

HR NAVIGATE INCORPORATED

SHIFT — Terms & Participation Agreement

5979 Baldwin St. S, Whitby, ON L1M 2J7

This Terms & Participation Agreement ("Agreement") governs registration for and participation in SHIFT, a one-day leadership development experience with a 90-day support period, held on October 22, 2026 at The Royal Hotel, Picton, Ontario, and organized by HR Navigate Incorporated ("HR Navigate," "we," or "us"). In this Agreement, "you" means the participant.

Before the detail: This is a formal agreement, and most of it covers situations we hope never come up — what happens if you can't come, what we're responsible for and what we aren't, and how the work and everyone's privacy are protected. Please read it in full. If anything here isn't clear, ask us before you register.

1. What's Included

Your registration for SHIFT (October 22, 2026, The Royal Hotel, Picton, Ontario) includes a personalized EQ-i 2.0 Leadership Assessment and a confidential one-to-one debrief prior to the event; one day of facilitated experience at The Royal Hotel, including breakfast, lunch, and snacks throughout the day; dinner on the night of your stay, with a non-alcoholic beverage; overnight accommodation; and 90 days of support.

Your stay: Your room is secured for the night of October 21. If you'd prefer to stay the night of October 22 instead, just let us know — we're happy to accommodate this where the hotel has availability at the time of the request. Dinner is served during the hotel's regular dining hours; if you arrive after service has ended, we aren't able to substitute or refund it. Alcohol is not included.

The 90-day support period: The 90-day support period begins the day after the event, on October 23, 2026. It includes a monthly connect, with additional access available across the period. How that support is arranged is agreed with you in your first session following the event.

Your registration is personal to you: Your registration — the assessment, the debrief, the day and the 90-day support period — is personal to you, and is not transferable to another individual once the assessment process has begun. The 90-day support period cannot be assigned, gifted or reassigned to a colleague or peer. If you'd like to bring this work to someone else on your team, we'd be glad to talk about how we could do that as a separate engagement.

2. Registration & Payment

Registration is confirmed upon full payment via our secure online checkout. Where more than one of the cancellation tiers below applies to your situation, the first one listed applies. The price shown at registration is the program fee. HST is added to it, and the full total including HST is shown to you before payment is completed. All prices are in Canadian dollars. SHIFT is open to participants aged 18 and over. If a payment fails, is reversed, or is charged back after registration, HR Navigate may cancel the registration and release the seat.

3. Cancellation & Refund Policy

- **Within 5 days of purchase:** full refund, less a \$250 administration fee, provided your EQ-i 2.0 assessment has not yet been issued.
- **30 or more days before the event:** 50% refund.
- **Fewer than 30 days before the event:** no refund. By that point your EQ-i 2.0 assessment will have been purchased and a debrief prepared and/or delivered, and your accommodation and catering are committed and paid for on your behalf. What you have already had is yours to keep: your assessment, your debrief and your 90 days of support all still stand.

Substitution: you may substitute another participant from your organization at no charge, at any time, provided your EQ-i 2.0 assessment has not yet been issued. Once the assessment process has begun, your registration is personal to you and cannot be substituted or transferred to another individual. The same rule applies where an employer or organization has paid for a registration and the participant leaves that organization before the event: if the assessment has not yet been conducted, the organization may name a different attendee; if it has, the registration is non-transferable. In either case the registration is not refunded. Attendance: registration is not refunded, in whole or in part, where a participant does not attend, arrives late, leaves early, or misses any portion of the program — including for illness, travel disruption or personal emergency. If you can't make the day, your assessment, your debrief and your 90 days of support all still stand. Your accommodation is forfeited unless you're able to join us for the day. If HR Navigate cancels or reschedules SHIFT for any reason, registered participants will receive a full refund or the option to transfer to a future cohort.

4. Not a Substitute for Therapy

SHIFT is a leadership development experience, not a therapeutic or clinical service. It is not intended to diagnose, treat, or replace mental health care. It may help surface areas where professional support would be valuable — participants are encouraged to seek that support independently. No Facilitator is providing medical, psychological, counselling or other regulated clinical treatment, regardless of their professional credentials.

5. Your Participation & Liability

Participation in SHIFT is voluntary. The program involves discussion, self-assessment and group work, and it can surface things that are personally significant. You decide what you share and how you take part. You are responsible for deciding whether you are well enough to attend, and for telling us in advance about anything we need to accommodate. We'll ask you for an emergency contact before the event, and we'll use it if we need to.

In this Agreement, "Facilitator" means any individual who delivers any part of SHIFT, whether as a principal, employee, contractor, partner or otherwise. Participants release HR Navigate Incorporated and each Facilitator (together, the "Released Parties") from any and all claims, demands, losses, or liabilities arising out of or in connection with participation in SHIFT, including claims arising from the negligence of the Released Parties, to the fullest extent permitted by law. Nothing in this section limits liability for gross negligence, wilful misconduct, or any liability that cannot be excluded or restricted by law, including under the Consumer Protection Act, 2002 (Ontario). HR Navigate enters into this section and Section 15 on its

own behalf and as agent and trustee for each Facilitator, and each Facilitator may rely on and enforce them directly.

6. The Royal Hotel

The Royal Hotel provides venue and accommodation services as an independent vendor to HR Navigate Incorporated. HR Navigate acts only as coordinator of your accommodation and is not affiliated with, and is not responsible for, the acts, omissions, or services of The Royal Hotel or its staff. Beyond what is expressly stated in this Agreement, HR Navigate makes no representation about the hotel's facilities, amenities, room types, or its ability to meet any particular need or request. The Royal Hotel is a boutique property of roughly 33 rooms across more than one building, and rooms vary. Any specific need or request — accessibility, room location, bedding, quiet — must be made in advance and is subject to the hotel's availability and confirmation.

Parking: The Royal Hotel offers limited on-site self-parking (accessible from Ross Street), plus free municipal parking about 100 metres away on King Street, along with ample free street parking nearby.

Accessibility: SHIFT will be held in the Barlow Room, a flexible event space in The Royal Annex at 6 Ross Street, across from the main hotel building. The Royal Hotel has confirmed the Barlow Room is wheelchair accessible, with one on-site washroom in the room itself. Accessible public spaces, restaurant, and guest rooms are also available across the hotel more broadly. If you have specific accessibility needs, please let us know in advance so we can coordinate with the hotel ahead of your arrival.

Your room: Your room is reserved in your name and billed to HR Navigate. Anything charged beyond what's included — alcohol, room service, minibar, spa, telephone, late checkout or similar — is your own account, settled directly with The Royal Hotel before you leave. You are responsible for any damage to your room or to hotel property. HR Navigate is not responsible for loss, theft or damage to personal belongings at any point during the program.

7. Dietary Requirements

We want mealtimes to be something you can relax into, not worry about. When you register, please tell us about any food allergies, restrictions, or requirements — not just preferences — and we'll pass them to The Royal Hotel's kitchen well ahead of the day.

Meals are prepared by the hotel, not by us. As of the date of this Agreement, The Royal Hotel states that its service staff are knowledgeable about allergens present in its dishes, that it will do its best to offer alternatives meeting each guest's dietary needs although substitutions may not always be possible, and that its kitchen is not nut-free. We can't guarantee an allergen-free environment. If a severe allergy means you need certainty rather than best efforts, tell us as early as you can and we'll work it through with the hotel together.

8. Travel

SHIFT does not include travel to or from The Royal Hotel — participants are responsible for arranging and covering their own transportation. If you're travelling from outside Ontario or Canada, please confirm any

documentation your trip requires on your own. Those arriving from the east along Highway 2 will cross via the seasonal Glenora Ferry; wait times can be long in peak season, so it's worth checking current crossing times in advance. We know getting to the County costs something, and we appreciate you making the trip. Travel to and from The Royal Hotel is your own arrangement and at your own risk. HR Navigate is not responsible for anything that happens on the journey there or home, and does not reimburse travel costs of any kind — fuel, mileage, parking, ferry, flights or ground transport.

9. Photos & Sharing This Journey

From time to time during the day — for example, over lunch — we may invite a photographer to capture parts of the experience. This is always done with participants' permission and in a way that respects the tone and privacy of the day; anyone who'd rather not be photographed is welcome to opt out at any time.

With your separate consent, HR Navigate may feature select photos from this first cohort on our website. This program represents a long-held vision, and we'd be proud to share the journey of the people who joined us for it. If you'd like to share that you took part, we'd love that. We'll send you approved images and wording you're welcome to post. Please use those rather than photos or material from the day itself — it keeps the experience intact for the people who come next.

10. Confidentiality of the Day

The content, materials, and process of SHIFT — including discussions, exercises, and any visual or written materials created or shared during the event — are proprietary to HR Navigate Incorporated and confidential. This confidentiality obligation survives the conclusion of the program.

Participants agree to keep confidential anything shared by other participants during the day, and agree not to photograph, record, reproduce, or publicly share program content or materials without HR Navigate's prior written consent. The recording and sharing restrictions in this section apply equally to any one-to-one session, debrief or support conversation during the 90-day period.

Participants receive their own personal materials created during the day. Those materials, and everything underlying them — the SHIFT name and logo; the design, structure and sequence of the program; its exercises, frameworks, models, tools, prompts, templates, questions and written materials; the visual work produced during the day; and anything derived from, based on, or substantially similar to any of these, in any format and whether recorded by HR Navigate or by a participant — remain the intellectual property of HR Navigate Incorporated. Participants are granted a limited, non-exclusive, non-transferable licence to use them for their own personal and professional development only. They may not be reproduced, adapted, summarized, transcribed, reconstructed, reverse-engineered, repackaged, taught or distributed, and may not be used to design or deliver any program, training, workshop, session, course or service to others — whether or not for payment, and whether or not attributed to HR Navigate — without HR Navigate's prior written consent.

SHIFT is delivered by more than one facilitator, and this section protects each of them. Any model, framework, method or approach introduced by a facilitator during the program remains the intellectual property of that facilitator, whether or not it is named during the day, and is subject to the same restrictions set out above. Nothing in this Agreement transfers any ownership in it to a participant, to a participant's employer, or to any sponsoring organization.

You acknowledge that damages alone may not adequately remedy a breach of this section, and that HR Navigate may seek injunctive relief in addition to any other remedy.

HR Navigate may, with reasonable care taken to protect participant privacy, use select non-identifying content for marketing purposes.

11. Privacy & Assessment Data

HR Navigate Incorporated is committed to protecting your personal information in accordance with the *Personal Information Protection and Electronic Documents Act* (PIPEDA) and applicable Ontario law.

We collect only what's necessary to register you and deliver SHIFT: your name, email address, and information you choose to share as part of your EQ-i 2.0 assessment and debrief. Your EQ-i 2.0 assessment itself is administered through Multi-Health Systems (MHS) — please refer to MHS's own privacy policy for how they handle data on their platform. No government ID or home address is collected as part of registration.

Personal information HR Navigate holds directly is stored securely and is not sold, rented, or shared with third parties, except where necessary to deliver the program (for example, providing your name to The Royal Hotel for your room booking) or where required by law. You may request access to, correction of, or deletion of your personal information at any time by contacting us below. We keep personal information only as long as we need it to deliver SHIFT and to meet our record-keeping obligations, and we securely delete it after that. If a privacy breach occurs that creates a real risk of significant harm to you, we will notify you and report it as required under PIPEDA.

12. Confidentiality of Your Experience

Your assessment results, personal reflections, and individual support sessions are confidential and belong to you. If your organization sponsored your registration, they will not have access to your personal results, reflections, or session content unless you give your own written consent for something specific to be shared. Nothing is shared with a sponsoring organization by default — this is your experience, and you're in control of it.

13. Program Conduct

SHIFT is an open and inclusive environment. Everyone is welcome here, and welcome to be who they are. We expect that to be met in kind.

SHIFT also depends on a room where people can be candid. Participants agree to engage respectfully with facilitators and other participants, to avoid disrupting sessions, and to respect the confidentiality of what others share. HR Navigate may remove a participant from the program, without refund, where conduct is disruptive, harmful to others, or in breach of this Agreement.

14. No Guarantee of Outcomes

SHIFT is a leadership development experience. HR Navigate will deliver SHIFT with reasonable care and skill, in a professional manner, and using appropriately qualified facilitators. HR Navigate does not guarantee any particular outcome, including changes in leadership capability, career progression, team

performance, or business results. What participants take from the program depends on their own engagement with it.

15. Limitation of Liability and Indemnity

To the fullest extent permitted by law, HR Navigate Incorporated's total liability arising out of or relating to this Agreement or the program, on any basis, is limited to the amount paid by or on behalf of the participant for their registration. HR Navigate is not liable for indirect, incidental, consequential or punitive damages of any kind. This limitation does not apply to any liability that cannot be limited or excluded under applicable law, including the deemed warranty of reasonably acceptable quality under the Consumer Protection Act, 2002 (Ontario), and nothing in this section limits liability for gross negligence or wilful misconduct. You agree to indemnify HR Navigate Incorporated and each Facilitator against any claim, loss, damage, cost or expense arising from your own misconduct, your breach of this Agreement, or damage you cause to the property of a third party, except to the extent it arises from the Released Parties' own gross negligence or wilful misconduct. Nothing in this section requires you to indemnify anyone in a way that is not permitted under the Consumer Protection Act, 2002 (Ontario).

16. Force Majeure

If HR Navigate is unable to deliver SHIFT on the scheduled date due to circumstances beyond its reasonable control — including severe weather, illness, venue closure, public health measures, or government direction — HR Navigate may reschedule or cancel the program. In either case, participants may attend the new date, transfer to a future cohort, or take a full refund. A new date is never imposed on anyone. Should an assigned facilitator be unable to attend for any reason, HR Navigate may substitute a qualified facilitator to deliver the program. If part of the program is disrupted by circumstances beyond our reasonable control, we will deliver as much of it as we reasonably can; a partial disruption does not, on its own, give rise to a refund.

17. General

This Agreement is the entire agreement between the participant and HR Navigate Incorporated concerning SHIFT, and replaces any prior discussions or representations. It may only be amended in writing. If any provision is found invalid or unenforceable, the remainder stays in full effect. This Agreement is governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. Nothing in this Agreement limits or waives any right you have under the Consumer Protection Act, 2002 (Ontario) or any other applicable law. Where any term of this Agreement conflicts with those rights, those rights apply. Any proceeding relating to this Agreement is to be brought in the Ontario Superior Court of Justice. The following survive the end of the program and the end of this Agreement, and continue to apply whether you attend, withdraw, are removed, or receive a refund: Section 5 (Your Participation & Liability), including the definitions of Facilitator and Released Parties; Section 10 (Confidentiality of the Day), including every intellectual property and licence term in it; Section 11 (Privacy & Assessment Data); Section 12 (Confidentiality of Your Experience); Section 14 (No Guarantee of Outcomes); Section 15 (Limitation of Liability and Indemnity); and this Section 17. The confidentiality and intellectual property obligations in Section 10 continue indefinitely and are not limited to any fixed period. Formal notices under this Agreement may be given by email — to you at the address you provided at registration, and to HR Navigate at info@hrnavigate.com — and are treated as received on the next business day.

18. Contact

Questions about these terms can be directed to Jenice Rideout, Founder, at jr@hrnavigate.com.

19. Acceptance

By checking the acceptance box at registration and completing payment, you confirm that you have read, understood and agree to be bound by this Agreement. Your name, email address and the date and time of acceptance are recorded at that point. No signature is required. Before completing your purchase you will have the opportunity to review the details you have entered and to correct any errors. Once payment is complete, we will email you a copy of this Agreement together with your name, the date and time of acceptance, and the total paid.