EMPLOYEE HANDBOOK

UNDERSTANDING ALL EMPLOYMENT ISSUES AT [YOUR COMPANY NAME]

REVISED ON [DATE]

Presented to:

[EMPLOYEE]

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WELCOME TO [COMPANY NAME]

On behalf of your colleagues, we welcome you to [COMPANY NAME] and wish you every success here.

At [COMPANY NAME], we believe that each employee contributes directly to the growth and success of the company, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should become familiar with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with [COMPANY NAME].

We believe that professional relationships are easier when all employees are aware of the culture and values of the organization. This guide will help you to better understand our vision for the future of our business and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

[PRESIDENT NAME]
President & CEO

1. INTRODUCTION

1.1 ORGANIZATION DESCRIPTION

1.1.1 PRODUCTS AND SERVICES PROVIDED

You will find more information about our products and services by reading the [COMPANY NAME] Corporate Brochures.

1.1.2 FACILITIES AND LOCATION(S)

Head Office:
[ADDRESS]
[CITY], [STATE] [ZIP/POSTAL CODE]
[COUNTRY]

1.1.3 THE HISTORY OF [COMPANY NAME]

[DESCRIBE THE HISTORY OF YOUR COMPANY HERE]

1.1.4 MANAGEMENT PHILOSOPHY

[COMPANY NAME] management philosophy is based on responsibility and mutual respect. People who come to [COMPANY NAME] want to work here because we have created an environment that encourages creativity and achievement. [COMPANY NAME] aims to become a leader in [DESCRIBE YOUR COMPANY'S FIELD OF EXPERTISE]. The mainstay of our strategy will be to offer a level of client focus that is superior to that offered by our competitors.

To help achieve this objective, [COMPANY NAME] seeks to attract highly motivated individuals that want to work as a team and share in the commitment, responsibility, risk taking and discipline required to achieve our vision. Part of attracting these special individuals will be to build a culture that promotes both uniqueness and a bias for action. While we will be realistic in setting goals and expectations, [COMPANY NAME] will also be aggressive in reaching its objectives. This success will in turn enable [COMPANY NAME] to give its employees above average compensation and innovative benefits or rewards, key elements in helping us maintain our leadership position in the worldwide marketplace.

1.1.5 GOALS

[DESCRIBE YOUR COMPANY'S GOALS HERE]

1.2 INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with [COMPANY NAME] and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by [COMPANY NAME] to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As [COMPANY NAME] continues to grow, the need may arise and [COMPANY NAME] reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the handbook as they occur.

1.3 CUSTOMER RELATIONS

Customers are among our organization's most valuable assets. Every employee represents [COMPANY NAME] to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

[COMPANY NAME] will provide customer relations and services training to all employees with extensive customer contact. Customers who wish to lodge specific comments or complaints should be directed to the [TITLE AND NAME OF THE PERSON RESPONSIBLE] for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of [COMPANY NAME]. Positive customer relations not only enhance the public's perception or image of [COMPANY NAME], but also pay off in greater customer loyalty and increased sales and profit.

2. THE EMPLOYMENT

2.1 NATURE OF EMPLOYMENT

Employment with [COMPANY NAME] is voluntarily entered into, and the employee is free to resign at any time, with or without cause. Similarly, [COMPANY NAME] may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or provincial law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between [COMPANY NAME] and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at [COMPANY NAME] sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the [NAME OF THE EXECUTIVE GROUP OR TITLE AND NAME OF THE PERSON RESPONSIBLE].

2.2 EMPLOYEE RELATIONS

[COMPANY NAME] believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that [COMPANY NAME] amply demonstrates its commitment to employees by responding effectively to employee concerns.

In an effort to protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

2.3 EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at [COMPANY NAME] will be based on merit, qualifications, and abilities. [COMPANY NAME] does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the [HUMAN RESOURCES DEPARTMENT OR OTHER]. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.4 BUSINESS ETHICS AND CONDUCT

The successful business operation and reputation of [COMPANY NAME] is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of [COMPANY NAME] is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to [COMPANY NAME], its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

[COMPANY NAME] will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the President, [NAME], for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every [COMPANY NAME] employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

2.5 PERSONAL RELATIONSHIPS IN THE WORKPLACE

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although [COMPANY NAME] has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, [COMPANY NAME] will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

2.6 CONFLICTS OF INTEREST

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which [COMPANY NAME] wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the President for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of [COMPANY NAME]. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative because of [COMPANY NAME] business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of [COMPANY NAME] as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which [COMPANY NAME] does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving [COMPANY NAME].

2.7 OUTSIDE EMPLOYMENT

Employees may hold outside jobs as long as they meet the performance standards of their job with [COMPANY NAME]. All employees will be judged by the same performance standards and will be subject to [COMPANY NAME] scheduling demands, regardless of any existing outside work requirements.

If [COMPANY NAME] determines that an employee's outside work interferes with performance or the ability to meet the requirements of [COMPANY NAME] as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with [COMPANY NAME].

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside [COMPANY NAME] for materials produced or services rendered while performing their jobs.

2.8 NON-DISCLOSURE

The protection of confidential business information and trade secrets is vital to the interests and the success of [COMPANY NAME]. Such confidential information includes, but is not limited to, the following examples:

* compensation data
* Computer processes
* Computer programs and codes
* Customer lists
* Customer preferences
* financial information
* Labor relations strategies
* Marketing strategies
* New materials research
* Pending projects and proposals
* Proprietary production processes
* Research and development strategies
* Scientific data
* Scientific formulae
* scientific prototypes
* Technological data
* Technological prototypes

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

2.9 DISABILITY ACCOMMODATION

[COMPANY NAME] is ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

[COMPANY NAME] is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. [COMPANY NAME] will follow any provincial or local law that provides individuals with disabilities greater protection.

This policy is neither exhaustive nor exclusive. [COMPANY NAME] is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with all applicable federal, provincial, and local laws.

2.10 JOB POSTING AND EMPLOYEE REFERRALS

[COMPANY NAME] provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although [COMPANY NAME] reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and/or in the e-mail system, and normally remain open for 15 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 90 calendar days in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the [HUMAN RESOURCES DEPARTMENT OR OTHER] listing job-related skills and accomplishments. It should also describe how their current experience with [COMPANY NAME] and prior work experience and/or education qualifies them for the position.

[COMPANY NAME] recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

[COMPANY NAME] also encourages employees to identify friends or acquaintances that are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the [HUMAN RESOURCES DEPARTMENT OR OTHER] for a posted job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

3. EMPLOYMENT STATUS AND RECORDS

3.1 EMPLOYMENT CATEGORIES

It is the intent of [COMPANY NAME] to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and provincial wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and provincial laws. EXEMPT employees are excluded from specific provisions of federal and provincial wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by [COMPANY NAME] management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or probation status and who are regularly scheduled to work [COMPANY NAME] full-time schedule. Generally, they are eligible for [COMPANY NAME] benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or probation status and who are regularly scheduled to work less than 28 hours per week. While they do receive all legally mandated benefits (such as Social Security and unemployment insurance), they are ineligible for all of [COMPANY NAME] other benefit programs.

PROBATION is those whose performance is being evaluated to determine whether further employment in a specific position or with [COMPANY NAME] is appropriate. Employees who satisfactorily complete the probation period will be notified of their new employment classification.

CONTRACTUAL employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as CSST and unemployment insurance), they are ineligible for all of [COMPANY NAME] other benefit programs.

CASUAL employees are those who have established an employment relationship with [COMPANY NAME] but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as CSST and unemployment insurance), they are ineligible for all of [COMPANY NAME] other benefit programs.

3.2 ACCESS TO PERSONNEL FILES

[COMPANY NAME] maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of [COMPANY NAME], and access to the information they contain is restricted. Generally, only supervisors and management personnel of [COMPANY NAME] who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the [HUMAN RESOURCES DEPARTMENT OR OTHER]. With reasonable advance notice, employees may review their own personnel files in [COMPANY NAME] offices and in the presence of an individual appointed by [COMPANY NAME] to maintain the files.

3.3 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify [COMPANY NAME] of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the [HUMAN RESOURCES DEPARTMENT OR OTHER].

3.4 PROBATION PERIOD

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. [COMPANY NAME] uses this period to evaluate employee capabilities, work habits, and overall performance.

All new and rehired employees work on a probation basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend the probation period by the length of the absence. If [COMPANY NAME] determines that the designated probation period does not allow sufficient time to thoroughly evaluate the employee's performance, the probation period may be extended for a specified period.

Upon satisfactory completion of the probation period, employees enter the "regular" employment classification.

During the probation period, new employees are eligible for those benefits that are required by law, such as unemployment insurance and Social Security. After becoming regular employees, they may also be eligible for other [COMPANY NAME]-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

3.5 EMPLOYMENT APPLICATIONS

[COMPANY NAME] relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

3.6 PERFORMANCE EVALUATION

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide

both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

After the employee has completed his probation period of 3 months, the immediate supervisor evaluates the performance of the employee and makes necessary adjustments if necessary.

The annual salary review of all employees is based on performance and is evaluated beginning the month of [MONTH] and effective [MONTH] [DAY] of the current year.

3.7 JOB DESCRIPTIONS

[COMPANY NAME] makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

[COMPANY NAME] maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The [HUMAN RESOURCES DEPARTMENT OR OTHER] and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the [HUMAN RESOURCES DEPARTMENT OR OTHER] if you have any questions or concerns about your job description.

3.8 SALARY ADMINISTRATION

The salary administration program at [COMPANY NAME] was created to achieve consistent pay practices, comply with federal and provincial laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, [COMPANY NAME] is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. [COMPANY NAME] periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process. Incentive bonuses may be awarded depending on the overall profitability of [COMPANY NAME] and based on each employee's individual contributions to the organization.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The accounting department is also available to answer specific questions about the salary administration program.

4. EMPLOYEE BENEFIT PROGRAMS

4.1 EMPLOYEE BENEFITS

Eligible employees at [COMPANY NAME] are provided a wide range of benefits. A number of the programs (such as unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

Eligible employees are provided with the following benefits (see the [NAME OF YOUR GROUP INSURANCE COMPANY] benefits program handbook):

* Medical Insurance
* Life Insurance
* Long-Term Disability

The [NAME OF YOUR GROUP INSURANCE COMPANY] benefit programs require contributions from the employee of [PERCENT] % of the applicable premiums.

4.2 VACATION BENEFITS

Paid annual vacation is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. All employees are eligible to earn and use vacation time as described in this policy:

The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule:

- Upon initial eligibility, the employee is entitled to a maximum of [NUMBER] vacation days each year or one vacation day per month of service to a maximum of [NUMBER] days, if the employee has less than 1 year of service as of the end of the reference period, which is calculated from [FROM DATE] to [TO DATE].

- After [NUMBER] years of eligible service, the employee is entitled to [NUMBER] vacation days each year.

- After [NUMBER] years of eligible service, the employee is entitled to [NUMBER] vacation days each year.

Once employees enter an eligible employment classification, they begin to earn paid vacation time according to the schedule. However, before vacation time can be used, a waiting period of 90 calendar days must be completed. After that time, employees can request use of earned vacation time including that accrued during the waiting period.

Paid vacation time can be used in minimum increments of one day. To take vacation, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Vacation time off is paid at the employee's pay rate at the time of vacation. It includes overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. It does not include Christmas bonuses or gifts.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the reference period, the balance of unused vacation [WILL OR WILL NOT] be paid out to the employee.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work.

4.3 HOLIDAYS

[COMPANY NAME] will grant holiday time off to all employees on the holidays listed below:

- [LIST YOUR COUNTRY HOLIDAYS]

[COMPANY NAME] will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- All employees who have worked a minimum of 60 days.

To be eligible for holiday pay, employees must work the last scheduled day immediately proceeding and the first scheduled day immediately following the holiday.

A statutory holiday that falls on a Saturday will be observed on the preceding Friday or in the case it falls on a Sunday will be observed on the following Monday.

If a statutory holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

4.4 WORKERS INSURANCE

[COMPANY NAME] provides [BASIC EMPLOYMENT INSURANCE] insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers'

compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither [COMPANY NAME] nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by [COMPANY NAME].

4.5 SICK LEAVE BENEFITS

[COMPANY NAME] provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

* Regular full-time employees

Eligible employees will accrue on a pro-rated basis sick leave benefits at the rate of 5 days per year. Sick leave benefits are calculated based on a "calendar year," the 12-month period that begins when the employee starts to earn sick leave benefits.

Paid sick leave can be used in minimum increments of one half-day. An eligible employee may use sick leave benefits for an absence due to his or her own illness or injury, or that of a child, parent, or spouse of the employee.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence. If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement may need to be provided verifying the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. As an additional condition of eligibility for sick leave benefits, an employee on an extended absence must apply for any other available compensation and benefits, such as [BASIC EMPLOYMENT INSURANCE]. Sick leave benefits will be used to supplement any payments that an employee is eligible to receive from provincial disability insurance, workers' compensation or [COMPANY NAME]-provided disability insurance programs. The combination of any such disability payments and sick leave benefits cannot exceed the employee's normal weekly earnings.

Sick leave benefits are intended solely to provide income protection in the event of illness or injury, and may not be used for any other absence. Unused sick leave benefits will be paid to the active employees at the end of the calendar year. Employees who quit or that are terminated are not entitled to be paid any unused sick days upon termination of employment.

4.6 BEREAVEMENT LEAVE

Employees who require taking time off due to the death of an immediate family member should notify their supervisor immediately.

Paid bereavement leave will be provided to employees having worked 60 calendar days for [COMPANY NAME]:

a) Five (5) working days in the case of the death of an employee's spouse, child or the employee's spouse's child.

b) Three (3) working days in the case of the death of an employee's father, mother, sister or brother.

c) One (1) working day in the case of the death of an employee's grandfather, grandmother, uncle, aunt, nephew, niece, son-in-law, daughter-in-law, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandson, grand-daughter (except the uncle, the aunt, the brother-in-law, the sister-in-law, the grandfather, the grandmother, the nephew and the niece of the spouse).

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. The employees on leave without balance, of maternity, disease, in preventive withdrawal, parental leave, will not be able to prevail themselves of this benefit.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

4.7 RELOCATION BENEFITS

When [COMPANY NAME] asks employees to relocate to a new area, certain relocation benefits may be provided to facilitate the transition. Relocation may be available to any eligible transferred employee who must relocate in order to reside within 45 miles of the new place of work. For specific information regarding the terms and extent of relocation benefits, discuss with your immediate supervisor.

Employees must request relocation assistance for specific items in advance of the date the expenses are incurred. [COMPANY NAME] will reimburse expenses only if the employee has received advance approval, incurs reasonable expenses, and submits satisfactory proof of the expense within 30 calendar days of the date the expense was incurred.

[COMPANY NAME] extends these relocation benefits in an effort to contribute to the success of every employee's relocation. However, if an employee separates from [COMPANY NAME] service within one year of the relocation, the amount of the relocation reimbursement will be considered only a loan. Accordingly, the employee will be asked to reimburse all relocation expense.

4.8 EDUCATIONAL ASSISTANCE

[COMPANY NAME] recognizes that the skills and knowledge of its employees are critical to the success of the organization. The educational assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within [COMPANY NAME].

[COMPANY NAME] will provide educational assistance to all eligible employees immediately upon assignment to an eligible employment classification. To maintain eligibility employees must remain on the active payroll and be performing their job satisfactorily through completion of each course. Only Regular full-time employees are eligible for educational assistance.

Employees should contact their immediate supervisor or the [HUMAN RESOURCES DEPARTMENT OR OTHER] for more information or questions about educational assistance.

While educational assistance is expected to enhance employees' performance and professional abilities, [COMPANY NAME] cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

4.9 HEALTH INSURANCE

[COMPANY NAME] health insurance plan provides employees and their dependents access to medical insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between [COMPANY NAME] and the insurance carrier.

Details of the health insurance plan are described in the [NAME OF YOUR GROUP INSURANCE COMPANY] provided at the end of this document. Information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the [HUMAN RESOURCES DEPARTMENT OR OTHER] for more information about health insurance benefits.

4.10 LIFE INSURANCE

Life insurance offers you and your family important financial protection. [COMPANY NAME] provides a basic life insurance plan for eligible employees.

Accidental Death and Dismemberment (AD&D) insurance provides protection in cases of serious injury or death resulting from an accident. AD&D insurance coverage is provided as part of the basic life insurance plan.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- Regular full-time employees

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between [COMPANY NAME] and the insurance carrier. Details of the basic life insurance plan including benefit amounts are described in the [NAME OF YOUR GROUP INSURANCE COMPANY] guide provided to eligible employees. Contact the [HUMAN RESOURCES DEPARTMENT OR OTHER] for more information about life insurance benefits.

4.11 LONG-TERM DISABILITY

[COMPANY NAME] provides a long-term disability (LTD) benefits plan to help eligible employees cope with an illness or injury that results in a long-term absence from employment. LTD is designed to ensure a continuing income for employees who are disabled and unable to work.

Employees in the following employment classifications are eligible to participate in the LTD plan:

- Regular full-time employees

Eligible employees may participate in the LTD plan subject to all terms and conditions of the agreement between [COMPANY NAME] and the insurance carrier NAME OF YOUR GROUP INSURANCE COMPANY].

Details of the LTD benefits plan including benefit amounts, and limitations and restrictions are described in the [NAME OF YOUR GROUP INSURANCE COMPANY] provided to eligible employees. Contact the [HUMAN RESOURCES DEPARTMENT OR OTHER] for more information about LTD benefits.

4.12 MARRIAGE, MATERNITY AND PARENTAL LEAVE

MARRIAGE

One (1) paid working day off is allowed for the marriage of the employee or one of his children. An employee may take one (1) day leave of absence for the marriage of a parent, brother, sister or child of joint sound.

MATERNITY LEAVE ADMISSIBILITY

The employee is entitled to a maternity leave according to:
Current Government legislation entitles employees to a combined Maternity/Parental leave, without pay, of up to 52 weeks. However, during this leave of absence, employees may be eligible to receive [EMPLOYEMENT INSURANCE] benefits in accordance with [EMPLOYEMENT INSURANCE] eligibility rules. Employees that wish to benefit from Parental Leave only are entitled to a leave of absence, without pay, of up to 37 weeks.

Notice:

a) The employee must provide in writing to the company, at least three weeks in advance the date of the beginning of her maternity leave and the date envisaged of her return to work. A medical certificate attesting of the date envisaged of the birth must accompany the notice.
b) The notice can be less than 3 weeks if the medical certificate attests need for the employee to cease working within a less time. If physical dangers are possible, the employee will be assigned to other tasks while preserving the rights and preferences connected to her regular position.

Complications:
If the employee or the child suffers from complications preventing the return to work at the end of the maternity leave, the employee will have to forward a medical certificate to the company. The employee will be entitled to a prolongation of her maternity leave, which can reach a 52 weeks maximum including the parental leave.

Return to work:

a) The employee must provide in writing to management the expected date of her return to work and this, three (3) weeks before returning from his maternity leave or parental.
b) The employee who does not present himself to work five (5) days after the expiration of his maternity leave or parental leave may be known to have resigned.
c) The direction can require of the employee who returns to work two (2) weeks after her childbirth, the production of a medical certificate attesting of its sufficient re-establishment to resume work.
d) At the end of its maternity leave, or parental leave not exceeding 12 weeks, the employee will be reinstalled in her regular function and it will be entitled to all the advantages of which it would have profited if she had remained with work.

e) If the regular job of the employee does not exist any more on her return, the direction will recognize all the rights and preferences that she would have profited at the time from disappearance of her job if she had then been with work.

Miscarriage:

a) In the event of miscarriage, the employee as soon as possible must deliver to the direction a notice accompanied by a medical certificate attesting of the miscarriage or the urgency.
b) When a danger of miscarriage requires a stop of work, the employee is entitled to a special maternity leave of the duration prescribed by the medical certificate, which attests existing danger.
c) When occurs a miscarriage before the beginning of the twentieth (20th) week preceding the date envisaged of the childbirth, the employee is entitled to a sick leave.
d) If an employee is confined of a child dead-born after the twentieth (20th) week preceding the date envisaged of the birth, she is entitled to the maternity leave of eighteen (18) weeks.

Special maternity leave:

When there is a danger of miscarriage, or a danger to the health of the mother or of the child to come caused by pregnancy and requiring a stop of work, the employee is entitled to a special maternity leave of the duration prescribed by the medical certificate which attests existing danger and which indicates the date envisaged of the childbirth.

Preventive withdrawal:

When there is a danger of miscarriage, or a danger to the health of the mother or the child to come caused by the working conditions, the employee must ask to be assigned to tasks not involving such dangers. If the direction cannot offer other tasks, the employee can then make the request for a preventive withdrawal. The maternity leave will then begin at the date envisaged from the childbirth.

BIRTH OF A CHILD OR ADOPTION

Two (2) paid working days off during the birth of the employee's child or of the adoption of a child (leave of paternity) other that those of joint sound. Moreover, the employee can prevail himself of a leave without balance of three (3) days. This leave can be split but must be taken in the 15 following days of the arrival of the child at the house.

5. TIMEKEEPING / PAYROLL

5.1 TIMEKEEPING

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state/provincial laws require [COMPANY NAME] to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

5.2 PAYDAYS

All employees are paid [PAY FREQUENCY] on every other [DAY OF THE WEEK]. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to [COMPANY NAME]. Employees will receive an itemized statement of wages when [COMPANY NAME] makes direct deposits.

5.3 EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

5.4 ADMINISTRATIVE PAY CORRECTIONS

[COMPANY NAME] takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the [CONTROLLER OR OTHER] so that corrections can be made as quickly as possible.

6. WORK CONDITIONS AND HOURS

6.1 WORK SCHEDULES

The normal work schedule for all employees is 8 hours a day, Monday to Friday. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

6.2 USE OF PHONE AND MAIL SYSTEMS

Personal use of the telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse [COMPANY NAME] for any charges resulting from their personal use of the telephone.

The use of [COMPANY NAME]-paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use an approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

6.3 SMOKING

In keeping with [COMPANY NAME] intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

This policy applies equally to all employees, customers, and visitors.

6.4 MEAL PERIODS

All employees are provided with one meal period of 60 minutes in length each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

6.5 OVERTIME

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all non-exempt employees in accordance with federal and provincial wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

6.6 USE OF EQUIPMENT

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

6.7 EMERGENCY CLOSING

At times, emergencies such as severe weather, fires or power failures, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

6.8 BUSINESS TRAVEL EXPENSES

[COMPANY NAME] will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the immediate supervisor.

Employees whose travel plans have been approved should make all travel arrangements through [COMPANY NAME] travel department. When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by [COMPANY NAME]. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Car rental fees, only for compact or mid-sized cars.

- Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Mileage costs for use of personal cars, only when less expensive transportation is not available.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the employee's own expense.
- Tips, not exceeding 15% of the total cost of a meal or 10% of a taxi fare.
- Charges for telephone calls, fax, and similar services required for business purposes.
- Charges for one personal telephone call each day.
- Charges for laundry and valet services, only on trips of five or more days. (Personal entertainment and personal care items are not reimbursed.)

Employees are encouraged to use their cellular telephone or calling cards when traveling, as hotel charges are excessive.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by [COMPANY NAME] may not be used for personal use without prior approval.

Cash advances of $250.00/day to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their supervisor when travel advances are needed.

When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

6.9 VISITORS IN THE WORKPLACE

To provide for the safety and security of employees and the facilities at [COMPANY NAME], only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter [COMPANY NAME] at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on [COMPANY NAME] premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

6.10 COMPUTER AND E-MAIL USAGE

Computers, computer files, the e-mail system, and software furnished to employees are [COMPANY NAME] property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

[COMPANY NAME] strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, [COMPANY NAME] prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

6.11 INTERNET USAGE

Internet access to global electronic information resources on the World Wide Web is provided by [COMPANY NAME] to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of [COMPANY NAME] and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of [COMPANY NAME]. As such, [COMPANY NAME] reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if an employee did not create the material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by [COMPANY NAME] in violation of law or [COMPANY NAME] policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements

- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous e-mail messages
- Engaging in any other illegal activities

6.12 WORKPLACE MONITORING

Workplace monitoring may be conducted by [COMPANY NAME] to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of [COMPANY NAME] as well as their satisfaction with our service.

Computers furnished to employees are the property of [COMPANY NAME]. As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because [COMPANY NAME] is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

6.13 WORKPLACE VIOLENCE PREVENTION

[COMPANY NAME] is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, [COMPANY NAME] has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, provincial, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

[COMPANY NAME] will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, [COMPANY NAME] may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

[COMPANY NAME] encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the [HUMAN RESOURCES DEPARTMENT OR OTHER] before the situation escalates into potential violence. [COMPANY NAME] is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

7. EMPLOYEE CONDUCT & DISCIPLINARY ACTION

7.1 EMPLOYEE CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, [COMPANY NAME] expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

7.2 SEXUAL AND OTHER UNLAWFUL HARASSMENT

[COMPANY NAME] is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.

- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words, or suggestive or obscene letters or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

(1) submission to such conduct is made either explicitly or implicitly a term or condition of employment;
(2) submission or rejection of the conduct is used as a basis for making employment decisions; or,
(3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the [HUMAN RESOURCES DEPARTMENT OR OTHER] or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the [HUMAN RESOURCES DEPARTMENT OR OTHER] or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

7.3 ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, [COMPANY NAME] expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on [COMPANY NAME]. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. *Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.*

7.4 PERSONAL APPEARANCE

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image [COMPANY NAME] presents to customers and visitors.

During business hours or when representing [COMPANY NAME], you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Jeans, bermudas, t-shirt, and shorts do not present appropriate professional attire.
- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Multiple ear piercings (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.

7.5 RETURN OF PROPERTY

Employees are responsible for all [COMPANY NAME] property, materials, or written information issued to them or in their possession or control. Employees must return all [COMPANY NAME] property immediately upon request or upon termination of employment. Where permitted by applicable laws, [COMPANY NAME] may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. [COMPANY NAME] may also take all action deemed appropriate to recover or protect its property.

7.6 RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with [COMPANY NAME]. Although advance notice is not required, [COMPANY NAME] requests at least 2 weeks' written notice of resignation from employees.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

7.7 SECURITY INSPECTIONS

[COMPANY NAME] wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, [COMPANY NAME] prohibits the possession, transfer, sale, or use of such materials on its premises. [COMPANY NAME] requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of [COMPANY NAME]. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of [COMPANY NAME] at any time, either with or without prior notice.

7.8 PROGRESSIVE DISCIPLINE

The purpose of this policy is to state [COMPANY NAME] position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced comes from good leadership and fair supervision at all employment levels.

[COMPANY NAME] own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with [COMPANY NAME] is based on mutual consent and both the employee and [COMPANY NAME] have the right to terminate employment at will, with or without cause or advance notice, [COMPANY NAME] may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps – verbal warning, written warning, suspension with or without pay, or termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

[COMPANY NAME] recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and [COMPANY NAME].

7.9 PROBLEM RESOLUTION

[COMPANY NAME] is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from [COMPANY NAME] supervisors and management.

[COMPANY NAME] strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or

informally, for voicing a complaint with [COMPANY NAME] in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to [HUMAN RESOURCES DEPARTMENT OR OTHER] or any other member of management.

2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.

3. Employee presents problem to [HUMAN RESOURCES DEPARTMENT OR OTHER] if problem is unresolved.

4. [HUMAN RESOURCES DEPARTMENT OR OTHER] counsels and advises employee, assists in putting problem in writing and visits with employee's manager(s), if necessary.

5. Employee presents problem to the President in writing.

6. The President reviews and considers problem. The President informs employee of decision and forwards copy of written response to [HUMAN RESOURCES DEPARTMENT OR OTHER] for employee's file. The President has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

7.10 WORKPLACE ETIQUETTE

[COMPANY NAME] strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. [COMPANY NAME] encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work

environment. Please contact the [HUMAN RESOURCES DEPARTMENT OR OTHER] if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Communicate by e-mail or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

7.11 SUGGESTION PROGRAM

As employees of [COMPANY NAME], you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit [COMPANY NAME] by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making [COMPANY NAME] a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to the President and, after review, they will be forwarded to the Direction. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition may be given to employees who submit a suggestion that is implemented.

IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THE CONTENT OF THE EMPLOYEE HANDBOOK, PLEASE DIRECT THEM TO [HUMAN RESOURCES DEPARTMENT OR OTHER].

WISHING YOU A LONG AND REWARDING CAREER AT [COMPANY NAME]!