

Welcome to our Team!

We welcome you to Harbourtown Biz. We look forward to the opportunity to work with you and want you to know that we recognize our employees as one of our most valuable resources. Our continued success in providing the highest quality service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning Harbourtown Biz and its employee policies. This handbook is intended solely as a guide, please read it thoroughly, if you have questions about anything please contact your manager for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Sincerely,

Harbourtown Biz Executive

Probationary Period

The probationary period for new employees lasts for 90 days from the date of hire. All new hires must undergo a probationary period. If Harbourtown Biz, in its sole discretion, determines the probationary employee is not suitable, then the employment relationship will be terminated, with no notice or compensation in lieu of notice.

Hours of Operation

The normal hours of work for all full-time employees will be X hours per day, Monday to Friday, from 8:30 AM to 4:30 PM each workday. All employees are expected to arrive on site 10 minutes prior to their shift in order to be prepared to work on time.

At the request of an employee, the Manager/Supervisor may grant flexible hours. This is subject to operational requirements and prior approval from the employees Manager/Supervisor.

The hours of work for all part-time and casual employees shall depend upon the operational requirements of Harbourtown Biz. All hours will be posted at least 7 days prior.

No employee shall work in excess of forty-four (44) hours per week, except under an emergency as declared by the Manager/Supervisor.

Overtime

Monetary or paid time off for the hours non-management (eligible) employees work in excess of forty four (44) hours in one workweek. At the approval of Manager/Supervisor overtime may sometimes be required and will be paid at a rate of 1.5x the employee's regular hourly rate for any hours in excess of 44 hours per week. The workweek runs from (Monday morning at 12:00 am and ends at 11:59 pm on Sunday night).

Breaks/Rest Periods

In accordance with the [Employment Standards Act](#), each full-time employee will be allowed a half hour unpaid lunch period after working five (5) consecutive hours each workday.

Harbourtown Biz also provides employees with two fifteen (15) minute breaks. Such break times may be varied to suit the work schedule of the employee or their workload, at the discretion of the employee's Manager/Supervisor.

Absences

All employees are expected to work on a regular, consistent basis and complete all scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absenteeism and overall work record.

In the event of a required absence, employees are expected to speak to a manager at least 2 hours before the scheduled shift.

Statutory Holidays

The following procedures are in accordance with the Ontario Employment Standards Act, [Public Holiday Pay](#).

Permanent full-time employees who qualify for statutory holiday pay shall receive the following statutory holidays with pay:

- New Year's Day
 - Family Day
 - Good Friday
 - Victoria Day
 - Canada Day
 - Labour Day
 - Thanksgiving Day
 - Christmas Day
 - Boxing Day
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- Holiday pay is calculated based on the employee's total regular wages (excluding overtime) and any vacation pay paid out during the four work weeks prior to the statutory holiday divided by 20.
 - Any staff member who is required to attend and perform work on a recognized statutory holiday shall be paid at a premium rate of 1.5 times his/her regular wage for all hours worked in addition to receiving holiday

pay for the day. The employee and the employer may also agree to substitute a paid day off instead of holiday pay.

- If the employee receives pay at a premium rate for working on a statutory holiday, the hours worked do not qualify nor are they used towards calculating overtime hours or pay, as per the [Ontario Employment Standards Act](#) (s.31).
- In the event that an employee fails to provide reasonable cause for his/her inability to work, either in part or in full, his/her last regularly scheduled day prior to the holiday, or the first regularly scheduled day following the holiday, the employee will be ineligible for statutory holiday pay.
- Part-time employees will be provided with statutory holiday pay in an amount determined by averaging his/her hours.
- In the event that a recognized statutory holiday occurs during an employee's vacation period, it shall not be counted as a vacation day.
- In the event that an employee is away on an unpaid leave of absence, or away while receiving WSIB benefits at the time of the holiday, the employee shall not be eligible for statutory holiday pay.
- Harbourtown Biz offers our employees the opportunity to request the substitution of a standard statutory holiday to an alternate date that coincides with a religious holidays of their faith.
- Substitute holidays must occur within 30 days of the standard statutory holiday, unless prior approval has been obtained from management.

Vacation Pay/Vacation Time

All permanent employees are encouraged to use their allotted vacation time in full every year. The following policy statements are intended to guide paid vacation procedures for employees.

1. Employees with one (1) or more years of service will be granted two (2) weeks paid vacation every reference year.

2. Casual or temporary employees shall receive vacation pay at the rate of four (4) percent of their earnings for the vacation year.
3. For vacation purposes, the reference year spans fiscal year, running from (day/month) to (day/month). Vacation days earned by an employee during a reference year will be granted to the employee at the end of that reference year and may not be taken prior to then.
4. In the spirit of fair and equitable treatment, new employees who begin service prior to the 16th day of a month will be granted credit for a full month of service.
5. Paid vacation time granted to an employee must be used in its totality within ten (10) months after the end of the reference year in which it is earned.
6. If a mutually acceptable time for vacation cannot be found, Harbourtown Biz reserves the right to schedule vacations for employees as a method of ensuring that banked vacation time is utilized prior to year-end. The employee will receive at least two (2) weeks written notice of the start date of their vacation.
7. Harbourtown Biz reserves the right to schedule mandatory vacation days for employees as a means of cost-cutting as necessary. These days will count against accrued vacation days.
8. Vacation days may be rolled over into the following year under certain circumstances. Instances such as these will be addressed on a case-by-case basis.
9. Vacation scheduling is the responsibility of department/business unit managers or supervisors who will ensure that all employees are given their full vacation entitlement while taking into account the efficiency of the department/business unit.
10. Vacation time may be divided into more than two periods if desired by the employee, provided that his or her supervisor/manager can effectively allocate tasks to remaining employees.
11. Employees are required to submit in writing notification of their wish to take vacation time at least two (2) weeks in advance. Time off requests during peak vacation seasons (e.g. summer, spring break, Christmas, etc.) must be submitted at least four (4) weeks in advance. Notification must include departure date, return-to-work date, and the number of vacation

- days required. Vacation may only be taken once approval is received from their supervisor/manager.
12. Any conflict in vacation requests between employees will be decided based on employee seniority, company needs, and the good judgment of the supervisor/manager.
 13. If an employee's services are terminated, compensation will be paid in lieu of vacation time earned but not taken, according to applicable labour laws.
 14. Employees are not entitled to accrued vacation during periods of sabbatical, or suspension from the company.
 15. If a public holiday occurs during an employee's vacation period, the employee will be granted one (1) additional day of vacation. Brief illnesses that occur during a vacation period may not be counted towards sick pay.
 16. If an employee is absent due to Maternity or Parental Leave they will continue to accrue vacation time **only**, vacation pay is not accrued during such absences.

Sick Leave Accrual

- Employees will accrue sick days at a rate of X days per month to a maximum of X days.
- Employees are eligible to receive their full salary while absent from work due to illness or injury up to a maximum of X consecutive calendar days.

Business Closure

Harbourtown Biz may be closed under special circumstances such as;

- Extreme weather conditions (e.g., heavy snowfall, freezing rain); or
- Unforeseen circumstances (e.g. power outage, heater malfunction).

The decision to close the business shall be at the discretion of the Manager/Supervisor. Staff are required to leave a contact number and be available and on call during regular work hours should the business re-open later that day, otherwise may be deducted vacation or sick leave credits or pay.

Company Property

Harbourtown Biz Provided equipment is intended for their assigned business purposes only, and are intended exclusively for use in the performance of business.

Harbourtown Biz strictly prohibits the use of provided equipment for conducting unapproved business for any alternate sources of employment, compensated or otherwise, or for any home-based business at any time.

In the event that an employee is found to be in breach of this policy, they will be subject to disciplinary action up to, and including termination of employment, and may be subject to legal action.

In the event that files belonging to other companies, or containing work for other companies are discovered on computers, shall inform the relevant parties that their files are currently located on our computers.

Acceptable Use

- materials and property are intended only for their approved and necessary use.
- Abuse of materials and property will not be tolerated, and may be subject to disciplinary action up to and including termination of employment.
- In the event that any owned materials or property are lost or stolen, employees are required to report the loss / incident to (Name of Manager, Department) as soon as possible, and will be required to participate in any investigations that are deemed necessary.

Maintenance

- It is the responsibility of the employee in possession of property to ensure that the owned property / material(s) are adequately maintained.
- In the event that damage to the material(s) occurs, it should be reported to (Name of Manager, Department) as soon as possible, and describe the extent of the damage, and whether or not it is still a viable piece of equipment.
- Damaged equipment / material(s) should be returned to (Name of Manager, Department) for assessment and repair or warranty service.

- In the event that an employee is negligent with company issued equipment / materials and this negligence results in damage, loss of theft, the employee may face disciplinary action.

Drugs, Alcohol and Smoking

Smoking - Is to take place by staff only during approved breaks and not during peak times. Please smoke away from the building and out of sight of Harbourtown Biz patrons.

Alcohol - No staff is allowed to consume alcohol while on shift or be under the influence from prior consumption.

Drugs - Are not allowed on Harbourtown Biz property. Local authorities will be notified immediately of staff found with or under the influence of illegal substances while at work.

Cell Phones and Internet

All staff on shift are expected to be attending to their duties at all times. Cell phones are to be kept stored in the designated area. Cell phones can be attended to on approved breaks only.

The internet it to be used for searches related to company operations only. Abuse of cell phone or internet privileges will result in disciplinary action by management.

Social Media

Harbourtown Biz staff members that maintain personal social media pages or accounts are required to comply with the following guidelines as they relate to their association with . Employees will be held accountable for what they write or post on social media or internet pages. Inflammatory comments, unprofessional remarks or disparaging remarks made about the organization, its employees, customers, vendors or competitors may result in disciplinary action, up to and including termination.

Employees should follow the guidelines below when making posts or comments on any social media site whether it is public or private.

1. Employees are expected to conduct themselves professionally both on and off duty. Where a staff member publically associates with the company, all materials associated with their page may reflect on the company. Please be advised that inappropriate comments, photographs, links, etc. should be avoided.
2. Posts involving the following will not be tolerated and will subject the individual to discipline:
 - Proprietary and confidential company information;
 - Discriminatory statements or sexual innuendos regarding co-workers, management, customers, or vendors; and
 - Defamatory statements regarding the company, its employees, customers, competitors, or vendors.
3. Where an employee mentions the company, they will be required to include a disclaimer stating that any opinions expressed are the employee's own and do not represent the company's positions, strategies, or opinions.
4. Employees that use these sites are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.
5. staff are prohibited from speaking on behalf of the organization, releasing confidential information, releasing news, or communicating as a representative of the organization without prior authorization to act as a designated representative.
6. Use of personal social media may not conflict with any of 's existing policies whatsoever. This includes (but is not limited to) the Standards of Conduct Policy, Confidentiality Policy and Media Communications Policy.
7. Employees are prohibited from using social media during regular working hours, employees should limit its use to official breaks, (i.e. meal breaks). The use of social media should not have a negative impact on user productivity or efficiency. As internet access at is monitored, please be advised that excessive use of social media for personal reasons is a

misappropriation of company time and resources, and may be subject to disciplinary action.

8. Company policies governing the use of copyright materials, corporate logos and other forms of branding and identity apply to electronic communications. Employees are prohibited from using protected materials (copyright material, branding and/or logo(s)) without prior express written permission.
9. strictly prohibits the use of company owned computer resources for use in the illegal download or upload of copyright materials without express written permission, and authorization from the copyright holder.

This policy is not intended to interfere with the private lives of our staff members, or impinge their right to freedom of speech. This policy is designed to ensure that 's image and branding are maintained, and remain impugned.

Employees should abide by these guidelines whether they mention the company by name or not. Even if the name is not mentioned in a post, it is possible a link can be made back to the company which can negatively affect the company's reputation. Where a link can be made between a negative or inflammatory post and the Company, even if not named directly, the employee may be subject to disciplinary action.

Any employee who fails to follow the guidelines set out in this policy may be subject to disciplinary action up to and including termination of employment.

Dress Code

Harbourtown Biz encourages its employees to dress comfortably. However, it is critical that employees of Harbourtown Biz maintain a professional appearance while in the workplace, or while attending company-sanctioned events offsite. As such, appropriate attire should be worn at all times, in keeping with recognized standards, in order to project a positive image.

All personnel shall dress in a manner commensurate with the designated responsibilities of their job roles or job area. Harbourtown Biz reserves the right to prohibit any mode of dress or attire that may be deemed improper or inappropriate for conducting business, or is disruptive to the working environment.

Unacceptable Attire

Harbourtown Biz reserves the right to add, amend, or remove any of the following examples of unacceptable attire. These types of attire shall not be worn to work for any reason, or to any company-sanctioned event (e.g. conferences, seminars, job fairs, etc.):

- Shorts.
- Jogging suits, sweat suits, leotards, spandex, or sweat pants.
- Bike shorts.
- Jeans of any color.
- Sleeveless garments, including tank tops and muscle shirts.
- See-through, sheer, or mesh garments.
- Crop pants whose length is above the ankle.
- Mini-skirts or dresses above knee length.
- Athletic shoes, running shoes, or tennis shoes.
- Beach sandals, flip-flops, or thongs.
- Hiking boots or military style boots.
- Baseball caps.
- Skin-tight or form fitting pants, dresses, or skirts.
- Any clothing that is worn, torn, frayed, or has visible patches or holes.
- T-shirts.
- Bare feet.
- Bathing suits.

- Any clothing that exposes the midriff.
- Halter tops or bra tops.
- Any undergarments worn as outer garments.

Permitted Attire

Harbourtown Biz reserves the right to add, amend, or remove any of the following examples of permitted attire. These types of attire shall be worn to work and to any company-sanctioned event (e.g. conferences, seminars, job fairs, etc.):

- Dress shirts.
- Casual collared shirts.
- Dress shoes.
- Casual shoes (e.g. deck shoes).
- Dresses of an appropriate length.
- Dress slacks.
- Casual slacks.
- Skirts of an acceptable length (denim skirts are also acceptable).
- Seasonal shirts.

Dress Code Violations

Harbourtown Biz understands that some violations of the Employee Dress Code may be beyond an employee's control (e.g. loss of home or belongings due to fire, etc.). Violations and corrective actions will be addressed on a case-by-case basis. However, the following rules shall apply in most situations:

1. **First offence:** The employee shall be warned by his or her supervisor and informed that further violations will escalate. A copy of the report shall be noted in the employee's performance report.

2. **Second offence:** The employee shall be referred to the Owner. A written report of the outcome of the second warning shall be placed in the employee's personnel file, along with an attached copy of the first offence.
3. **Third offence:** The Owner shall determine punitive actions, if warranted. These actions may include suspension of the employee's duties until he or she agrees to adhere to the Employee Dress Code.

Personal Grooming

Men's hair should be off the shoulder and neatly groomed. Beards, mustaches, and goatees are allowed, but they must be neatly groomed. All male employees are expected to meet this standard. Women's hair is to be neatly groomed also.

Hygiene

Harbourtown Biz employees are expected to meet hygiene requirements during regular business hours for the duration of their employment.

- Maintain personal cleanliness by bathing daily.
- Oral hygiene (brushing of teeth) required.
- Use deodorant / anti-perspirant to minimize body odors.
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some employees.
- Clean and trimmed fingernails.
- Wash hands after eating, or using the restrooms.

Tattoos and Body Piercing

Employees with tattoos must cover them at all times while at work or company-sanctioned events. Body piercings, except for earrings, must be removed prior to coming in to work or attending company-sanctioned events.

EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of Harbourtown Biz Employee Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment.

I have read and understand Harbourtown Biz Employee Handbook and agree to comply with the policies and guidelines outlined in it.

Signature _____

Print Name _____

Date _____

Witness Signature _____