

Access contacts for your health plan, Life Insurance, education assistance and more.

[LEARN MORE](#)

### Paid Time Off

Work hard, play hard. Take time off when you need to rest and recharge.

[LEARN MORE](#)

## Employee Assistance Program (EAP)

Get help with life's challenges 24/7.

[LEARN MORE](#)

## Global HR Service Support

Get answers to general benefits questions.

[LEARN MORE](#)

# ENROLLMENT

# What's New in 2024

Check out what's changing and what's staying the same with your benefits for next year.

## CHANGES FOR 2024

We're committed to providing competitive benefits to meet the needs of you and your family. We'll continue to offer the same great benefits, along with a few new enhancements. However, there will be some cost increases. Be sure to review the new enhancements and cost changes below so you understand what this means for you and your family. All changes become effective January 1, 2024, unless otherwise noted.

### Prescription Drug Coverage

Effective **January 1, 2024**, anti-obesity medication coverage will now be eligible under the **Basic** option. Most anti-obesity drugs require [prior authorization](#), and your existing prescription drug co-payments and any overall health maximums will remain in place (if applicable). Additional details about your existing reimbursement limitations can be found in your most recent benefits booklet.

This means that effective **January 1, 2024**, anti-obesity medication coverage will remain part of the benefits plan; however, the existing unique reimbursement limitations on the Standard plan will be removed. There will be no change to the reimbursement limitations on the Premium plan (currently unlimited).

### IM Wellness Program

IM Wellness can help you focus on your physical, mental, social and emotional wellbeing. [Learn how the program can help you meet your wellness goals.](#)

## UPDATE YOUR BENEFICIARIES ONLINE

Open Enrollment is a good time to make sure your records are up to date. Take a moment to log in to [myMAP](#) to add your beneficiaries to the system. This will ensure that if something happens to you, your family will receive your Life Insurance benefit as soon as possible.

To update your beneficiaries:

1. Go to [myMAP](#).
2. Select "My Benefits Canada." Then, click the down arrow next to the person icon and select "Beneficiaries" at the top right-hand corner of the screen. List the family members you wish to designate as beneficiaries and allocate a percentage of your Life Insurance to each family member.
3. Once complete, select "Save Changes."

## LEARN MORE

We offer comprehensive benefit options no matter what stage of life you're in. Check out our [Benefits Overview](#) to learn about all of the benefits available to you as a Mountaineer.



# Eligibility

Here's who's eligible for benefits. Decide who you want to cover.

## THE BASICS

The benefits coverage you're eligible for depends on whether you're full-time or part-time. You may enroll dependents but they must meet certain requirements. Learn the details so you can decide who to cover.

## YOU

- If you're a permanent part-time or full-time Mountaineer scheduled to work **21 hours or more per week**.
- If you're a bargaining unit Mountaineer, you'll follow the Collective Bargaining Agreement regarding any benefits-related programs. (You can contact your union representative for more information.)

## SPOUSE/PARTNER

- Your legal spouse or partner (same- or opposite-sex) is eligible. Your spouse is the person you're legally married to; your partner is the person who you've been cohabitating with in a common-law relationship for at least one year.

## CHILDREN

- Your unmarried children under **age 21**.
- Your unmarried children between the **ages of 21–26**, if they're full-time university students.
- Your unmarried, legally adopted children, stepchildren or foster children who live with you, and your partner's children who live with you. (Grandchildren aren't eligible.)
- Your unmarried children, at any age, if they're primarily supported by you and incapable of self-sustaining employment due to mental or physical handicap or disability. (Disability has to occur prior to age 26.)

## Are You a New Hire?

Most of your benefits take effect 30 days from your hire date, but this varies based on the amount of time you've been with Iron Mountain. Check out the [Benefits Overview](#) to see when your benefits become effective.

# Benefits Overview

We offer an array of benefits to meet the needs of you and your family.

## OVERVIEW

If you're a permanent full-time or part-time Mountaineer who works 21 or more hours per week,\* you're eligible for the following benefits, based on the amount of time you've been with Iron Mountain.

### Immediately Upon Hire

- [Employee Assistance Program \(EAP\)](#)
- [Iron Mountain Canada Corporation Retirement Plan](#)
- [Perkopolis](#)
- [Gym Membership Discount](#)

### After 30 Days of Continuous Employment

- [Health](#)
- [Dental](#)
- [Life and Accidental Death & Dismemberment \(AD&D\) Insurance](#)

### After 90 Days of Continuous Employment

- [Disability Insurance](#)

### With at Least Six Months of Continuous Employment

- [Employee Stock Purchase Plan Program \(ESPP\)\\*\\*](#)
- [Adoption Assistance \(full-time employees only\)](#)
- [Tuition Reimbursement Program](#)

\*The eligibility rules for Union Mountaineers may be different. Please refer to your Collective Bargaining Agreement or contact your Union representative for more information.

\*\*You must be scheduled to work more than five months per year to be eligible.

# How to Enroll

It's easy to enroll. Find out what to know and do to enroll in your benefits.

## WHEN YOU CAN ENROLL

Here's how enrollment works based on your situation.

### OPEN ENROLLMENT

#### During Open Enrollment

##### When You Enroll

- During the fall

##### When Your Elections Take Effect

- January 1 of the following year

### NEWLY BENEFITS ELIGIBLE

#### When You're Newly Eligible for Benefits

##### When You Enroll

- Within 30 days of your hire date (or the date you become eligible for benefits)

##### When Your Elections Take Effect

- 30 days following your hire date (or the date you become eligible for benefits)

### QUALIFYING LIFE EVENT

#### Because of a Qualifying Life Event

##### When You Enroll

- You can only make changes to your benefits outside of Open Enrollment if you have a qualifying life event, such as a marriage, birth, divorce or loss or gain of coverage outside of Iron Mountain. You must make changes within 30 days of the event or wait until the next Open Enrollment or qualifying life event.

##### When Your Elections Take Effect

- The date of the qualifying life event

## ENROLLMENT CHECKLIST

To make sure you choose the coverage that's right for you and your family:

**1. Review this website.**

Review information on this site and consider what your needs will be for the year.

**2. Review your health and dental coverage.**

Review [health](#) and [dental](#) plan coverage details.

## ENROLL

1. Go to [Global HR Service Support](#).
2. Select "My Benefits Canada." (If you're making changes due to a qualifying life event, after you select "My Benefits Canada," click on the down arrow next to the person icon to select "Life Events" at the top right-hand corner of the screen. You will then be able to choose the appropriate life event based on your situation.)
3. Go to "Select Benefits" and follow the steps.

Enroll Now

## Opting Out of Health and/or Dental Coverage

You can **opt out of health and/or dental coverage** if you have proof of coverage under another program (e.g., through a spouse or partner). If you opt out, you'll only be able to enroll in health and/or dental coverage during the next Open Enrollment or if you experience a qualifying life event.

If you have questions, contact Global HR Service Support at [irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com) or **855.462.7547**.

## Are You a New Hire?

If you don't enroll within 30 days of your hire date, you'll default to the Basic Health option and the Preventive Dental option for Employee Only coverage. You won't be able to change your elections until the next Open Enrollment unless you have a qualifying life event.

## CONTACTS

Global HR Service Support

Administration and general information

[855.IM.ASK.HR \(855.462.7547\)](tel:855.IM.ASK.HR)  
[irm.service-now.com/mymap](http://irm.service-now.com/mymap)  
[irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com)

# HEALTH

# Health

You have a choice of three health plan options — Basic, Standard and Premium.

## OVERVIEW

[Green Shield Canada](#) is the carrier for all three plans. When comparing options, consider your health needs:

- What were your health expenses last year?
- Do you have any injuries or chronic conditions that require frequent treatment?
- Does your spouse/partner have a health plan? Can you coordinate your benefits to provide 100% reimbursement?

## COVERAGE DETAILS

All three health plans cover the services in the tables below, including prescription drugs. The tables show what each plan pays for care. Costs shown are in Canadian dollars or the percentage of coinsurance the Plan pays. (Coinsurance is a portion of the cost of health care services; you and the Plan share the cost of services.) Maximums noted are per covered person per calendar year, unless stated otherwise.

### Prescription Drugs

	Basic	Standard	Premium
<b>Prescription Drugs</b> (mandatory generic substitution)	<b>70%</b> until you have \$2,000 in drug claims paid from the plan, and then <b>80%</b> after	<b>90%</b>	<b>100%</b>
Deductible	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Dispensing Fee Cap*	<b>\$7</b> per prescription	<b>\$7</b> per prescription	<b>\$7</b> per prescription
Fertility Drugs	Not covered	<b>\$15,000</b> lifetime maximum	<b>\$25,000</b> lifetime maximum
Smoking Cessation	Not covered	<b>\$500</b> lifetime maximum	<b>\$1,000</b> lifetime maximum
Anti-Obesity	Not covered	<b>\$2,500</b>	Unlimited

\*The dispensing fee cap does not apply in Quebec.

### Health Services

	Basic	Standard	Premium
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<b>Paramedical Services**</b> (see below for all included services)	Not covered	<b>80%</b>  \$400 per practitioner maximum  \$750 combined practitioner maximum	<b>100%</b>  \$500 per practitioner maximum  \$1,250 combined practitioner maximum
<b>Mental Health Services***</b> (see below for all included services)	<b>50%</b>  \$500 maximum combined for all mental health practitioners	<b>80%</b>  \$500 maximum combined for all mental health practitioners	<b>100%</b>  \$500 maximum combined for all mental health practitioners
<b>Vision Services</b> (includes contact lenses, glasses or laser eye correction)	Not covered	<b>80%</b>  \$300 every 24 months from date of purchase	<b>100%</b>  \$350 every 24 months from date of purchase
<b>Hospital Accommodations</b>	Not covered	<b>80%</b>  Semi-private	<b>100%</b>  Private or semi-private
<b>Convalescent Hospital</b>	Not covered	<b>\$20 per day,</b> to a maximum of 180 days	<b>\$20 per day,</b> to a maximum of 180 days
<b>Out-of-Canada Emergency Services, with Travel Assistance</b>	Not covered	<b>100%</b>  \$1,000,000 lifetime maximum first 60 days of trip	<b>100%</b>  \$1,000,000 lifetime maximum first 90 days of trip
<b>Medical Supplies and Services</b>	<b>50%</b> of the cost up to the annual maximum	<b>80%</b> of the cost up to the annual maximum	<b>100%</b> of the cost up to the annual maximum
Private Duty Nursing	<b>\$15,000</b>	<b>\$15,000</b>	<b>\$25,000</b>
Orthopedic Shoes	<b>1 pair</b>	<b>1 pair</b>	<b>1 pair</b>



Prefabricated Orthopedic Shoes	<b>\$150</b>	<b>\$150</b>	<b>\$150</b>
Custom Orthotics	<b>\$500</b>	<b>\$500</b>	<b>\$500</b>
Hearing Aids	<b>\$500</b> every 5 years	<b>\$500</b> every 5 years	<b>\$750</b> every 5 years
Glucometers	<b>\$700</b> lifetime maximum	<b>\$700</b> lifetime maximum	<b>\$700</b> lifetime maximum

\*\*Includes: Acupuncturist, audiologist, chiropractor (maximum one X-ray), dietician, massage therapist, naturopath, occupational therapist, osteopath, physiotherapist, podiatrist/chiropracist, speech therapist.

\*\*\*Includes: Psychologist, counsellor, social worker, master of social work, psychotherapist and behavioural therapist.

## Women's Health

For additional support for women's health, [click here](#). You'll find relevant articles related to Mind, Body, Work and Relationships.

## Are You a New Hire?

If you don't enroll within 30 days of your hire date, you'll default to the Basic Health option and the Preventive Dental option for Employee Only coverage. You won't be able to change your elections until the next Open Enrollment unless you have a qualifying life event.

## More Support from Change4Life

Need help with health issues like a chronic condition or weight management? Find out how Change4Life can help.

[Learn More](#)

# PRESCRIPTION DRUGS

## Prior Authorization

Certain drugs require prior authorization, or pre-approval, before they will be covered by your health plan, due to cost and the potential to be misused. To find out if your prescription requires prior authorization, ask your doctor what drug is being prescribed and then:

- Search for the drug on the [Green Shield Canada website](#) or via the [GSC on the Go® mobile app](#),
- Call Green Shield Canada at **888.711.1119** or
- Ask your pharmacist to submit the drug claim electronically using your GSC ID card.

If your prescription requires prior authorization, you can apply for it or fill the prescription and submit a claim for payment to Green Shield Canada.

For more information, [click here](#) or call Green Shield Canada at **888.711.1119**.

## Specialty Medications

Available across Canada,\* Green Shield Canada's Preferred Pharmacy Network (PPN) helps you get the best price on specialty medications. A specialty medication is a high-cost medication used to treat complex, chronic conditions such as cancer, rheumatoid arthritis, HIV and hepatitis C. The PPN includes many chain pharmacies — such as Shoppers Drug Mart, Loblaws, Safeway and Lawton Drugs — as well as independent pharmacies in remote or rural areas. All pharmacies in the network offer home delivery.

If a drug you're prescribed is approved in the PPN, you'll be automatically enrolled in the program and a care coordinator will help you find participating pharmacies. To find out if your prescription is in the PPN, you can:

- Use the online drug search tool on the [Green Shield Canada website](#),
- Use the Drugs on the Go® feature on the [GSC on the Go® mobile app](#) or
- Contact Green Shield Canada at **888.711.1119**.

\*Not available in Quebec or Alberta.

## Compound Medications

Compound medications are medications that are not commercially available and must be prepared by a pharmacist. Per Green Shield Canada's Compound Policy, a compound medication must contain certain eligible ingredients to be covered by your health plan.

Learn more about this [policy](#).

## FINDING A HEALTH PROVIDER

The Green Shield Canada (GSC) Find a Health Provider tool can help you find reliable providers who don't bill you for unnecessary services or charge excessive fees.

You can use the tool to find providers close by who:

- Have a valid Canadian address
- Are in good standing with their applicable professional college or provincial association
- Are registered with and monitored by GSC to ensure they don't have a history of fraud (e.g., over-billing)
- Bill GSC directly,\* so you don't have out-of-pocket expenses

\*Excludes dental providers; they do not need to bill directly to be included in the tool.

## Get Started

Access the Find a Health Provider tool.

From the GSC website:

1. Go to the [Green Shield Canada website](#).

2. Click “Login” to log in to your account or to register for an account.
3. Once registered, select “Find a Health Provider” from the homepage.
4. Complete the form and click “Submit.”
5. The results of your search will display.

From the GSC on the Go® app:

1. Select “Find a health provider” from the menu.
2. Select the type of provider and follow the prompts to enter your search criteria (e.g., search from your current location). Click “Search.”
3. The results of your search will display.

## COSTS

Here’s what you pay per paycheck (in Canadian dollars) to have health coverage.\*

Coverage	Basic	Standard	Premium
Employee	\$5.14	\$9.30	\$14.39
Employee + 1	\$9.39	\$17.01	\$26.28
Employee + Family	\$15.68	\$28.38	\$43.86

\*Plus retail sales tax, if applicable.

## What Happens if You Leave Iron Mountain

If you voluntarily leave Iron Mountain, your health coverage will end on your last day of employment.

## CONTACTS

Green Shield Canada

Health and dental

888.711.1119

Health and dental policy number: IMCC

[www.greenshield.ca](http://www.greenshield.ca)

[App Store](#)

[Google Play](#)

# Dental

You have two dental plan options: the Preventive and the Enhanced plans. These plans are provided through [Green Shield Canada](#).

## COVERAGE DETAILS

See what each plan pays for care. Costs shown are in Canadian dollars or the percentage of coinsurance the Plan pays. (Coinsurance is a portion of the cost of health care services; you and the plan share the cost of services.) Maximums noted are per covered person, per calendar year, unless stated otherwise.

	<b>Preventive</b>	<b>Enhanced</b>
<b>Basic and Preventive Services*</b> (see below for all included services)	<b>100%</b>	<b>100%</b>
<b>Recall Exams</b>	Once every 9 months	<b>50%</b>
<b>Major Services</b> (e.g., crowns, dentures, bridges)	Not covered	<b>50%</b>
<b>Combined maximum for basic and preventative services and major services</b>	<b>\$1,500</b>	<b>\$2,000</b>
<b>Orthodontia</b> (includes adults and children)	Not covered	<b>50% coverage, \$2,000 lifetime maximum</b>

\*Includes: Oral exams, cleaning and scaling of teeth, fillings, X-rays, extractions, denture realignments and root canal therapies.

## COSTS

Here's what you pay per paycheck (in Canadian dollars) to have dental coverage.\*

### 2023

Coverage Level	<b>Preventive</b>	<b>Enhanced</b>
<b>Employee</b>	<b>\$4.77</b>	<b>\$7.43</b>
<b>Employee + 1</b>	<b>\$8.71</b>	<b>\$13.40</b>
<b>Family</b>	<b>\$12.80</b>	<b>\$19.81</b>

\*Plus retail sales tax, if applicable.

## 2024

Coverage Level	Preventive	Enhanced
<b>Employee</b>	<b>\$4.77</b>	<b>\$7.73</b>
<b>Employee + 1</b>	<b>\$8.71</b>	<b>\$13.94</b>
<b>Family</b>	<b>\$12.80</b>	<b>\$20.61</b>

\*Plus retail sales tax, if applicable.

## CONTACTS

Green Shield Canada

Health and dental

888.711.1119

Health and dental policy number: IMCC

[www.greenshield.ca](http://www.greenshield.ca)

[App Store](#)

[Google Play](#)

# Find Your Best Fit

Which health plan is right for you and your family? Let's take a look at a few examples.

## JULIE

Being active is a priority in Julie's life. She doesn't need to see the doctor very often, and she visits the dentist only for routine care. She does use orthotics though, due to some plantar fasciitis that she experiences sometimes while standing on the concrete floors of the warehouse where she works.

Age	35
Marital/Family Status	Single with no children
Health Status	Healthy
Health Care Usage	Low
Best Options	Basic Health Plan, Preventive Dental Plan
Why?	Because Julie is a low user of health care and has no prescriptions, she doesn't need a high or even moderate level of coverage. The Basic Health Plan provides the same maximum for orthotics as the Standard and Premium Health Plans but the co-pay is 50%, and she'll pay lower monthly costs under the Basic Health Plan. The Preventive Dental Plan works for Julie because it provides 100% coverage for basic services such as oral exams, X-rays, cleanings and fillings.

## MARIA

Maria goes to the doctor once or twice a year, plus the occasional specialist, and has one prescription. Her son Alex is healthy but often picks up seasonal colds and flu from daycare. Maria and Alex get dental check-ups once a year and don't foresee needing any major dental work next year. Maria doesn't want to pay unnecessary costs but also doesn't want to be surprised by out-of-pocket expenses if Alex gets sick and needs to go to the doctor.

Age	28
Marital/Family Status	Single with one child
Health Status	Healthy
Health Care Usage	Moderate
Best Options	Standard Health Plan, Preventive Dental Plan
Why?	The Standard Health Plan is a good option for Maria because she's a moderate user of health care. It also covers Alex in the event he catches a cold or comes down with the flu and needs to see a doctor. Maria will pay slightly higher monthly costs in the Standard Health Plan than the Basic Health Plan, but she'll have peace of mind knowing she and Alex have coverage when they need it. The Preventive Dental Plan covers their annual checkups.

## JOHN

John is married with two children. He wears glasses and one of his daughters is going to need braces next year. His wife is a diabetic.

Age	43
Marital/Family Status	Married with two children
Health Status	Moderately healthy
Health Care Usage	High
Best Options	Premium Health Plan, Enhanced Dental Plan
Why?	The Premium Health Plan is the best option for John and his family because they're high users of health care. The Premium Health Plan provides 100% coverage for his glasses and his wife's medication. John should choose the Enhanced Dental Plan because it will cover 50% of the cost of his daughter's braces, up to a lifetime maximum of \$2,000, whereas the Preventive Dental Plan doesn't provide coverage for orthodontics.

# MONEY



# Retirement

The Iron Mountain Retirement Plan, administered by Manulife, helps you save for the future so you'll be ready for where life takes you.

## HOW IT WORKS

Planning for the future is important, and our Retirement Plan is comprised of two different plans — a Group Registered Retirement Savings Plan (RRSP) and a Deferred Profit Sharing Plan (DPSP) — to help you reach your financial goals. Here's how they work:

- **Group RRSP:** The Group RRSP\* allows you to make payroll contributions to an account and a retirement income is payable at the age of retirement, which ranges from 55 to 72, depending on your circumstances. Contributions are tax deductible and investment earnings remain tax sheltered while in the plan. Payments out of an RRSP are taxable income to the recipient.
- **DPSP:** The DPSP is a trust agreement under which Iron Mountain rewards you by contributing profits to help you accumulate financial assets for retirement. Contributions made by the Company are not tax deductible by you.

<b>Group Registered Retirement Savings Plan (Group RRSP)</b>	<b>Deferred Profit Sharing Plan (DPSP)</b>
<b>Your Contributions</b>	
You set your basic contribution amount, as a percentage of your eligible earnings, up to the maximum contribution limit under the Canada Income Tax Act.	Not applicable; you do not contribute to the DPSP
<b>Iron Mountain Matching Contributions</b>	
Not applicable; Iron Mountain does not contribute to the Group RRSP	100% match on your Group RRSP contributions up to a maximum of 5.5% of your eligible earnings to the DPSP.

\*You can also choose to have a spousal RRSP.

**Union Employees:** Refer to your collective bargaining agreement for eligibility rules.

## VESTING

Vesting refers to a portion of the Retirement Plan account that you own. You are immediately vested in all of the contributions made to your RRSP account as well as any matching DPSP contributions from Iron Mountain. This means you own all contributions you and Iron Mountain make to your account.

## GET STARTED

1. Learn about your plans at the [Manulife welcome site](#). Enter password IRM1 when prompted.
2. When you are ready, click Get Started.
3. Set up your Manulife ID to join the plans.  
Already have your Manulife ID? Simply sign in.  
For help setting up your Manulife ID, check the [FAQs](#).
4. Sign up to participate.  
Enter access code **sudRQCUS** so you can choose your plans, beneficiaries, and funds.  
Remember to enroll in both plans to receive Iron Mountain's matching contributions to the DPSP.

If you would like to set up a Spousal RRSP account, please contact Manulife for personalized support.

## Access Free Personal Financial Planning Advice

You can talk to a Manulife PlanRight Advisor® about your retirement goals, at no cost to you. An advisor can help you:

- Optimize your savings in the Iron Mountain retirement plan.
- Review your investments to determine whether they are appropriate for you.
- Answer any questions you may have about your personal finances.

PlanRight Advisors are fully licensed and hold the appropriate qualifications to provide financial advice. [Request an appointment](#) with an advisor today.

## MANAGE YOUR RETIREMENT PLAN ACCOUNT

Go to [www.manulife.ca/GRO](http://www.manulife.ca/GRO) to:

- Check your total savings and a summary of contributions.
- Change the amount that comes off your pay.
- Transfer money between funds.
- Change your investment instructions.
- Check on your personal rates of return for each fund and for all the money in your program.
- Use Manulife's planning tools, calculators and more.

[Manage Now](#)

## DESIGNATE A BENEFICIARY

It's important to designate one or more beneficiaries for your Iron Mountain Retirement Plan accounts. You will need to designate a beneficiary for both your RRSP and your DPSP accounts separately. Here's how:

1. Sign in to your account at [www.manulifeim.ca/retirement](http://www.manulifeim.ca/retirement) using your Manulife ID.
2. Select “My Member Information” from the My Profile heading.
3. Choose the account number that you would like to update. Remember to review both the RRSP (20003889) and DPSP (30003889).
4. Click “Update” in the Beneficiary Information section to add or change your beneficiary.

## Leaving Iron Mountain

If you’re leaving Iron Mountain for any reason (e.g., switching jobs or retiring), your contributions will stop and you may elect to transfer your funds to another RRSP or registered pension plan, or request a lump-sum cash payment (less withholding tax). You can [request an appointment](#) and speak with one of Manulife’s PlanRight Advisors to discuss your options.

## CONTACTS

Manulife

Iron Mountain Canada Corporation Retirement Plan

833.838.8873

[www.manulife.ca/GRO](http://www.manulife.ca/GRO)

[App Store](#)

[Google Play](#)

# ESPP

If you're a full-time Mountaineer, you can share in Iron Mountain's success by enrolling in the Employee Stock Purchase Plan (ESPP).

## HOW IT WORKS

Administered by Fidelity, the ESPP allows you to purchase company stock at a discounted rate. Once you've worked at Iron Mountain for six months, you can enroll in the ESPP, provided you're scheduled to work at least five months per year.

To participate in the ESPP, visit [Fidelity's website](#) in May or November. Offering periods — the periods of time when Iron Mountain accumulates employee payroll contributions for the ESPP — run June 1 through November 30 and December 1 through May 31.

## CONTRIBUTIONS

You can make after-tax contributions of **up to 15%** of your paycheck each pay period, which will be credited to a stock purchase account on your behalf. You're **100%** vested in your contributions.

## What to Know About Changing Your Contributions

You can decrease your contributions during the offering periods, but you can only increase them during ESPP Open Enrollment (May or November). If you wish to cancel your contributions, you must do so no later than 21 days prior to the purchase of stock.

## SELLING YOUR SHARES

Shares may not be transferred from Fidelity to another broker until the end of the disqualifying period. There may be tax implications if you sell shares. Contact a tax advisor for more information.

## Get a Quote

To get an Iron Mountain stock quote, visit our [website](#) or [Fidelity's website](#).

## CONTACTS

Fidelity  
Employee Stock Purchase Plan (ESPP)  
800.544.9354  
[www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com)  
[App Store](#)  
[Google Play](#)

# Life and AD&D Insurance

We offer Basic Life and Accidental Death & Dismemberment (AD&D) Insurance to protect you and your family, at no cost to you. You can also purchase Optional Life Insurance if you want additional coverage.

## HOW IT WORKS

If you're a permanent part-time or full-time employee who works 21 or more hours per week, you're eligible for Basic Life and AD&D Insurance. Life Insurance benefits are paid to your covered beneficiaries in the event of death, and AD&D pays benefits in the event of accidental death or dismemberment.

If you're suffering from a terminal illness, you can request an accelerated death benefit from your Life Insurance plan to help with estate planning and funeral expenses.

## COVERAGE

### Basic Life Coverage Provided by Iron Mountain

Amounts shown are in Canadian dollars.

	You	Spouse or Partner	Child
<b>Benefit Amount</b>	<b>2 times</b> your annual earnings (including any commissions)	<b>\$10,000</b>	<b>\$5,000 (per child)</b>
<b>Maximum</b>	Up to <b>\$1,000,000</b> with Evidence of Insurability (EOI)*	<b>\$10,000</b>	<b>\$5,000 (per child)</b>

\*You will be asked to provide proof of your health before coverage is approved. This is called Evidence of Insurability, or EOI. The maximum coverage amount without EOI is \$500,000.

### Age Reductions

If you're age 65 or older, Basic Life Insurance benefits will be reduced:

- If you're 65 – 69 years old, the Plan will pay **50%** of the benefits.
- If you're 70 years old or older, the Plan will pay a maximum of **\$50,000**.

### Basic AD&D Coverage Provided by Iron Mountain

Amounts shown are in Canadian dollars.

	<b>You</b>
<b>Benefit Amount</b>	<b>2 times</b> your annual earnings**
<b>Maximum</b>	<b>\$1,000,000</b>

\*\*The benefit varies based on the type of loss experienced.

## Optional Life Coverage You Pay For

Amounts shown are in Canadian dollars.

	<b>You</b>	<b>Spouse or Partner</b>	<b>Child</b>
<b>Benefit Amount</b>	Units of \$10,000**	Units of \$10,000	Units of \$5,000 (per child)
<b>Maximum</b>	Up to a maximum of <b>\$1,000,000</b> (Basic and Optional Life combined)	Up to a maximum of <b>\$500,000</b>	Up to a maximum of <b>\$20,000</b>

\*\*You or your spouse/partner will be asked to provide EOI before your Optional Life Insurance coverage is approved.

## Age Reductions

When you reach age 65, you're no longer eligible for Optional Life Insurance.

## Costs for Optional Life Coverage

You pay 100% of the costs for all Optional Life Insurance. Amounts shown are in Canadian dollars.

<b>Employee and Spouse/Partner (per \$10,000 of coverage cost per month)</b>				
<b>Age</b>	<b>Male (Smoker)</b>	<b>Male (Non-Smoker)</b>	<b>Female (Smoker)</b>	<b>Female (Non-Smoker)</b>
<b>Under 25</b>	\$1.08	\$0.70	\$0.60	\$0.36
<b>25 – 29</b>	\$1.08	\$0.70	\$0.60	\$0.36
<b>30 – 34</b>	\$1.20	\$0.71	\$0.89	\$0.36
<b>35 – 39</b>	\$1.56	\$0.91	\$1.08	\$0.60
<b>40 – 44</b>	\$2.64	\$1.42	\$1.80	\$0.96

<b>45 – 49</b>	\$4.44	\$2.39	\$3.00	\$1.56
<b>50 – 54</b>	\$7.44	\$4.07	\$4.80	\$2.66
<b>55 – 59</b>	\$11.76	\$6.78	\$7.56	\$4.20
<b>60 – 64</b>	\$17.76	\$10.45	\$11.16	\$6.55
<b>Dependent Children</b>				
\$0.25 per \$1,000 unit of coverage				

## Resources

Learn more about your Basic Life coverage with these resources:

- [Life and Disability Group Insurance Policy](#)

## Leaving Iron Mountain?

If you're leaving Iron Mountain (e.g., switching jobs or retiring), your coverage will end on your last day of employment. If you're under 65 years of age, you can convert your Life Insurance policy to an individual product. For assistance, contact Desjardins Insurance at [800.263.1810](tel:800.263.1810) within 31 days following your last day of employment.

## DESIGNATE A BENEFICIARY

It's important to designate one or more beneficiaries for your Life and AD&D benefits. Here's how:

1. Go to [Global HR Service Support](#) and select "My Benefits Canada." Then, click the down arrow next to the person icon and select "Beneficiaries" at the top right-hand corner of the screen.
2. List the family members you wish to designate as beneficiaries and allocate a percentage of your Life Insurance to each family member. Once complete, select "Save Changes."

## Report a Claim

Call Global HR Service Support at [855.462.7547](tel:855.462.7547) to report a claim. The Life Insurance policy number is 541545.

[Report a Claim](#)

## CONTACTS

Desjardins Insurance

Disability and Life Insurance

800.263.1810

Life Insurance policy number: 541545

[www.desjardinslifeinsurance.com](http://www.desjardinslifeinsurance.com)



[App Store](#)

[Google Play](#)



# TIME OFF

# Paid Time Off

As a Mountaineer, you get paid time off for [holidays](#), vacation and sick time. The amount of time you receive depends on your work schedule, your role and how long you've worked for the Company.

## HOLIDAYS

Company-paid holidays for all Mountaineers include:

- New Year's Day
- February Family Day/Louis Riel Day/Nova Scotia Heritage Day/Islander Day
- Good Friday (or Easter Monday in Quebec)
- Victoria Day
- La Fête nationale du Québec (Quebec only)
- Canada Day
- August Holiday/Civic Holiday/Provincial Day (except Quebec)
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

In addition, each January 1, you receive one **floating holiday** that must be used by December 31 of the same year. Floating holidays can't be accumulated or paid out at termination.

## VACATION

**All permanent Mountaineers** are eligible for paid vacation time, as shown below. Your vacation time is accrued weekly based upon your years of service and the policy reference year (January 1 – December 31). In other words, all vacation accrual increases occur on January 1 following your anniversary date. The accrual percentage is the percentage of your gross wages that are paid out when you take vacation. If you leave Iron Mountain, you will be paid for any unused vacation time.

### Hourly Vacation Accrual Schedule (Non-Exempt)

Years of Service	Vacation Time Accrued	Accrual %
0 – 3	2 weeks	4
4 – 8	3 weeks	6
9 – 19	4 weeks	8
20 or more	5 weeks	10

**You can accrue up to two times your annual vacation benefit.** If your accrued vacation amount reaches the maximum amount, you'll stop accruing vacation time. Once you use vacation time and fall below the maximum, you'll resume accruing vacation time until the maximum is reached again. Any unused, accrued vacation time is paid out when you leave Iron Mountain.

## Salaried Vacation Accrual Schedule (Exempt)

Years of Service	Vacation Time Accrued	Accrual %
0 – 9	3 weeks	6
10 – 20	4 weeks	8
21 or more	5 weeks	10

**You can accrue up to one time your annual vacation benefit.** If your accrued vacation amount reaches the maximum amount, you'll stop accruing vacation time. Once you use vacation time and fall below the maximum, you'll resume accruing vacation time until the maximum is reached again. Any unused, accrued vacation time is paid out when you leave Iron Mountain.

## New Hires

### Salaried Employees

You start accruing vacation time on your first day of work and accrue 2.31 hours per week.

Hire Date	January 1-June 30	July 1- September 30	October 1- December 31
Vacation Amount	Up to 3 weeks	2 weeks	1 week

### Hourly Employees

You start accruing vacation time on your first day of work and accrue 1.54 hours per week.

Hire Date	January 1-June 30	July 1- September 30	October 1- December 31
Vacation Amount	Up to 2 weeks	1 week	1/2 week

## Executive Vacation Policy

If you're a Mountaineer above the Director level (Vice President, Senior Vice President and Executive Vice President), you're eligible to take time off as needed.

# SICK TIME

Iron Mountain provides six paid sick days per 12 months accrued at a half day per month.

**Unused sick time may be accumulated and carried over each year to a maximum of 12 days (96 hours).** If your accrued sick time balance reaches the maximum amount, sick time will stop accruing. Once you use sick time and the balance falls below the maximum, accruals will resume until the maximum is reached again.

When you leave the Company, you aren't compensated for earned, unused sick time. Your last day of employment may not be a sick day.

## Are You a Union Employee?

Talk to your manager about your vacation time and pay.

## NEED TO REQUEST PAID TIME OFF?

- Use the Kronos system. [Learn how.](#)

[Kronos Instructions](#)

## CONTACTS

Global HR Service Support

Administration and general information

[855.IM.ASK.HR \(855.462.7547\)](tel:855.IM.ASK.HR)

[irm.service-now.com/mymap](http://irm.service-now.com/mymap)

[irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com)

# Leaves of Absence

You can take time away from work when you need it, for a variety of reasons.

## THE BASICS

There are three types of leaves of absence:

### Personal Leave of Absence

An unpaid leave that is not job-protected. Employment insurance benefits aren't available and there is no obligation on Iron Mountain to return you to the same, or comparable, position when you return to work.

[Learn More](#)

### Statutory Leave of Absence

A mostly unpaid leave that is job-protected. You may be entitled to compensation during your leave.

[Learn More](#)

### Maternity Leave

A paid leave that is job-protected after the birth of your child. This leave is paid through your Short-Term Disability (STD) benefit.

[Learn More](#)

# Disability

## THE BASICS

**Short-Term Disability (STD) and basic Long-Term Disability (LTD) benefits** provide a source of non-taxable income while you recover from a qualified health condition or injury. **This coverage is mandatory at Iron Mountain, you cannot opt out of this coverage. See below for details.**

## HOW IT WORKS

You're automatically enrolled in STD and LTD upon hire and coverage begins 90 days after your hire date. You pay a bi-weekly cost, before tax, based on your salary, so when you need to use your STD and/or LTD benefits, you don't have to pay taxes on them. See costs in Canadian dollars below.

### Short-Term Disability Costs

The tables show the costs per \$10 of coverage on a bi-weekly basis. You pay \$0.52 per \$10 of coverage.

Annual base pay	Bi-weekly cost
\$30,000	\$9.23
\$50,000	\$15.39
\$70,000	\$21.54

### Long-Term Disability Costs

The tables show the costs per \$10 of coverage on a bi-weekly basis. You pay \$2.85 per \$100 of coverage.

Annual base pay	Bi-weekly cost
\$30,000	\$21.35
\$50,000	\$32.30
\$70,000	\$43.19

## Coverage Details

The chart below shows when and how much your STD and LTD benefits pay.

	Short-Term Disability	Long-Term Disability
<b>When It Pays</b>	When you become unable to work because of a qualified medical condition or injury and	When you can't work due to a qualified medical condition or injury lasting more than <b>120</b>

	you meet the eligibility requirements.	days.
<b>How Much It Pays</b>	<p><b>All Mountaineers — you will receive the same weekly benefit maximum of 66.67%</b> of your weekly base pay with a weekly maximum of \$3,000, paid up to 17 weeks.</p> <p>Benefits for an illness begin on the eighth calendar day you become totally disabled.</p> <p>Benefits for an accident begin on the same day you become totally disabled.</p>	<p><b>66.67%</b> of the first \$2,250 of your monthly earnings, plus 50% of the next \$3,500 and 44% of any balance.</p> <p>Maximum benefit: <b>\$10,000 per month</b> (without medical evidence) or up to <b>\$13,000 per month</b> (with medical evidence).</p>

## HOW TO APPLY FOR BENEFITS

- To apply for STD or LTD, contact Global HR Service Support at **855.462.7547** and a representative will walk through the process with you.
- If you are currently on STD and applying for LTD, contact Desjardins Insurance at **800.263.1810**.

## STD AND LTD COVERAGE

Learn more about STD and LTD coverage.

- [Life and Disability Group Insurance Policy](#)
- [Disability Management and Prevention Guide](#)

## CONTACTS

Desjardins Insurance

Disability and Life Insurance

[800.263.1810](tel:800.263.1810)

Life Insurance policy number: 541545

[www.desjardinslifeinsurance.com](http://www.desjardinslifeinsurance.com)

[App Store](#)

[Google Play](#)



# WELLBEING



# Wellbeing Programs

Wellbeing is an extension of our values and culture. Our programs are here to help you be your best – at work, at home or at play.

## OVERVIEW

Your wellbeing is important to us and we want you to feel your best. Whether you're managing a chronic condition, working to reduce stress, trying to up your fitness game or just be more balanced, we've got solutions to help.

### IM Wellness

Access tools and resources to help you improve all aspects of your wellbeing – physical, mental, social and emotional.

[Go to IM Wellness](#)

### Change4Life

Get help managing health issues and chronic conditions that impact your overall wellbeing.

[Go to Change4Life](#)

## LEARNING MORE ABOUT MENTAL AND EMOTIONAL HEALTH

Mental and emotional health are important parts of our overall wellbeing, but it can be difficult to focus on these things when one's overwhelmed by life's challenges. And when dealing with more serious issues, overcoming the stigma associated with mental health conditions can prevent some people from seeking help.

PsychHub, the world's largest mental health education platform, aims to create awareness of and increase literacy around mental health issues through videos, podcasts, shareable content and more. Through education, PsychHub strives to help people better understand and overcome mental health challenges. To access PsychHub, go to <https://app.psychhub.com/signup/ironmountain> and follow these steps:

- Enter your email and first and last name.
- Check the box to agree to the terms and conditions.
- Click the "Sign up" button.

# CONTACTS

Virgin Pulse

IM Wellness

[support@virginpulse.com](mailto:support@virginpulse.com)

<https://join.virginpulse.com>

[App Store](#)

[Google Play](#)

Green Shield Canada

Change4Life program

[888.711.1119](tel:888.711.1119)

[www.greenshield.ca](http://www.greenshield.ca)

[App Store](#)

[Google Play](#)

# Financial Wellbeing

Health is critical to a happy life and when it comes to financial wellbeing, health is wealth. Iron Mountain is here to help you every step of your journey.

## FOCUSED ON YOUR FINANCIAL WELLBEING

Financial wellbeing is unique to every individual, and each of us have different needs. That's why we've partnered with Mercer to provide you with [mercermoney365.ca](https://www.mercermoney365.ca), a comprehensive, mobile-friendly site designed to help you evaluate your current financial health, gain knowledge and tips for success, and receive [personalized support](#) to maintain or improve your money, your wellbeing.

Everyone has different priorities when it comes to money. This platform can support you wherever you are today to help you get to where you want to be tomorrow. You don't have to be an expert to feel good about your finances!

## Get Started

Visit [mercermoney365.ca](https://www.mercermoney365.ca) to get started today!

- Enter the username: **Ironmountain**
- Use the password: **@Mountaineer1**

## Resources to Support You

- **Contact a PlanRight Advisor.** Manulife's PlanRight Advisors are available to answer your financial questions, big or small. You can [schedule an appointment](#) or call **833.838.8873**, Monday through Friday, from 8 a.m. to 8 p.m. ET.
- **Explore Resources for Living.** We all face challenges. Whatever the situation, you can turn to [Resources for Living](#) for help. It's free and confidential for you and your family.

# Resources for Living

Here to help you thrive in life.

## FIND HELP FOR LIFE'S CHALLENGES

Resources for Living is a global network of experts to support your physical, emotional, social and financial wellbeing. Whether you're looking to boost your resilience or manage life's challenges, Resources for Living is here for you—free of charge and completely confidential.

Resources for Living is available to all Mountaineers confidentially and at no cost for you and all members of your household, including children living away from home up to age 26. Services are available 24 hours a day, 7 days a week.

[See Overview](#)

## WHAT RESOURCES FOR LIVING OFFERS

Mountaineers can call on Resources for Living to help manage life's moments and matters. Professional, confidential, and caring consultants help you and members of your household with mental health, financial, legal, and community resources, including:

### Emotional Wellbeing Support

You can access up to five free counseling sessions per issue each year. You can also call 24 hours a day for in-the-moment emotional wellbeing support. Services are free to you and are available from any location, in any language. Counseling sessions available in person, via phone, as virtual visits, or chat therapy (text messaging sessions) where available. Support is available for a wide range of issues such as:

- Resilience
- Anxiety
- Relationship support
- Stress management
- Grief and loss
- Depression
- Substance misuse and more

We can also help you find the best option for continued care.

[See Infographic](#)

### Legal and Financial Services

If you're faced with legal or financial challenges, Resources for Living can refer you to a local expert for help. Common requests include:

- Consumer rights
- Matrimonial law
- Housing and rental agreements
- Civil litigation
- Wills and probate
- Credit, debt, and budgeting
- Taxation
- Mortgages and insurance
- Retirement
- Preventing or recovering from identity theft

Referrals will take into account both government and private resources available in your location.

## Daily Life Assistance

Competing day-to-day needs can make it tough to know where to start. Resources for Living can help you find resources for:

- Child care
- Care for older adults
- Caregiver support
- Pet care
- Relocation support
- Support and interest groups
- Community resources/basic needs

## Online Resources

Your member website offers a full range of tools and resources to help with emotional wellbeing, work/life balance and more. Visit [go.rfl.com/IRM](https://go.rfl.com/IRM) to explore:

- Articles and self assessments
- Resources for global current events
- Video resources
- Live chat with Resources for Living
- Live and recorded webinars

Visit your [member website](#) to find video resources, podcasts, articles, assessments, webinars, and more.

## Additional Services

- **Digital self-paced support:** You have access to digital cognitive behavioral therapy tools, mindfulness resources, and online tools to help manage depression, anxiety, stress, substance misuse, and more.

- **Proactive placement:** Don't wait weeks for an appointment. Resources for Living can help you find a local provider and schedule the earliest available appointment within 3–5 business days for routine visits and 1–2 business days for urgent visits.

## Sense of Belonging

At Iron Mountain, every Mountaineer should feel a sense of belonging wherever you are in life's journey. That's why Resources for Living offers:

- **Accessibility features:** Access services online, by mobile device, phone, or face to face.
- **Clinician diversity:** Our network includes counselors from diverse communities to support members from all backgrounds.

## GET STARTED

A1A or Resources for Living is available for guidance. Call or chat online with A1A or a care partner for support and resources. You can connect with a care partner online 24/7 through the live chat feature on the [Resources for Living member website](#). Ask questions and get access to counseling sessions, resources, and more. [Click here](#) to see the Resources for Living contact directory.

## CONTACTS

Resources for Living

Employee Assistance Program (EAP)

1.833.657.2101, TTY: 711

In Country Toll Free: 877.847.4525

Universal Reverse Charge: +1 416.956.2979

ICY Code: 259948

[Resources for Living contact directory](#)  
[go.rfl.com/IRM](http://go.rfl.com/IRM)

Username: Iron Mountain

Password: Mountaineer

# Video Counselling

## Support for Women’s Emotional Wellbeing

A women’s health initiative offers complimentary online counselling.

### OVERVIEW

During the pandemic, one in five Canadians sought counselling due to mental health concerns, and more than 100,000 Canadian women either took a sabbatical or quit their jobs.\* The **Room for Her** initiative, funded by [the Green Shield Benefits Association and delivered by Inkblot Therapy](#), focuses on promoting mental health and wellbeing for Canadian women and making online counselling more accessible.

Through this initiative, women 18 years or older who reside in Canada are eligible for complimentary counselling—after an initial 30-minute consultation with a certified therapist, you’re entitled to one 60-minute or two 30-minute online sessions.

\*[https://thoughtleadership.rbc.com/covid-further-clouded-the-outlook-for-canadian-women-at-risk-of-disruption/?utm\\_medium=referral&utm\\_source=media&utm\\_campaign=special+report](https://thoughtleadership.rbc.com/covid-further-clouded-the-outlook-for-canadian-women-at-risk-of-disruption/?utm_medium=referral&utm_source=media&utm_campaign=special+report)

### GET STARTED

To learn about accessing counselling at no cost to you, visit the [Inkblot Therapy page](#). If you’re ready to find a counsellor and book your first session, [click here](#).

### CONTACTS

Inkblot Therapy  
[inkblottherapy.com/roomforher](https://inkblottherapy.com/roomforher)  
[support@inkblottherapy.com](mailto:support@inkblottherapy.com)

# Gym Discounts

## SAVE MONEY ON GYM MEMBERSHIPS

Going to a gym can help you stay focused and get inspired. It's a dedicated space where people of all shapes and sizes try to break a sweat!

**GoodLife Fitness** offers you and up to four additional family members discounts at over 250 GoodLife Fitness Clubs across Canada. Your membership includes:

- State-of-the-art cardio equipment
- Free weights and weight machines
- Group fitness classes
- Professionally trained staff who assist you with your goals
- Child care (where available, at an additional fee)
- Participation in a rewards program, featuring special offers on brand items

## GET STARTED

[Register](#) for your GoodLife Fitness Corporate Membership.

## CONTACTS

GoodLife Fitness

Gym discounts

[800.287.4631](tel:800.287.4631)

<https://corporate.goodlifefitness.com>



# WORK PERKS

# Discount Program

## OVERVIEW

Through your free **Perkopolis membership**, you'll save on entertainment, travel, attractions, shopping, health and wellness, automotive, insurance and more!

## Get Started

Visit [Perkopolis](#) to learn more about the discounts available to you and to register. Once you register, you'll receive an email with a link to activate your account. [Click here](#) for registration instructions.

## CONTACTS

Perkopolis

Discounts

[800.761.7523](tel:800.761.7523)

[www.perkopolis.com](http://www.perkopolis.com)

[App Store](#)

[Google Play](#)

# Education Assistance

## New in 2024!

New in 2024, Tuition Assistance Program provides financial assistance for employees who want to complete undergraduate or graduate degrees and has been expanded to commercial driver’s licenses (CDLs), and professional certifications.

## TUITION REIMBURSEMENT

The Tuition Reimbursement program provides financial assistance for employees who want to complete undergraduate or graduate degrees at accredited institutions, professional certifications or obtain a commercial driver’s license (CDL). Requests are subject to review and approval. Professional certifications pursued must align with Iron Mountain career/business roles.

### Eligibility

All part-time Mountaineers working 20–29 hours per week and all full-time Mountaineers.

Tuition Reimbursement Schedule	
Full-time working 30 hours or more per week:	<b>\$5,250</b> per calendar year
Part-time working 20–29 hours or less per week:	<b>\$2,250</b> per calendar year

For more information on tuition assistance, access the policy on [myMAP](#).

## GET STARTED

1. Create an International Scholarship and Tuition Services (ISTS) account [here](#).
2. Complete the Course/Manager Approval Form.
3. Enter your manager’s name and email. He/she will be sent an email that needs to be completed before the first day of the course(s). Click **Save/Submit**.
4. After your approved course work is finalized and grades have been received, log back into your ISTS account to complete **Step 2: Reimbursement of Approved Courses**. (Be sure to do this within 60 days of the course completion date.)
5. Click **Save/Submit**.

## CONTACTS

International Scholarship and Tuition Services

Tuition Reimbursement

[855.670.4787](tel:855.670.4787)



[ironmountain.applyists.net](http://ironmountain.applyists.net)

# Adoption Assistance

## ADOPTION ASSISTANCE PROGRAM

We believe in helping Mountaineers build their families. Through our Adoption Assistance program, we help **offset the cost** of adopting children under age 18. Iron Mountain provides **adoption and parental leave of absence** based on the minimum legislature requirements, where applicable.

All full-time employees are eligible for adoption benefits while actively employed at Iron Mountain.

Iron Mountain will reimburse up to **\$5,000** (annual maximum in Canadian dollars) for eligible expenses, including:

- Application fees
- Home studies
- Agency and placement fees
- Legal fees and court costs
- Immigration/immunization and translation fees
- Transportation, meals and lodging while away from home
- Parent, child and family adoption counseling

## GET STARTED

Submit claims for eligible adoption expenses by completing the [Adoption Assistance Form](#). You'll be asked to provide copies of all supporting documents and receipts when submitting a claim. If you have questions about the process, contact Global HR Service Support at **855.462.7547**.

## CONTACTS

Global HR Service Support

Adoption Assistance

[855.462.7547](tel:855.462.7547)

[irm.service-now.com/mymap](http://irm.service-now.com/mymap)

[irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com)

# RESOURCES

# Green Shield Canada

## GET HELP WITH YOUR BENEFITS

We want you and your family to be able to focus on staying healthy — not on thinking about how complicated benefits can be. To better understand and get the most out of your benefits, visit the [Green Shield Plan member website](#), where you can:

- Submit claims and view your claims history.
- Review your benefits coverage.
- Access the Change4Life portal.
- Find health providers based on your location.
- Search for a pharmacy.
- Access newsletters and articles.

[Go to Website](#)

## CONTACTS

Green Shield Canada

Health and dental

[888.711.1119](tel:888.711.1119)

Health and dental policy number: IMCC

[www.greenshield.ca](http://www.greenshield.ca)

[App Store](#)

[Google Play](#)

# Contacts

## GENERAL HELP

Global HR Service Support

Administration and general information

[855.IM.ASK.HR \(855.462.7547\)](tel:855.IM.ASK.HR)

[irm.service-now.com/mymap](https://irm.service-now.com/mymap)

[irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com)

## HEALTH

Green Shield Canada

Health and dental

[888.711.1119](tel:888.711.1119)

Health and dental policy number: IMCC

[www.greenshield.ca](http://www.greenshield.ca)

[App Store](#)

[Google Play](#)

## WELLBEING

Green Shield Canada

Change4Life program

[888.711.1119](tel:888.711.1119)

[www.greenshield.ca](http://www.greenshield.ca)

[App Store](#)

[Google Play](#)

Virgin Pulse

IM Wellness

[support@virginpulse.com](mailto:support@virginpulse.com)

<https://join.virginpulse.com/ironmountain>

[App Store](#)

[Google Play](#)

Resources for Living

Employee Assistance Program (EAP)



1.833.657.2101, TTY: 711  
In Country Toll Free: 877.847.4525  
Universal Reverse Charge: +1 416.956.2979  
ICY Code: 259948

[Resources for Living contact directory](#)  
[go.rfl.com/IRM](http://go.rfl.com/IRM)

Username: Iron Mountain  
Password: Mountaineer

GoodLife Fitness

Gym discounts

[800.287.4631](tel:800.287.4631)  
<https://corporate.goodlifefitness.com>

PsychHub

Emotional Wellbeing

<https://app.psychhub.com/signup/ironmountain>

Enter your email and first and last name.  
Check the box to agree to the terms and conditions.  
Click the “Sign up” button.

## MONEY

Manulife

Iron Mountain Canada Corporation Retirement Plan

[833.838.8873](tel:833.838.8873)  
[www.manulife.ca/GRO](http://www.manulife.ca/GRO)

[App Store](#)

[Google Play](#)

Desjardins Insurance

Disability and Life Insurance

[800.263.1810](tel:800.263.1810)  
Life Insurance policy number: 541545  
[www.desjardinslifeinsurance.com](http://www.desjardinslifeinsurance.com)

[App Store](#)

[Google Play](#)

Fidelity

Employee Stock Purchase Plan (ESPP)

[800.544.9354](tel:800.544.9354)  
[www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com)



[App Store](#)

[Google Play](#)

# WORK PERKS

Perkopolis

Discounts

[800.761.7523](tel:800.761.7523)

[www.perkopolis.com](http://www.perkopolis.com)

[App Store](#)

[Google Play](#)

Global HR Service Support

Tuition Reimbursement Program

[855.462.7547](tel:855.462.7547)

[irm.service-now.com/mymap](http://irm.service-now.com/mymap)

[irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com)

Global HR Service Support

Adoption Assistance

[855.462.7547](tel:855.462.7547)

[irm.service-now.com/mymap](http://irm.service-now.com/mymap)

[irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com)

# Documents

## PLAN DOCUMENTS AND POLICIES

### HEALTH

- [Life and Disability Group Insurance Policy](#)
- [Benefit Plan Summary – Health and Dental Booklet](#)

### WORK PERKS

- [Adoption Assistance Policy and Form](#)
- [Tuition Reimbursement](#)
- [Perkopolis](#)

### WELLBEING

- [Iron Mountain Wellness Overview Flyer](#)

# WELLBEING PROGRAMS

# IM Wellness

IM Wellness is an important element of our commitment to wellbeing.

## Overview

Improve your wellbeing — physical, mental, social and emotional — with IM Wellness, our confidential and personalized health program. Based on your goals and interests, the program provides tips, tools and services to help you achieve your goals. Track your activities, participate in challenges, learn skills to increase your resilience and more. [Click here](#) to learn more about the IM Wellness program.

## Get Started

It's easy to enroll. To sign up, do one of the following:

- Scan the QR code to download the app to your mobile phone.



- Go to [join.virginpulse.com/ironmountain](https://join.virginpulse.com/ironmountain). Register using your employee ID number.

## Begin Your Wellbeing Journey

Use these tips to get moving on your wellness goals.

### Do your health check

Complete a health check to learn more about your health habits. The IM Wellness platform will send you personalized programs and tips based on your needs. Go to Health > Health Check > Start the Survey.

### Sync your tracker

Easily sync your preferred device or app to IM Wellness. Go to Profile > Devices & Apps and select your current app tracker.

### Partner with a colleague

Data shows you are more successful at reaching your goals when you partner with friends and family. Go to Social > Friends > Add Friends > Find by Name > Type a name or Send Invite.

### Experience your mindfulness program\*

Ease stress with step-by-step mindfulness training and yoga basics. Go to Benefits > Select RethinkCare > Select Start Now.

\*RethinkCare is available in English, Dutch, French, German, Japanese, Korean, Portuguese, Simplified Chinese and Spanish.

# Contacts

Virgin Pulse

IM Wellness

[support@virginpulse.com](mailto:support@virginpulse.com)

<https://join.virginpulse.com/ironmountain>

[App Store](#)

[Google Play](#)

# Change4Life

Access tips and tools to help you make healthy changes.

## Overview

We've partnered with [Green Shield Canada](#) to give you access to their **Change4Life program**, so you can unlock your full potential. You must be enrolled in the Basic, Standard or Premium health plan to participate in the program. (Spouses/partners and dependents aren't eligible.)

## How It Works

Through the program's free online portal, complete activities designed to help you reach your health goals. By completing certain activities, you'll earn points that can be used for rewards, such as gift cards for popular retailers of home goods, sports apparel and electronics. Activities include:

- **Taking a health assessment** to receive a personalized report card and action plan with realistic, small steps you can take to adopt healthier habits.
- **Monitoring your health and physical activity** with tracking tools.
- **Getting support** for managing a chronic health condition.
- **Reading educational articles** on health topics.

## Get Started

1. Go to the [Green Shield Canada website](#) to register for Change4Life.
2. From the website home page, click "Login" and select "Plan Members."
3. If you're not a plan member, click "Go" and complete the registration process. If you're already a plan member, sign in.
4. Click on the Change4Life tab. You'll be directed to the Change4Life portal.

## Claim Rewards

To claim your rewards, download the Green Shield Canada **GSC on the Go**® app from the [App Store](#) or [Google Play](#). You can use the points you've earned to buy "ballots" for a chance to win a reward.

## Dietician Health Coaching

The Dietician Health Coaching program, available through Change4Life, gives you access to registered dietitians who can help you make healthier food choices. Whether you want to improve your nutrition to prevent or manage a chronic condition — such as diabetes, hypertension or high cholesterol — they can work with you to make positive lifestyle changes.

With the program, you get four sessions over a four- to eight-month period with a dietitian at a Loblaws or Sobeys Pharmacy location. Your dietitian will:

- Develop a nutrition plan based on your eating habits and health needs, blood pressure and weight.
- Teach you how to read nutrition labels, plan meals and help you navigate the aisles at the grocery store so you make smart choices.
- Assess your progress and provide tips to set you up for success when you're on your own.

## Get Started

Visit [www.bookadietitian.ca](http://www.bookadietitian.ca) or <http://sobeyspharmacy.com/greenshield> to schedule an appointment. If your area doesn't have a Loblaw or Sobeys Pharmacy, you can still participate by phone.

## Contacts

Green Shield Canada

Change4Life program

[888.711.1119](tel:888.711.1119)

[www.greenshield.ca](http://www.greenshield.ca)

[App Store](#)

[Google Play](#)



# LEAVES OF ABSENCE

# Personal Leave of Absence

## The Basics

You can **take unpaid time off from work for personal reasons**. Approval of requests for unpaid personal leave is subject to business needs and is at management discretion.

## What It Does

Personal leave provides time off for reasons not covered by other leave or time-off programs. **Before requesting personal leave, check to see if the reason for your leave is covered by another program.**

## Who's Eligible

Full-time Mountaineers who are scheduled to work 30 or more hours per week.

## When It Begins

You should make your request for a leave **30 days** before your desired leave date.

## How Long It Lasts

**Up to 90 calendar** days in a 12-month period (and no more than once per rolling 12-month period).

## How Much It Pays

Personal leave is an unpaid leave.

## How to Request Leave

- Write to your manager or supervisor to request your leave at least 30 days before you want to take your leave. Include the end date of your leave.
- Contact Global HR Service Support at **855.462.7547**.

# Statutory Leave of Absence

## The Basics

Statutory leaves of absence allow you to take time off for reasons such as caring for a loved one, serving in the armed forces and more.

## What It Does

Provides time off for the following leaves:

- Bereavement leave
- Citizenship ceremony leave
- Compassionate care leave
- Crime-related child death or disappearance leave
- Critical illness leave
- Domestic violence
- Family responsibility leave
- Jury duty
- Long-term illness or injury leave
- Organ donor leave
- Parental and adoption leave
- Pregnancy leave
- Reservist leave

Eligibility requirements and applicable time periods vary depending on the type of leave. Contact Global HR Service Support at **855.462.7547** for more details on these types of leaves.

## Additional Information

### Bereavement Leave

We offer bereavement leave to regular full-time Mountaineers after the loss of an immediate family member, including your:

- Spouse or common law partner
- Child or stepchild (includes children of spouse or common law partner)
- Grandparent or grandchild (includes grandchildren of spouse or common law partner)
- Parent, brother or sister (includes in-laws of spouse or common law partner)
- Aunt or uncle
- Cousin
- Niece or nephew
- Legal guardian or ward

You can take up to five paid days off for bereavement leave, though this time off is at the discretion of your manager and a statement of death may be required before payment is made. Approved time off for this leave is separate from personal time off and will not be deducted from your sick or vacation time. If you need more than five days, you may use vacation days or personal leave with your manager's approval.

### Jury Duty

If you have been summoned to serve as a juror, you're entitled to a leave sufficient to serve your civic duty. You must submit a court summons, subpoena or notice for jury duty to your supervisor to confirm you are eligible for leave due to jury duty.

Regular full-time employees will receive their regular salary, less any compensation they receive from the court, for up to a maximum of 30 days if assigned to a trial. If not chosen to serve on a trial, they will receive a maximum of 14 work days of their regular salary. Part-time employees receive court compensation only, unless provincial or local legislation requires a minimum payment from the Company.

# Maternity Leave

## The Basics

We offer a maternity leave of absence so you can take **time off from work after the birth of your child**.

### What It Does

Maternity leave provides eligible Mountaineers with **six to eight weeks of income replacement following the birth of your child, known as the recovery period**, which is paid through your [Short-Term Disability \(STD\)](#) benefit.

### Who's Eligible

**Full-time Mountaineers** who are scheduled to work **20 or more hours per week**.

#### Provincial Benefits

Most provinces offer additional pregnancy leave. Eligibility requirements and applicable time periods vary depending on the type of leave. To request a provincial leave, please submit a request in writing to your manager. Approved requests will generate a Record of Employment (ROE). Once the ROE is received, you can contact Employment Insurance directly to receive government Employment Insurance benefits.

### When It Begins

When you're **absent from work following the birth of your child**.

**If you're unable to continue working during your pregnancy or if you need to request an accommodation before you deliver**, you have options:

- You may be eligible for [Short-Term Disability \(STD\)](#) benefits. If your STD claim is approved, Desjardins Insurance will make the STD payments to you directly and you will be billed by Iron Mountain for any benefits you were enrolled in prior to your leave.
- If you require an accommodation to continue working until your delivery, speak to your manager who will work with the HR Team to determine your needs.
- After the birth of your child, Desjardins Insurance will pay the six to eight weeks for recovery under the same STD claim.

### How Long It Lasts

Your STD benefit covers the first part of your maternity benefit, up to eight weeks of paid leave. Any additional leave will be covered under the provincial leave program.

### How Does Paid Time Off Work on Leave?

You don't continue to accrue vacation or sick time while on maternity leave. When you return to work, you begin accruing these benefits again, as though the period of leave counted as active service.

### What It Pays

Your Short-Term Disability (STD) benefit provides income replacement as recovery time following the birth of your child. In general, you'll receive **66.67%** up to a weekly maximum of \$3,000 per week for up to six to eight weeks.

## Your Health and Insurance Benefits

While on maternity leave, the costs you've been paying per paycheck for health, dental, life and disability coverage will be billed directly to you while you are on leave. When you return to work, the benefit will be reconciled to confirm there were no over or underpayments.

Having a baby is considered a qualifying life event. This means you can add your child to your benefits coverage within 30 days of the event. If you miss the 30-day deadline, you'll have to wait until the next Open Enrollment period or another qualifying event to make changes.

## How To Request Leave

- Meet with your manager to talk about your upcoming leave.
- Contact Global HR Service Support at **855.462.7547** to file your claim no earlier than **30 days** before your expected delivery date but no later than **15 days** after the birth of your child.

## Contacts

Global HR Service Support  
Administration and general information  
[855.IM.ASK.HR \(855.462.7547\)](tel:855.462.7547)  
[irm.service-now.com/mymap](http://irm.service-now.com/mymap)  
[irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com)

Desjardins Insurance  
Disability and Life Insurance  
[800.263.1810](tel:800.263.1810)  
[www.desjardinslifeinsurance.com](http://www.desjardinslifeinsurance.com)  
[App Store](#)  
[Google Play](#)