



<COMPANY NAME> Employee Manual

Click and delete QuickStart Logo and Insert Your Company logo and graphics above.

Consider Including pictures of PEOPLE on this first page and throughout the manual.

Be sure to refer to the QuickStart User Guide for customization instructions.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

TABLE OF CONTENTS

Introduction 4

- Welcome! 4
- New Staff Orientation 5
- About the Employee Manual 5

Signed Statements 6

- Employee Manual Receipt Guidelines 6
- Terminology Used in This Employee Manual 7
- Employee Manual Receipt & Acknowledgement Form 9

Core Company Policies..... 10

- Equal Employment Employer 11**
 - Equal Employment Opportunity Practices 11
 - Harassment..... 12
- Privacy and Confidentiality..... 17**
 - Privacy of Personal Activities during Working Hours..... 17
 - Privacy Laws - An Overview 18
- Conduct 22**
 - Code of Conduct 22
 - Dating Co-workers 23
 - Personal Activities during Working Hours 26
- Attendance and Working Hours 28**
 - Attendance 28
 - Working Hours — Core Hours — Flex Time 29
- Computer and Internet Conduct..... 32**
 - Internet Use 32



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Human Resources 37**
 - Absences, Leaves, and Closures..... 37**
 - Company-paid Holidays 37
 - Personal Emergency Leave 40
 - Family Medical Leave 41
 - Bereavement and Compassionate Leave 43
 - Employee Development 46**
 - Training 46
 - Educational Assistance 47
- Payroll and Accounting..... 50**
 - Expenses and Fiscal Responsibility 50**
 - Fiscal Responsibility..... 50
 - Travel Expenses 51
 - Payroll and Time Off Reporting 56**
 - Payroll and Pay Day..... 56
 - Garnishments..... 57
- Office Services 59**
 - Office Procedures..... 59**
 - Business Cards 59
 - Office Supplies 59
 - Swag 60
 - Fax Procedures..... 61



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Introduction

Welcome!

Dear INSERT: Consistent terminology: For Example; Team member, Staff Member, Employee, Associate,

On behalf of <COMPANY NAME> and your fellow staff members, please accept our warmest welcome to the Company. We wish you every success while working with us and hope that you will enjoy a career in the INSERT: industry industry.

We trust that you will take pride in being a member of our team and that your experience with the Company will be challenging, enjoyable, and rewarding.

Again, welcome aboard! We're happy you are with us and look forward to working with you.

<COMPANY NAME>

Insert Senior Executive name and Title

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

New Staff Orientation

It's important that new people joining us understand our business, what we expect from our staff members and what staff members can expect from the Company. To share this information, all new hires go through our **INSERT: name of Orientation Program, if applicable** Orientation program.

The core purpose of orientation is:

- To warmly welcome new staff members to the Company
- To share knowledge about the business, philosophies, culture, products and services, and processes that relate to all staff members.
- To understand Core Company Policies

Before a new staff member meets with their manager, the following is an outline of the new hire's first morning with us.

INSERT: Company-specific orientation program here

[Back to Table of Contents](#)

About the Employee Manual

This Employee Manual was developed to help you understand our business and our culture, describe some of the expectations the Company has for all Staff Members, and to outline the current policies, programs, and benefits that are available to eligible employees.

You should familiarize yourself with the content of this Employee Manual as soon as possible, for it will answer most questions you may have about the Company. You will also be required to provide a signed statement that you have read and understood the topics in the "Core Company Policies" section.

This Employee Manual is not designed to address every circumstance or question about Company policies or procedures, nor is it our intention to stifle creativity in how you do your work. The guidelines outlined in this Manual are intended to help you with your work life and ensure that expectations are clear.

If you are reading this Manual in an electronic version, you can search for key works within this document. Type "CTRL F", and insert the key word, for example "vacation". You may also click on the main topics and sub-topics in the table of contents to easily get you where you want to go.

If you have any questions about the content in this Employee Manual, please contact who will be happy to assist you.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Signed Statements

Employee Manual Receipt Guidelines

We have certain regulatory and business conduct policies (Core Company Policies) included in our Employee Manual which must be strictly observed by all Company Individuals — including employees, independent Contractors, and Consultants.

Discipline or discharge may result from failure to adhere to our core policies.

The following must occur to make sure that the Company's core policies are understood for your own protection, the protection of the Company, and the protection of your co-workers:

1. It is every individual's responsibility to read and understand the "must-read" sections of the Employee Manual outlined in the Employee Manual Receipt and Acknowledgement Form.
2. If you do not understand or have questions about any of the information in the "Core Company Policies" section of this Manual, you must ask <position responsible for all Human Resources inquiries> for clarification before returning the signed "Employee Manual Receipt and Acknowledgement Form."
3. The individual must print and sign the Employee Manual Receipt and Acknowledgment Form found on page [redacted] and return the signed form to <position responsible for all Human Resources inquiries> before the end of his or her first working day with the Company.

From time to time, the need may arise to change our policies, including core policies. The Company, therefore, reserves the right to revise, supplement, or rescind any policies or portion(s) of Employee Manual as the Company deems appropriate, and you will be advised of changes through the appropriate process. This Manual is not a promise of specific treatment in a specific situation.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Terminology Used in This Employee Manual

The/Our Company: Insert ALL Company Legal Names that apply - for example you may have staff members working for several legal entities.

Core Company Policies: Instructions, policies, and procedures included in the following 2 sections:

- Signed Statements
- Core Company Policies

Conditions of employment: Refers to any condition of “employment” or “contract for work.”

Manager: Your immediate superior or boss. Also known as “supervisor.” The individual who is responsible for your performance reviews. The individual to whom you report to directly.

“Everyone” or “All Individuals” or “Staff Members”: Refers to the aggregate of all individuals defined below:

- **Employee:** Any person working for the Company who is paid directly through our payroll system and receives a T4 at the end of the year.
- **Employees eligible for standard benefits:** All full-time employees who have satisfactorily completed both their probationary period and [REDACTED] months of active employment and are eligible for benefits.
- **Regular:** An individual who is hired in a longer-term capacity and is anticipated to successfully complete the probationary period.
- **Full-time:** An individual who is scheduled to work our regular workweek (EXAMPLE: 37.5 or more hours per week).
- **Part-time:** An individual who is consistently scheduled to work less than EXAMPLE: 37.5 hours per week. EXAMPLE: 20 hours per week is the minimum number of hours for benefit eligibility.
- **Temporary:** An individual who is hired by the Company for a pre-established period, perhaps during peak workloads, for special projects, as summer employment, or to provide vacation relief.
- **Casual:** An individual who works occasional and irregular hours on an as-needed basis and not to exceed [REDACTED] hours worked per calendar year.
- **Work practicum/Work Experience Student, or Volunteer:** An individual who provides unpaid services to the organization.
- **Agency Temporary:** An individual who is contracted to perform temporary services through a Temporary Placement Agency. These individuals are employees of the Temporary Placement Agency and are paid by that Agency.
- **Consultant/Independent Contractor/Freelancer:** An individual who has been contracted via a business contract to perform a specific task or service. Services are paid via an invoice through



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Accounts Payable. These individuals are not employees of the Company and are essentially considered suppliers of services.

Customization Resources

REFERENCE RESOURCE: CCRA — Employee versus Self-employment Criteria: <http://www.cra-arc.gc.ca/E/pub/tg/rc4110/rc4110-e.html>



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Employee Manual Receipt & Acknowledgement Form

I have this day received from Insert Company Legal Name that applies to the employee signing off on the Employee Manual — you may have employees employed by several legal entities. (Company) my copy of the Employee Manual (the “Manual”) dated today. I acknowledge that it is my responsibility to read and understand the following sections of the Manual by Insert: Date:

[Signed Statements](#)

[Core Company Policies](#)

I am aware that I can discuss any questions I may have about the Manual with my manager or with <position responsible for all Human Resources inquiries>.

If I am **not** an employee of the Company, I understand that all sections of the Manual are applicable to me except for the sections and topics identified as “applicable to employees”.

I understand that the Company has the right to manage its workplace and direct its employees, independent contractors, and consultants. I understand that the Manual contains general statements about the Company’s policies and procedures and are not intended to limit the Company’s discretion to manage its business in any way. The Company reserves the right to depart from these general statements when, at its sole discretion, such departure is warranted. Moreover, the Company has the right to revise, amend, add and/or delete any of its policies at any time.

I understand that this Manual supersedes all policies and employee manuals or handbooks issued by the Company.

Individual’s Signature _____ **Date:** _____

Print Individual’s Name _____

Witness Signature _____ **Date:** _____

Print Witness Name _____



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Core Company Policies

Every organization has certain guidelines which were developed to reflect good business practices. In establishing rules of conduct, our purpose is not to restrict the personal rights of any individual. Rather, we wish to clearly define the guidelines that protect the rights of all staff members and the Company. It is our intent that the guidelines in this section ensure we create a positive work environment for everyone.

Anyone who violates the guidelines in this section will be contacted immediately by management and may be subject to disciplinary action up to and including termination.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Equal Employment Employer

Equal Employment Opportunity Practices

We do not discriminate at our Company. We welcome diversity and the synergy stemming from all perspectives as a result of different backgrounds and experiences.

We provide respect and equal employment opportunities for all Company individuals and applicants for positions regardless of Protected grounds vary slightly from province to province. Replace this form box with the appropriate wording found in "Customization Resources" for your province below.

Decisions pertaining to recruitment, hiring, training, transfers, dismissals, layoffs, counselling, compensation, hours of work, benefits, and performance reviews are based on job performance, merit, and qualifications. Family members and relatives may be considered for employment on their merits in accordance with our policies on this subject.

Our practice has been and will continue to be one of honest evaluation of each individual's qualifications and business contributions.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Everyone
Process Responsibility:	Individuals, Managers
Final Accountability:	Managers

Guidelines

Any individual who feels he or she, or another individual, has been the subject of discriminatory treatment should report it immediately to <Department responsible for Human Resources> or his or her manager, who will investigate all complaints.

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

Ontario Human Rights: <http://www.ohrc.on.ca/english/index.shtml>

Hiring — Your Rights and Responsibilities: http://www.ohrc.on.ca/en/issues/hiring/index_html/view

Protected Grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same-sex partnership status, family status and handicap

Alberta

Human Rights - Protected Grounds:

http://www.albertahumanrights.ab.ca/publications/Information_Sheets/Text/Info_Protect_Areas_Grounds.asp

Protected Grounds: race, religious belief, colour, gender, physical disability, mental disability, marital status, ancestry, age, place of origin, family status, sexual orientation

B.C.

Overview of Human Rights Laws: <http://www.bchrcoalition.org/files/lawoverview.html#discrim>

Protected Grounds: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status and family status, disability, conviction for an offence for which a pardon has been granted

[Back to Table of Contents](#)

Harassment

We are committed to providing a positive working environment where everyone is treated with respect. We all share in this responsibility.

If you question — even for a second — the appropriateness of your behaviour, words, or actions, stop yourself from continuing down this pathway. If you do not know or understand your audience, don't take a chance at making someone uncomfortable. Keep it clean and keep it professional.

Off-limits: Sexual material or innuendo, off-colour pictures or e-mails, racial references, advances, touching, leering, and derogatory remarks towards or about anyone or group.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Rule of Thumb: Behave with people you come in contact with at work as you would with someone's conservative great-grandmother whom you are meeting for the first time, until you clearly understand your audience's boundaries. You may never have absolute clarity about tolerance for familiarity in behaviour, and even if no one complains, your conduct may still have crossed the line.

Keep it professional at all times.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Everyone
Process Responsibility:	<Department responsible for Human Resources>, Individuals
Final Accountability:	Individuals

Guidelines

The guidelines outlined here apply to behaviour on Company premises, during travel related to your work, at conferences, training sessions, and seminars attended by you for work, and during work-related telephone, electronic, and other communications.

It's impossible to list every inappropriate conduct that may occur on the job. Unlawful discrimination or harassment includes unwelcome or offensive verbal or physical conduct, hostile or offensive activity that threatens, intimidates, offends, demeans, or coerces and may impair an individual's ability to do his or her job. Discrimination and harassment takes on many forms, including the following:

- Gestures or physical acts
- Slurs
- Taunting
- Verbal abuse or racial epithets
- Comments or jokes
- Implicit or explicit coercive and inappropriate behaviour used to control, influence, or affect the career, salary, or job of any employee
- Displaying derogatory objects, cartoons, posters, drawings, or pictures
- Failure to consider or hire an individual for a job based on his or her race, colour, religion, national origin, sex, age, family status, etc.

If an Inappropriate Situation Arises

- If you feel comfortable doing so, speak to the individual. Tell the offending individual that his or her behaviour is unwelcome and ask the individual to stop.
- Report the incident. If, after asking the other individual to stop his or her behaviour, the activity continues, you may report the inappropriate behaviour to your manager or to <Department responsible for Human Resources>.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- An investigation will be conducted either internally or by a 3rd-party consultant. Once a complaint is received, an investigation is undertaken immediately, and all necessary steps are taken to resolve the situation. In most cases, both the complainant and the individual who is alleged to have acted inappropriately are interviewed, along with any individuals who may be able to provide relevant information.
- Appropriate action will be taken by the Company. Upon completion of the investigation, and where it is warranted, the Company will promptly take corrective measures, which could include counselling, reprimand, or dismissal. If the complaint was filed in good faith, no documentation whatsoever is placed in the complainant's file, regardless of whether or not the complaint is upheld.
- Confidentiality is maintained. A complete written record is kept of each complaint that proceeds to an investigation, including how it was investigated and resolved. Every attempt will be made to ensure all information gathered is kept as confidential as possible.

Anonymous complaints are not dealt with under these guidelines.

Consequences

- If the complaint is verified during the investigation process, the person harassing another individual will be subject to disciplinary action up to and including termination.
- Retaliation by an individual for reporting an incident is not tolerated. Any individual showing retaliation toward another for bona fide reporting of an incident in good faith will be subject to disciplinary action up to and including termination.
- It is a serious offence for a complainant to bring knowingly false charges against an alleged harasser. If the Company finds that a claim of harassment or discrimination was made in bad faith, the Company will take disciplinary action against the person who made the bad faith claim, up to and including discharge.

The Details

This section is meant to provide you with a quick and general reference. For complete, up-to-date legislated definitions, refer to the provincial Human Rights Code.

Harassment

Harassment is a form of discrimination and includes any conduct — be it verbal, physical, or by innuendo — that is likely to cause offence or humiliation to any person based on the prohibited grounds of discrimination provided in the Human Rights Code.

Examples of improper harassment, or discriminatory conduct that may constitute harassment, include the following:

- Employment decisions made on the prohibited grounds in the Code, rather than on merit, which includes decisions made as a result of submission to or rejection of harassment; this would include implicit or explicit coercive and inappropriate behaviour used to control, influence, or affect the career, salary, or job of any employee



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Comments that promote disability, ethnic, racial, age, sexual, or religious stereotyping
- Jokes or comments that draw attention to a person's disability, age, ethnic, racial or religious background or affiliation, gender or sexual orientation, and that are embarrassing or offensive
- Derogatory remarks, verbal abuse, or threats directed towards members of one gender or regarding one's sexual orientation or with respect to a person or group's ethnic, racial, or religious background or affiliation

Sexual Harassment

Sexual harassment is defined as one or more incidents involving unwelcome conduct of a sexual nature, by men towards women, by women towards men, between men, or between women.

Specific examples of unwelcome conduct of a sexual nature that may constitute sexual harassment include the following:

- Requests for sexual favours
- Advances, propositions, touching, or leering
- Persistent unwanted contact or attention after the end of a consensual relationship
- Sexually suggestive comments or gestures
- Stalking or persistent attempts to contact another person
- Sexually degrading words used to describe a person
- Inquiries or comments about a person's sex life or sexual behaviour
- The display of sexually suggestive or pornographic material causing embarrassment or offence told or carried out after the person showing the material has been informed that it is embarrassing or offensive, or that by its nature is known or ought reasonably to have been known to be embarrassing or offensive
- Sexual stories or jokes causing embarrassment or offence told or carried out after the person telling the story or joke has been informed that it is embarrassing or offensive or that are by their nature known or ought reasonably to have been known to be embarrassing or offensive

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

Ontario Human Rights (navigate the left navigation bar for topic-specific information):
<http://www.ohrc.on.ca/english/index.shtml>

Alberta

Alberta Human Rights: <http://www.albertahumanrights.ab.ca/>

B.C.

Overview of Human Rights Laws: <http://www.bchrcoalition.org/files/lawoverview.html#discrim>

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Privacy and Confidentiality

Privacy of Personal Activities during Working Hours

We respect your personal privacy and your right to an expectation of privacy in personal matters at work. However, as a general rule of thumb, we should all consider that anything we do while on Company premises or create on Company time using Company resources might be read, checked, or monitored by management or Security individuals at any time.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Everyone
Process Responsibility:	<Department responsible for Human Resources>
Final Accountability:	<Department responsible for Human Resources>, Individuals

Guidelines

- Your work output is generally considered Company property. Thus, others in the Company may review your work at any time. In addition, business equipment belonging to the Company and supplied for the purposes of your work (for example, computers, desks, cabinets) should not be considered your private property. There may be occasions when another individual is required, for business purposes, to access your office equipment in your absence.
- E-mail and Internet activity conducted using Company property is subject to monitoring at any time.
- **CAUTION:** This is a complex area of law; random searches can normally be conducted only if a business is considered "safety sensitive," such as airline pilots, etc. Consult an employment lawyer for policy clarification. In addition, we reserve the right with cause to search without prior warning or notice all persons and/or property of any kind or nature found upon, brought into, or taken from Company property, including lockers, desks, toolboxes, lunch boxes, duffel bags, briefcases, backpacks, and similar items.

Additional Information

Related Topics

- **ADD:** Related Topics and hyperlink as applicable
- Core Company Policies



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

A Guide for Individuals — Your Privacy Rights: http://www.privcom.gc.ca/information/02_05_d_08_e.asp

Alberta

Office of the Information and Privacy Commissioner of Alberta: <http://www.oipc.ab.ca/pipa>

PIPA - Alberta: <http://www.pipa.gov.ab.ca>

B.C.

Office of the Information and Privacy Commissioner of BC: <http://www.oipcbc.org/>

General Information

As an employer, if you want to have the right to monitor employee actions, you are obligated to **communicate** to employees that anything they do while on Company premises or create on Company time using Company resources might be read, checked, or monitored by management or Security individuals at any time.

[Back to Table of Contents](#)

Privacy Laws - An Overview

Privacy legislation is to be taken seriously and affects the way we do business, particularly in the insurance industry since we often collect private and confidential information from individuals.

Very simply: All information the Company obtains from any person, including our customers, partners, employees, and candidates must be accompanied by disclosure for the reason of collection, consent for its use, and a guarantee that the information will be safeguarded and used only for the purposes of original collection.

There is no reasonable expectation of privacy when individuals use the Company's equipment and tools, including phones, computers, e-mail, or Internet. Refer to the Privacy of Personal Activities during Working Hours section.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Topic Owner:	Privacy Officer
Topic Applies to:	Everyone
Process Responsibility:	Everyone
Final Accountability:	Privacy Officer

Guidelines

The Company Privacy Officer is [REDACTED]. If you have any questions about privacy legislation and how it affects your job, please contact this person.

Managers and Employee Privacy — An Overview

Here are some specific examples of how privacy legislation affects you as a manager:

- All written, recorded, or scribbled notes (including drawings) about an employee or an interviewed candidate are considered private information about that individual, and the Privacy Officer is responsible for making sure the information is accessible to that individual.
- Any communication about an individual, regardless of form, must be filed in personnel records.
- An applicant who is interviewed has the right to ask for interview notes from every individual who interviewed that person.
- Every individual has a right to view anything written about him or her, whether that information is located in the Company personnel files, in an e-mail, or in the margin of a manager's notebook.
- If <Department responsible for Human Resources> or a manager puts together a report about an individual — whether it be a case for termination, performance review, or recommendation for promotion — the information must be in the individual's file and accessible to him or her.
- Résumés of all applicants must be kept on file for a year and kept secure.
- Storage of an individual's personal information — performance, salary, date of birth, medical or personal issues — should be consolidated wherever possible. The Privacy Officer needs to know what information is stored where. This includes personal information stored on home computers, laptops, removable disks, etc.
- Circulation of home addresses, birthdays, telephone numbers, and cell phone numbers (unless paid for by the Company), etc. is not allowed.
- As a manager, you are not necessarily allowed to see an individual's files. There may be no reason for you to know private information, particularly medical information.
- Individuals should discuss medical or personal information with <Department responsible for Human Resources> or Payroll only, and not with their managers. This includes requests and verifications of doctor's notes.
- Without exception, all e-mails and Internet access that use the Company network belong to the Company.
- Anyone with access to private information must sign a special confidentiality agreement, particularly as it relates to medical information and non-disclosure after parting with the Company.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

The Details

Privacy legislation can be compared to the *Employment Standards Act* in that a Company with multiple offices across the country needs to be aware of provincial differences. At this time, Quebec, Alberta, and British Columbia are the only provinces with their own privacy legislation (PIPA). All other provinces fall under the Federal Privacy Legislation (PIPEDA).

Collecting private information is different than collecting and using business information. For instance, conducting a survey for marketing purposes is fine if the information being collected is for business-to-business use and not business-to-consumer or employee. An example of business-to-business use would be collecting an individual's business e-mail or mailing address. A retailer asking for personal information before conducting a cash transaction would be business-to-consumer use.

Basic Principles of Privacy Legislation

- **Accountability:** An individual or individuals (Chief Privacy Officers) must be designated as accountable for the organization's compliance with privacy legislation.
- **Identifying purposes:** The purpose for collecting private information needs to be clear. For example, "We need this information to be able to contact someone in the case of an emergency."
- **Consent:** Knowledge and consent of individual are required for information collection.
- **Limiting Collection:** Collection of information is limited to that which is necessary to carry out the purposes identified by the Company. For example, you can't ask for an individual's waist measurement as an "add-on" question if the information is not relevant to the purpose of collection.

Limited Use, Disclosure, Retention:

- Personal information will be used only for the purpose originally communicated.
- Personal information will not be disclosed to others.
- Personal information is retained only for the period of time necessary for fulfilment of those purposes.
- **Accuracy:** Keep information up to date and accurate.
- **Safeguards:** Keep the information safe. More sensitive material requires stronger safeguards.
- **Openness:** Company needs to communicate policies and practices relating to managing personal information.
- **Individual Access:** An individual has the right to ask to be informed of the existence, use, and disclosure of his or her personal information. This means that any individual has the right to see his or her files and ask what we have used the information for. We must be prepared to answer. For example, "We provided your manager with your performance review file on February 5, 2007. On September 6, 2007, we provided Great West Life with your new salary for updated LTD benefits calculations."



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

Ontario does not currently have provincial privacy legislation and is regulated under Federal Privacy legislation (PIPEDA).

Federal Privacy Legislation: http://www.privcom.gc.ca/legislation/02_06_01_01_e.asp

PIPEDA: http://www.privcom.gc.ca/legislation/02_06_01_e.asp, which includes PIPEDA's official form, guides, etc.

Responsibilities of Businesses and Organizations: http://www.privcom.gc.ca/information/guide_e.asp

Alberta

Alberta is regulated by provincial privacy legislation, PIPA.

Office of the Information and Privacy Commissioner of Alberta: <http://www.oipc.ab.ca/pipa>

PIPA - Alberta: <http://www.pipa.gov.ab.ca>

B.C.

BC is regulated by provincial privacy legislation, PIPA.

Office of the Information and Privacy Commissioner of BC: <http://www.oipcbc.org/>

General

This topic is provided as a guide for employees and managers to clarify the legislated guidelines around handling customers, employees and other Company affiliate's private information.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Conduct

Code of Conduct

We foster a fun and casual environment — but one that has boundaries. One of our fundamental principles is an expectation that all individuals, business acquaintances, business, and property be treated with respect.

If you spend a fraction of a second questioning the appropriateness of your actions, carefully reconsider the action, proceed with caution, or back away until you have considered all possible consequences.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Everyone
Process Responsibility:	Individuals
Final Accountability:	Individuals

Guidelines

Everyone is expected to know, understand, and adhere to Company guidelines outlined in this Manual under Core Company Policies to protect the best interests of the Company and individuals within it. We expect you to respect the rights and feelings of others and demonstrate personal integrity and professionalism.

Please refrain from doing anything that would be considered improper conduct. Be aware that anyone in the Company is subject to dismissal for engaging in serious improper conduct.

By “improper conduct,” we mean conduct that involves illegal, fraudulent, dishonest, or unethical behaviour, or serious negligence in the performance of your duties.

The Details

Following are some examples of activities that we view as improper conduct. This is by no means an exhaustive list, and we expect everyone to exercise good judgment. However, these are actions for which you can assume immediate disciplinary action will be taken, up to and including termination of employment:

- Theft
- Abuse of Company property or equipment



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Sexually, verbally, physically, or mentally abusing or harassing any person associated with the Company — on or off-premises
- Habitual tardiness or absence
- Solicitation or acceptance of personal gifts or gratuities in exchange for preferential business treatment
- Falsifying Company records
- Disclosing confidential or proprietary Company information to unauthorized persons
- Engaging in activity that is determined to be a serious conflict of interest with the Company
- Possession, use, or sale of illegal substances on Company premises
- Being under the influence of alcohol or illegal substances at any time on Company premises or while on Company business
- Insubordination or failure to carry out instructions
- Job abandonment

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)

Dating Co-workers

Our Company has a strict policy that prevents harassment — including sexual harassment in the workplace which applies to all Company individuals — including employees, managers, and contracted individuals. To prevent harassment, some employers prohibit their staff from dating or entering into consensual romantic relationships with co-workers. We do not feel that such a prohibition is necessary, provided all of the following conditions are met:

- Both parties mutually and voluntarily consent to the relationship.
- No undue pressure was brought by either party towards the other to engage in a relationship.
- The relationship does not affect the performance of the duties of involved parties in any way.
- The relationship does not negatively impact the work environment.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

The Company believes that an environment where individuals maintain clear boundaries between their personal and business interactions is most effective for conducting business.

Document Owner:	<Department responsible for Human Resources>
Practice Applies to:	All Individuals — including employees and Contracted Individuals
Process Responsibility:	Individuals, Managers, <Department responsible for Human Resources>
Final Accountability:	Individuals

Guidelines

Although this policy does not prevent the development of friendships or romantic relationships between co-workers, it does establish very clear boundaries between work on Company time and the activities of individuals outside of work. Individuals must not let relationships which are pursued in their free time affect their work performance. This applies whether or not the relationship was formed during employment. Individuals who fail to respect those boundaries may be subject to discipline.

Individuals in supervisory or other influential roles are subject to more stringent requirements under this policy due to their ability to influence others. Supervisors should disclose the existence of a consensual relationship with a co-worker to <Department responsible for Human Resources>. It may be necessary to change reporting relationships to avoid perceptions of favouritism or undue influence.

The provisions of this policy apply regardless of the sexual orientation of the parties involved.

The Details

Definitions

For the purposes of this policy, the terms used are defined as follows:

Term	Definition
Work Venue	The place or places where an individual provides services for the Company, including travel away from a fixed location, attending conferences or seminars, and performing special assignments away from a normal work location.
Dating	Entering into a consensual romantic relationship with another co-worker.
Personal Exchange	Intimate behaviour which includes public displays of affection towards another individual.
Intimate Contact	Cuddling, kissing, fondling, touching, or other similar physical contact of a romantic nature.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Reasonable Person	A standard used to denote a hypothetical person who exercises “those ordinary qualities of attention, knowledge, intelligence, and judgment which society requires of its members for the protection of its own interest and the interest of others.” The phrase does not apply to a person’s ability to reason, but rather the prudence with which he or she acts under the circumstances.
Working Hours	Hours during which the individual provides services for the Company.

- During working hours and at work locations, Company individuals are expected to keep personal exchanges limited so that others are not distracted or offended by such exchanges.
- During non-working hours, such as lunches, breaks, and before and after work periods, individuals are not precluded from having appropriate personal relationships at work locations as long as their conversations and behaviours could in no way be perceived as offensive or uncomfortable to a reasonable person.
- Employees who allow personal relationships with co-workers to adversely affect the work environment, will be subject to the appropriate provisions outlined in the Discipline and Termination of Employment Policy. Failure to modify behaviour and observe appropriate standards of workplace conduct shall be viewed as a serious disciplinary matter.

Intimate Contact on Company Premises

Individuals are strictly prohibited from engaging in intimate contact that would in any way be deemed inappropriate by a reasonable person while anywhere at any of our Company work locations, whether during working hours or not.

Off-duty

Individual’s conduct outside of working hours and work location is generally regarded as private, as long as such conduct does not create problems within the workplace. Exceptions to this principle include romantic or sexual relationships between subordinates and supervisors, managers, or any senior individual in a sensitive or influential position.

Disclosure of Relationships

Supervisors, managers, and any senior individual in a sensitive or influential position must disclose the existence of any relationship with another co-worker that has progressed beyond a platonic friendship. Disclosure must be made in writing to the immediate supervisor and to <Department responsible for Human Resources> confirming that the relationship is consensual. This disclosure will enable the Company to determine whether any conflict of interest exists because of the relative positions of the individuals involved.

Conflicts of Interest



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Where problems or potential risks resulting from the relationship are identified, the Company will work with the parties involved to consider options for resolving the conflict. The initial solution will be to make sure that the parties involved no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, and financial transactions are examples of situations which may require reallocation of duties to avoid any actual or perceived advantage or disadvantage.

Reassignment

In some cases, more extreme measures may be necessary such as a transfer to another position or department. The individual with the more senior position will be considered for transfer first to avoid any perception of retaliation against the less senior person. Refusal of reasonable alternative positions, if available, may be grounds for discipline.

Continued failure to work with the Company to resolve such a situation in a mutually agreeable fashion may ultimately be deemed insubordination and therefore serve as cause for termination.

Termination of Relationship

By disclosing in writing that the relationship is consensual, both parties to the relationship shall agree that they are both free to end the relationship at any time, and that upon termination of the relationship, not to allow the break-up to negatively impact the performance of their respective duties. Failure of either party to observe these provisions will result in disciplinary action up to and including termination.

Additional Information

Related Documents

- ADD: Related Topics and hyperlink as applicable
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)

Personal Activities during Working Hours

We recognize that it is unrealistic to forbid employees to deal with personal matters during working hours. However, we want to be clear about what we mean by “appropriate levels” of personal activities. We define appropriate levels of personal activities during working hours as no more than 30 minutes per day.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Remember, this is a paid benefit of the Company, and we trust your ability to work within these guidelines. While it is difficult to determine how much time each of us spends on personal activities during the workday, it is each of our responsibility to ensure that such activities do not exceed 30 minutes per day, and that individual job accountabilities and deadlines are met.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Full-time Employees
Process Responsibility:	Individuals
Final Accountability:	Individuals

Guidelines

Personal activities during working hours include the following:

- Computer use
- Internet use
- E-mail use using your personal web mail and personal e-mail account
- Instant messaging use
- Cell phone conversations
- Landline phone conversations
- Errands
- Other activities that are not work-related

Any personal activities during working hours must adhere to all guidelines included in the “Core Company Policies” section in this Manual and must not interfere with job accountabilities and deadlines.

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Attendance and Working Hours

Attendance

Much of our work is interdependent on others, so being ready for work at your desk at your appointed time is expected. Punctuality reflects a positive interest and attitude toward your job. Habitually arriving late for work is not acceptable.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Everyone
Process Responsibility:	Individuals, Managers
Final Accountability:	Managers

Guidelines

- If you're going to be late for work, we kindly ask that you notify your manager no later than your regular starting time.
- Absence due to tardiness must be made up outside of working hours.
- Individuals and managers are responsible for ensuring that everyone adheres to our regular workday start and end times. Individuals who are unable to observe appropriate attendance standards may be subject to disciplinary action up to and including eventual termination.

If you have chronic attendance issues, or if you have trouble getting to work on time, please talk to your manager or <Department responsible for Human Resources>, who may be able to work with you to help you with your attendance needs.

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**
- Incidental Illness and Personal Time
- Time Off Reporting
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

[Back to Table of Contents](#)

Working Hours — Core Hours — Flex Time

Our regular working week consists of 37.5 hours, and our regular working day consists of 7.5 hours, plus an unpaid lunch break. This means that our pay and Company expectations are based on each full-time individual adding value and being productive for a minimum of 37.5 hours per week.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Full time employees
Process Responsibility:	Individuals, Managers
Final Accountability:	Managers

Guidelines

Our general business hours are 8:30 am to 5:30 pm, Monday to Friday.

We want everyone to be productive **and** have a life. If we want to be profitable and creative, we understand that sometimes it requires a flexible work environment.

Core Hours

We support flexible working hours if your job function allows it and your manager agrees. However, collaboration and face-to-face time are key ingredients for running our business successfully. We need to know that individuals will be in the office during certain periods so that we can make contact for the purposes of brainstorming, decision-making, information dissemination, and making the most of creativity.

We ask that you respect our core hours by being in the office during the periods shown below:

- 9:30 to 11:30
- 1:30 to 3:30

Flex Time

Flex time, or flexible working hours, is a benefit we offer to eligible individuals whose job function can support flexibility. Flex time allows you flexibility in when you work your hours. Outside of our core working hours, you and your manager may schedule your working hours. We ask, however, that once you and your manager have agreed on your regular working hours in writing that you stick to that schedule so your co-workers can predict your availability.

Here are a few guidelines we ask you to keep in mind when setting your work schedule:



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Flexible work schedules are not available for most positions due to the nature of varying job responsibilities. Please confirm with your manager that you are eligible for flex time.
- All individuals should be at work during the core hours, Monday to Friday. We encourage everyone to set up ad-hoc meetings during these times and ask that personal appointments be scheduled outside these hours where possible.
- If you're working from home outside of core hours but within our regular workday, we require that you check e-mail and voice mail regularly and stay logged in online and be available for phone calls.

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

Ontario Employment Standards Branch — Hours of Work and Overtime Fact Sheet:
http://www.labour.gov.on.ca/english/es/factsheets/fs_hours.html

Ontario — Information on Hours of Work and Overtime:
http://www.labour.gov.on.ca/english/es/hours/info_hours.html

Employer's Guide to Application for Excess Hours/Averaging Hours:
http://www.labour.gov.on.ca/english/es/hours/guide_toc.html

Alberta

Alberta Employment Standards Code –Hours of Work, Rest periods, and Days of Work
<http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/1031.html>

B.C.

BC Employment Standards Branch - Hours of Work and Overtime Fact: Sheet:
http://www.labour.gov.bc.ca/esb/facshts/hours_of_work_and_overtime.htm



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

BC Employment Standards Act –Hours of Work and Overtime:

http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm#part4

Employment Standards Branch – High Tech Employees Overtime, Hours of work, and Statutory holiday differences and exemptions: http://www.labour.gov.bc.ca/esb/facshts/high_tech.htm

General Information

The content for this topic is provided as an example. Refer to the province-specific links above for customization.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Computer and Internet Conduct

This section is applicable to everyone.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Everyone
Process Responsibility:	Managers
Final Accountability:	Managers

Internet Use

The Company provides internet services, electronic e-mail, BlackBerry handhelds, and other electronic devices and services as important tools to support the Company's business and assist individuals in performing their job duties.

It is the responsibility of every individual to ensure the Company's communication systems are used for authorized purposes only in accordance with our policies.

The systems must be used in a fashion that does not improperly disclose confidential, sensitive, or proprietary information to unauthorized individuals or in violation of federal, provincial, or local law.

Further, the Company wishes to protect its computer systems from attack by worms and viruses exposed to its systems and unauthorized use of its computers through personal e-mails, instant messaging, blogs, and unauthorized websites.

Individuals must conduct themselves honestly and appropriately on the internet, and respect the copyrights, software licensing rules, property rights, privacy, and prerogatives of others, just as in any other business dealings.

Any communication in which the Company's communication systems are used, including correspondence such as e-mail, constitute Company property. Any unauthorized use of the Company's communication systems is strictly prohibited.

The Company has the right to view all files that have been downloaded and to monitor all electronic and internet and e-mail usage at any time.

Guidelines

The following topics are covered in this section:



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- [Authorized Use](#)
- [Unauthorized Use](#)
- [Downloading/Uploading Software Images](#)
- [Social Networking Websites and Applications](#)
- [Signed Statements](#)

Authorized Use

The following activities are considered appropriate use of Company-provided internet access:

- Appropriate communicating with colleagues, customers, prospects, and suppliers regarding business matters in a professional manner.
- Researching topics relevant to your specific job requirements.
- Conducting other business activities that are directly relevant to your specific job requirements or productivity.
- Using the internet for appropriate personal use in line with our Personal Activities during Working Hours Policy. This includes personal banking, personal use of instant messaging, personal use of personal e-mail accounts or web mail, planning a vacation.

When using the Company-provided internet regarding business matters, please remember:

- Special care is required when participating in chat room, newsgroup, blogs, instant messaging, and e-mail communications. Only those authorized to speak to the media, to analysts, or in public gatherings on behalf of the Company are allowed to speak officially in the name of the Company to newsgroups, chat rooms, or any other electronic medium.
- Nothing sent on the Internet should be considered private. Don't send information that is Company-confidential or proprietary regarding its products or markets.
- All existing Company policies apply to your conduct on the Internet, especially those that deal with property protection, privacy, misuse of resources, discrimination and harassment, and information and data security.
- Show consideration for other users by not monopolizing system resources and adhering to the security measures we've put in place to maintain system integrity.

Unauthorized Use

Although this list is not exhaustive, the following activities are considered prohibited:

- Transmitting chain or threatening letters.
- Using the Internet for illegal activities, or to transmit spam.
- Disabling or circumventing security measures put in place by the Company such as firewalls, authorization, virus protection, etc. and thereby putting Company computers and information at risk.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Visiting sites that are considered inappropriate, pornographic or “obscene.” If you connect unintentionally to a site that contains sexually explicit or offensive material, you must disconnect from the site immediately and advise your manager.
- Using the Internet at any time for sending jokes or obscenities, using fake search engines, downloading music or movies, chat sessions, job searches, accessing religious websites, and downloading any type of executable software.

Individuals should be aware that when transmission is accomplished using Internet addresses and domain names registered to the Company, the transmission may be perceived by others to represent the Company. **Users are advised not to use the Internet for any purpose that would reflect negatively on the Company.**

Downloading/Uploading Software and Images

- All software downloaded from the Internet becomes the property of the Company, but keep in mind that downloading or distributing pirated software or data is prohibited.
- Downloading entertainment software or games, or playing games against opponents over the Internet is not permitted.
- Downloading images or videos, unless there is an explicit business-related use for the material, is not permitted.
- You may not upload any software licensed to the Company or data owned or licensed by the Company without appropriate authorization.
- All downloaded files must first be scanned for possible virus infection, including viruses, worms, Trojan horses, or trapdoors.
- Uninstalling protective software, such as firewalls and security software put in place by the Company, is prohibited.
- Honestly disclose who you are when you send e-mail, register accounts, or conduct other Internet transactions.
- Displaying any kind of sexually explicit image or document on any Company system is a violation of our policy on sexual harassment. Sexually explicit material may not be archived, stored, distributed, edited, or recorded using the Company network or computing resources.
- You may not connect your own modem to the network without proper authorization from IT.

Social Networking Websites and Applications

The following are examples of social or professional networking websites or applications:

- Blogs
- Chat rooms
- Facebook
- MySpace
- YouTube



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- LinkedIn
- Instant messaging

Access during Working Hours

You may access these websites and applications during working hours providing that:

- Your work deadlines are not affected.
- The guidelines provided in all sections of the Core Company Policies of this Handbook are adhered to, particularly our “Personal Activities during Working Hours” Policy.
- The Company and its customers, stakeholders, vendors, or employees’ reputation and goodwill are not damaged.
- Private information of the Company or any Company Individual is not divulged to any person or entity that is not authorized to receive that information.

Access during Off-duty Hours

If you access these websites or applications during off-duty hours, you must follow the Company guidelines outlined in the “Off-Duty Conduct” policy.

Signed Statements

Everyone with Company internet access is required to provide signed confirmation that they:

- Acknowledge they have received, read and understand the Internet Use policy;
- Will abide by the terms specified in the Internet Use policy;
- Recognize that Company security software may record their internet activity, including all transmissions, file transfers and internet locations accessed;
- Recognize that any message sent or received will be recorded and stored in an archive file for management use;
- Acknowledge they have no privacy expectations for any internet activity they may undertake, including both internal and external email communications; and
- Recognize that violation of the Internet Use policy may result in discipline, suspension, or termination. Additionally, if the violation resulted in criminal conduct, management will provide the records to the appropriate authorities for possible criminal prosecution.

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**
- Effective E-mail Communication
- Personal Activities during Working Hours



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Off-Duty Conduct
- Core Company Policies

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

Customization Resources

General Information

SOCIAL NETWORKING AND BLOGGING: Unfortunately, social networking and blogging are new challenges for employers and the legal guidelines on this type of activity is undefined and unclear territory. Thus, if choose to include social networking and blogging guidelines, be aware that they may not entirely restrict you from liability. It is hard to know how social networking and blogging during or outside Company time, or with or without Company tools and property, will be viewed by the Courts. This topic provides a basic outline on how to address this issue. Understand that this topic's guidelines are not bullet proof and this is an ever-changing area of law--particularly jurisdiction by jurisdiction.

BLOGGING: Very different philosophies exist about blogging policy. Very often, the Company benefits when employees blog - either on the Company blog or on their own. Company consideration should be on a case-by-case basis. There may be some instances where companies do not need to include this topic in this policy, or where they would prefer to just prohibit blogging altogether. If a Company wants to restrict blogging all together, then they should just include it as a prohibited portion under their "Internet Use" policy.

INSTANT MESSAGING: The Company must decide and communicate whether the use of Instant Messaging will be permitted. In many situations, it can be an instant and useful business communication tool.

REFERENCE TO OTHER POLICIES: Depending on your final guidelines, it is important to reference other policies in this topic. Refer to "Personal Activities During Working Hours" and "Off Duty Conduct" as well as all "Core Company Policies".

General Guidelines to E-mail and Internet in the Workplace: <http://www.info-law.com/guide.html>

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Human Resources

Absences, Leaves, and Closures

Company-paid Holidays

If you're a full-time employee, we provide Company-paid time off for selected holidays. Please see the list below for dates of paid holidays.

Some of us may wish to have time off for religious holidays that are not legislated as statutory holidays or to attend worship services or celebrating holidays consistent with expressed faith. We will make every reasonable effort to honour an individual's time off requirements for religious holidays.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Employees
Process Responsibility:	Managers
Final Accountability:	Managers

Guidelines

Paid Holiday Schedule for 200

TheINSERT: total umber of holidays your company will recognize paid holidays we're celebrating this year, along with the day of the week the holiday will be recognized, are as follows:

- | | | |
|-------------------------------|----------------------|---------------------------------|
| • New Year's Day | Add: Date of Holiday | Add: Date holiday is recognized |
| • Family Day (Ontario & Alta) | Add: Date of Holiday | Add: Date holiday is recognized |
| • Good Friday | Add: Date of Holiday | Add: Date holiday is recognized |
| • Victoria Day | Add: Date of Holiday | Add: Date holiday is recognized |
| • Canada Day | Add: Date of Holiday | Add: Date holiday is recognized |
| • BC Day (BC) | Add: Date of Holiday | Add: Date holiday is recognized |
| • Labour Day | Add: Date of Holiday | Add: Date holiday is recognized |
| • Thanksgiving Day | Add: Date of Holiday | Add: Date holiday is recognized |
| • Remembrance Day (BC & Alta) | Add: Date of Holiday | Add: Date holiday is recognized |
| • Christmas Day | Add: Date of Holiday | Add: Date holiday is recognized |



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Boxing Day Add: Date of Holiday Add: Date holiday is recognized

Other Religious Events

- Every reasonable effort will be made to grant time off to employees for attending worship services or celebrating holidays consistent with their expressed faith, at the discretion of their manager.
- All requests for time off for observance of religious holidays or worship services must be submitted to your manager in writing at least 1 week in advance.
- Time off is posted to “Time off Without Pay”, “Banked Overtime”, or “Vacation”.

This Year’s December/January Holiday Office Closures

TIP: The following is an example December holiday closure communication framework.

Date	Details	Where to Post Time Off on Time Sheet
Wednesday, Dec 24	Work until noon – ½ day off — Company-paid	If not in the office at all — full day of personal benefits used — i.e., vacation or unpaid time off
Thursday, Dec 25	Off – Company-paid holiday	Company-paid holiday
Friday, Dec 26	Off – Company-paid holiday	Company-paid holiday
Monday, Dec 29	Office open — regular working day	If absent, personal benefits used — i.e., vacation or unpaid time off
Tuesday, Dec 30	Office open — regular working day	If absent, personal benefits used — i.e., vacation or unpaid time off
Wednesday, Dec 31	Work until noon – ½ day off — Company-paid	If not in the office at all — full day of personal benefits used — i.e., vacation or unpaid time off
Thursday, Jan 1	Off — Company-paid holiday	Company-paid holiday
Friday, Jan 2	Office open — regular working day	If absent, personal benefits used — i.e., vacation or unpaid time off

Additional Information

Related Topics



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- ADD: Related Topics and hyperlink as applicable
- Vacation
- Working Hours — Core Hours — Flex Time
- Time Off Reporting

ADD: Names, contact information, or hyperlinks to external resources the reader may find useful in addition to this document

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

Ontario Employment Standards Branch — Statutory Holidays Fact Sheet:
http://www.labour.gov.on.ca/english/es/factsheets/fs_public.html

Alberta

Alberta Employment Standards: <http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/1472.html>

B.C.

BC Employment Standards Branch – Statutory Holidays in BC Fact Sheet:
http://www.labour.gov.bc.ca/esb/facshts/statutory_holidays.htm

B.C. Employment Standards Act – Statutory Holidays:
http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm#part5

Employment Standards Branch – High Tech Employees Overtime, Hours of work, and Statutory holiday differences and exemptions: http://www.labour.gov.bc.ca/esb/facshts/high_tech.htm

General Information

Canada Statutory Holidays (for an overview of provincial differences)
http://www.hrsdc.gc.ca/en/lp/spila/cli/eslc/stat_hol.pdf

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Personal Emergency Leave

Being human means that there are times when we need to meet responsibilities related to the care, health, or education of a child in our care or the care and health of our immediate family members. We understand these circumstances and allow you to take up to 10 days of unpaid leave per year to tend to these types of situations.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Employees
Process Responsibility:	Individuals, Managers
Final Accountability:	Managers

Guidelines

In addition to the days you are entitled to be absent from work due to sickness or personal needs, you may make a request for family responsibility leave. This kind of leave will be granted for situations such as caring for a family member who has a serious health condition, dealing with a personal family matter or emergency, or participating in an event that is important in the life of a family member.

With respect to a child, spouse, domestic partner, or parent, a “serious health condition” could be an illness, injury, or impairment that affects his or her health so that he or she is unable to provide self-care or participate in school or regular daily activities.

Requests for family leave should be submitted in writing to your manager, giving as much notice as possible. We will make every effort to accommodate up to 10 unpaid days off, as requested.

Immediate family includes the following:

- Spouse (includes common-law)
- Child, including biological, adoptive, foster, step-child, or grandchild
- Parent
- Grandparent
- Sibling
- Guardian
- Grandchild
- Any person who lives with the employee as a member of the family

Additional Information

Related Topics



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- ADD: Related Topics and hyperlink as applicable
- Maternity/Adoption/Parental Leave
- Incidental Sick Time and Personal Time
- Short-term Disability
- Bereavement and Compassionate Leave
- Time Off Reporting

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

Ontario Leaves of Absence Fact Sheet: http://www.labour.gov.on.ca/english/es/brochures/br_leaves.html

Ontario Emergency Leave Fact Sheet: http://www.labour.gov.on.ca/english/es/factsheets/fs_leave.html

Alberta

This leave is not legislated in Alberta.

B.C.

In BC, this leave is referred to as “Family Responsibility Leave”.

BC Employment Standards Branch – Leaves and Jury Duty:
<http://www.labour.gov.bc.ca/esb/facshts/leave.htm>

BC Employment Standards Act – Family Responsibility Leave:
http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm#section52

[Back to Table of Contents](#)

Family Medical Leave

Sometimes, someone we love becomes ill to the point where he or she is not expected to be around much longer. Someone needs to provide our loved one with care and support during what is likely to be his or her last months in this world.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

We understand these circumstances and allow you to take up to 8 weeks of unpaid leave in any 26-week period to tend to these types of situations.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Employees
Process Responsibility:	Individuals, Managers
Final Accountability:	Managers

Guidelines

- In addition to the days you are entitled to be absent from work due to sickness or personal needs, you may make a request for family medical leave. This kind of leave will be granted only where a specified family member has a serious medical condition with a significant risk of death occurring within a period of 26 weeks. Specified family members and relationships are defined as follows:
 - The employee's spouse (including same-sex spouse)
 - A parent, step-parent, or foster parent of the employee
 - A child, step-child, or foster child of the employee or of the employee's spouse *
 - A brother or sister of the employee *
 - A grandparent of the employee or of the employee's spouse
 - A grandchild of the employee or of the employee's spouse
 - The father-in-law or mother-in-law of the employee
 - A brother-in-law or sister-in-law of the employee
 - A son-in-law or daughter-in-law of the employee or of the employee's spouse
 - An uncle or aunt of the employee or of the employee's spouse
 - The nephew or niece of the employee or of the employee's spouse
 - The spouse of the employee's grandchild, uncle, aunt, nephew, or niece
 - A foster parent of the employee's spouse
 - A person who considers the employee to be like a family member
- The 8 weeks do not have to be taken all at once, but cannot be taken in increments of less than 1 week.
- Requests for family medical leave should be submitted in writing to your manager, giving as much notice as possible. A medical certificate must be produced to support the leave request (ideally in advance, or as soon as possible thereafter).

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Personal Emergency Leave
- Incidental Sick Time and Personal Time
- Bereavement and Compassionate Leave
- Time Off Reporting

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

Ontario Employment Standards Act: http://www.labour.gov.on.ca/english/es/factsheets/fs_fml.html

http://www.labour.gov.on.ca/english/es/brochures/br_leaves.html

Alberta

This leave is not legislated in Alberta.

B.C.

In BC, this leave is referred to as “Compassionate Leave Care”

BC Employment Standards –Compassionate Care Leave

<http://www.labour.gov.bc.ca/esb/facshts/ccl.htm>

General Information

HRDC Fact Sheet - Federal and Provincial Compassionate Care Leave Provisions:

<http://www.hrsdc.gc.ca/en/lp/spila/cli/eslc/Compass.pdf>

[Back to Table of Contents](#)

Bereavement and Compassionate Leave

We extend our condolences to you should you experience a death in your immediate family or some other misfortune. We support you during these difficult times and provide you with paid time off to deal with the circumstances of your grief.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Employees
Process Responsibility:	Individuals, Managers
Final Accountability:	Managers

Guidelines

In the event of a death in the family or some other significant misfortune, individuals are granted 3 days' paid leave of absence to avoid a loss of income due to unforeseen circumstances. Part-time individuals will be paid for the hours they would normally have worked on the days off they require.

The affected individual should give his or her manager the details of the situation as soon as possible, and a mutual determination will be made regarding the appropriate amount of time off required, up to a maximum of 3 days. Two additional leave days may be granted (for a total of 5) if circumstances of the bereavement require the individual to travel more than 500 miles round trip.

Immediate family includes the following:

- Spouse (includes common-law)
- Child
- Parent
- Grandparent
- Sibling
- Guardian
- Grandchild
- Mother-in-law
- Father-in-law
- Any person who lives with the employee as a member of the family

Under special circumstances, bereavement leave may be granted upon the passing of a significant person in the individual's life who is not an immediate family member. Bereavement leave under these circumstances must be applied for in advance and approved by the individual's manager.

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**
- Absence Approval Form
- Time Off Reporting
- Time Sheet Procedures



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

This topic is not legislated in Ontario.

Alberta

This topic is not legislated in Alberta.

B.C.

BC Employment Standards Branch – Leaves and Jury Duty:

<http://www.labour.gov.bc.ca/esb/facshts/leave.htm>

BC Employment Standards Act – Bereavement Leave:

http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm#section53

General Information

This policy exceeds the legislated requirements. This policy is written as a paid leave - even though paid leave it is not required under legislation. This policy represents common practice among progressive employers.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Employee Development

Training

We encourage life-long learning and continuous skills improvement. In most cases, we will support training in a variety of ways that may include time off to attend courses, payment of tuition, and even travel if necessary — as long as training expenses do not exceed and have been accounted for up front in the departmental training budgets.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Employees eligible for standard benefits
Process Responsibility:	Individuals, Managers
Final Accountability:	Managers

Guidelines

We encourage your personal development and growth through education and training, based on your individual needs and the Company's requirements. Training gives you the opportunity to:

- Improve your current work performance
- Increase the personal enrichment you get from your work
- Become better equipped to meet future organizational needs

It also helps us as a Company better achieve management continuity and consistency and keep skills current with the marketplace.

We encourage individuals to develop, in conjunction with their managers, a training plan for each upcoming year as part of the annual performance review process. Training and development may include the following:

- Meetings and courses within the Company
- Rotational and special job assignments to broaden your experience
- Company-sponsored attendance at outside courses, seminars, workshops, conferences, or annual meetings

Courses taken on your own time may be eligible for reimbursement under the guidelines outlined in the "Educational Assistance" policy.

Training expenses are charged to individual departments and cannot exceed departmental training budgets.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Educational Assistance
- Desktop Training
- Professional Memberships

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)

Educational Assistance

We encourage you to continuously upgrade your skills. However, we believe that upgrading of skills is a shared responsibility. While we can't always provide paid time off to attend courses, we may partner with you and share in the responsibility of continued education.

If you want to take a course on your own time that you think will benefit you and the Company, discuss it with your manager. You may be eligible for course tuition and textbook fees reimbursement — as long as educational assistance expenses do not exceed and have been accounted for up front in the departmental training budgets.

Topic Owner:	<Department responsible for Human Resources>
Topic Applies to:	Employees entitled to standard benefits
Process Responsibility:	Individuals, Managers
Final Accountability:	Managers

Guidelines

We may reimburse the cost of tuition, enrolment fees, and books for courses that you take on your own time at a recognized educational institution provided that:

- The course increases your competence in your present job
- The course prepares you for advancement within the Company
- Equivalent costs have been accounted for in your annual departmental training budget

Course Pre-approval



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Before you enrol in a course, you must receive pre-approval for reimbursement to occur.

Courses/degree program fees and textbook fees at an accredited college or university will be considered for reimbursement if they are related to an individual's present position or would serve to prepare him or her for other positions in the Company. Professional development courses offered by professional associations and other education facilities may also be eligible for reimbursement.

You must submit a written request for educational reimbursement to your manager, including costs and benefits of enrolment, and keep a copy of the dated approval until you complete the course. (A detailed e-mail correspondence is sufficient.)

If the tuition reimbursement exceeds **EXAMPLE: \$750**, you'll need additional approval from <Department responsible for Human Resources>. If the tuition reimbursement exceeds **EXAMPLE: \$1,000**, you'll need approval from the **INSERT: Position** as well.

Reimbursement of Eligible Fees

After successfully completing a pre-approved course, follow these steps for obtaining reimbursement:

- Complete an expense report.
- To the form, attach:
 - Appropriate receipts
 - An official school transcript indicating a passing grade
 - The original course enrolment pre-approval from your manager
- Obtain a signature on the completed form from your manager.
- Submit the form to Accounts Payable.

You must be employed with the Company when the course marks are received to be considered for reimbursement. If you leave the Company for any reason before the course is completed, you are required to pay back any book or tuition costs that the Company may have pre-paid on your behalf, to the extent permitted by law.

Time Off for Study

Class attendance and study assignments must be completed outside of regular working hours. However, relevant courses, seminars, and conferences held during regular working hours may also be approved.

The Company allows 1 day off with pay for preparation of final exams.

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**
- Training and Development



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Desktop Training
- Professional Memberships
- Accounts Payable and Expense Approval

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Payroll and Accounting

Expenses and Fiscal Responsibility

Topic Owner:	Finance
Topic Applies to:	Everyone
Process Responsibility:	Individuals, Managers
Final Accountability:	Individuals

Fiscal Responsibility

Every dollar we spend has to come from somewhere — product sales, investors, grants, loans, etc. To pay fair wages and stay competitive, we have to monitor our expenses carefully. We ask that you treat the Company's money as if it were your own. As is the case with your home finances, we can't be successful if we spend more than we make.

Guidelines

Every **EXAMPLE: October**, Finance leads the process of planning and setting budgets for the new calendar year. We set our budgets based on anticipated income and prioritized expenditures. If a proposed expenditure doesn't contribute to increasing revenue or reducing expenses, you can guess it probably won't be at the top of our budget priority list. Of course, we recognize that some operational expenses are simply the cost of doing business.

Once budgets are set, we expect budget managers to manage their budgets or over-deliver (which means under-spend!). Even if it's a budgeted expense, we ask that you don't incur the expense unless there's a clear business need or an obvious return on the investment.

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Travel Expenses

Occasionally, you may need to travel on Company business, and you should not experience financial loss when that happens. Generally speaking, we'll reimburse any business-related expense you incur while away that you wouldn't have had if you'd stayed home.

Expenses of a personal nature, such as entertainment, grooming, gifts, etc. are things you normally pay for yourself, whether at home or away on business, and are not eligible for reimbursement.

Guidelines

When it's necessary for you to travel for business, expenses for lodging, meals, transportation, and miscellaneous items will be reimbursed, but it's expected that you'll be prudent and reasonable when incurring these expenses. Use this as a guideline to help you discern what we are prepared to pay for and what we expect you to pay for yourself.

While these guidelines are primarily applicable to Company-employed individuals, these guidelines should also be applied to expenditures incurred by outside parties that are reimbursed by the Company (for example, consultants and potential new hires).

The following topics are covered in this section:

- Consultants Travelling on Behalf of the Company
- Accommodation
- Meals
- Entertainment of Other Employees
- Car Rental and Ground Transportation
- Law and Ordinance Violations
- Laundry/Valet
- Telephone
- Other Travelling Expenses
- Non-reimbursable Expenses
- Company Credit Cards
- Cash Advances

Consultants Travelling on Behalf of the Company

Consultants who travel for, or on behalf of the Company will be reimbursed full-fare economy airfare costs only. Under no circumstances will we reimburse for business-class travel. We will also reimburse for hotel accommodations, reasonable transportation costs (for example, taxis), and meals. Payment for incidental, telephone, and entertainment charges are considered the responsibility of the consultant.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Accommodation

Individuals are expected to use standard rooms at moderate-class hotels while travelling on business. As a guideline, you should target a daily room rate of about **EXAMPLE: \$85.00 per day (excluding taxes)**.

You must follow these guidelines except when:

- You are attending a conference, want to stay at the hotel hosting the conference, and our preferred hotel chain is unavailable or impractical.
- You are travelling to a destination for which a corporate recommendation, or related hotel does not exist. In this case, **EXAMPLE: the Travel Coordinator** will select suitable accommodation in the moderate range.

Typically, accommodations are booked through **EXAMPLE: our Travel Coordinator**. We may negotiate agreements with certain hotel chains to obtain discounts, and **EXAMPLE: our Travel Coordinator** uses the recommended chains whenever possible. He or she will recommend the most economic option when your reservations are made.

The Company Travel Coordinator will guarantee all reservations for late arrival. Should plans change en route, you're responsible for cancelling the reservation to avoid a charge for non-arrival. You should also notify the **EXAMPLE: Travel Coordinator** of the change upon return.

Our normal practice is that you pay all your hotel expenses and then submit them for reimbursement via a Expense Report Form upon your return.

Meals

We will reimburse you for the reasonable costs of meals while travelling out-of-town. While we don't use a per diem or impose a spending limit, reasonable expenses for meals are expected. We expect you to use reason and eat at good-quality restaurants, but avoid expensive eating establishments and menu selections.

If the cost of a meal exceeds \$15.00, a receipt is required and must be attached to the expense report. However, all available receipts should be submitted with the expense report regardless of the amount.

Meals for entertaining guests of the Company should also be reasonable and have a legitimate business purpose. Guests should be identified on the Expense Report Form.

Tipping for meals should be included with the costs of each meal and generally shouldn't exceed 15 percent of the food portion of the bill.

Reasonable expenses for alcoholic beverages with meals are reimbursable.

Entertainment of Other Employees

We will not reimburse the expense of 1 Company employee entertaining another Company employee, or group of employees, when a customer or representative from another Company is not present. If such an expense is considered necessary for the purpose of employee relations, then your manager must approve it in advance.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Car Rental and Ground Transportation

We will reimburse you for the cost of transportation to and from the airport, either from the Company facility or your home. Depending on the most cost-effective option, we will either cover your taxi each way or pay the cost of parking your vehicle at the airport while you're away. You must have appropriate business insurance coverage on your vehicle before it may be used on Company business.

We expect you to travel to your destination by the most appropriate and cost-effective means, including the use of airport or hotel shuttles and taxis.

All parking and highway tolls incurred as a result of business travel are reimbursed.

Sometimes a car rental is most cost-effective or practical. Here are our guidelines:

- Use intermediate or compact cars from 1 of our designated car rental firms to take advantage of negotiated discounts. Car rental reservations should be booked by our **EXAMPLE: Travel Coordinator**
- Expect to pay for all car rental costs directly and then apply for reimbursement when you submit your expense report.
- **EXAMPLE: If you pay using our corporate credit card, you can decline the additional collision insurance since this coverage is provided by the credit card policy.**
- Return your rental car with a full tank of gas as this reduces the cost of the rental considerably.
- Rental cars are used for business purposes only and intended for local transportation. Cars should be rented only when more economical transportation (taxi, limousine, public transportation, etc.) is not available or practical.
- Cars should be returned to the rental agency as soon as they're no longer needed.
- Only the individual who signs the rental agreement should operate the vehicle, unless other arrangements are made with the rental agency.

Law and Ordinance Violations

Anyone who violates the laws or ordinances of the area in which he or she is operating a vehicle on Company business assumes financial responsibility for his or her actions.

Laundry/Valet

Expenses for laundry and/or valet service will be reimbursed if you're away from home for **EXAMPLE: 5 days or more** excluding travel on the first and last day of the trip. Receipts must be submitted with your expense report.

Telephone

Telephone calls that are made to conduct Company business and ensure reasonable contact with your immediate family are reimbursed. One call home per day is considered reasonable under normal circumstances.

When travelling, always use a phone calling card rather than the hotel phones.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Our Company maintains corporate long-distance calling cards through **EXAMPLE: AT&T**. Calling cards are issued at the discretion of the Travel Coordinator to individuals who travel on a frequent basis. Payments for these calling card charges are made directly by the Company.

Other Travelling Expenses

We will reimburse other necessary and reasonable out-of-pocket expenses, including tolls, parking fees, tips, telephone, and fax charges.

Since the Company provides group accident and life insurance coverage, charges for the purchase of additional travel insurance are not reimbursed.

Non-reimbursable Expenses

The following list of non-reimbursable expenses can be used a general guide and should not be considered all-inclusive:

- Personal entertainment, reading material, VCR, DVD, and tape rental, etc.
- Personal toiletries, drugs, gifts
- Personal maintenance (for example, haircuts, manicures, shoe shines)
- Special room service for personal reasons
- Personal calls in excess of what is considered reasonable
- Travel, meals, and lodging of accompanying family members
- Lost personal property, including cash, credit cards, clothing, etc.
- Fines, penalties, or property damage caused by you while travelling
- Personal accident insurance

Company Credit Cards

Individuals who travel on a frequent basis will be issued **EXAMPLE: corporate credit cards**. Individuals with corporate cards are billed directly by the credit card company and are responsible for the timely payment of all charges. To obtain reimbursement, you must submit receipts together with a completed Expense Report Form to Finance.

You must report the loss of a Company-issued credit card within 24 hours. Under these circumstances we will accept the liability associated with the loss or theft of the Company-issued card.

Cardholders who no longer wish to use their corporate card should advise Finance and the card will be cancelled.

Cash Advances

Individuals who travel on Company business may be given an expense advance. However, the individual becomes liable to the Company for this amount and will be required to reimburse the Company in the event of resignation, termination or reassignment or similar reasons.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

You have the option of obtaining traveller's cheques at Company expense for travel expenses. However, you are expected to accept full responsibility for Company-issued cash or traveller's cheques in the event of loss or theft.

The amount of advance or traveller's cheques depends on the length and circumstances of the trip.

Requests for advances must be made on the Travel Authorization and Advance Request Form. The approval of your manager is required.

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Expense Reporting
- Air Travel Guidelines
- Personal Vehicle Use
- Miscellaneous Expenses

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Payroll and Time Off Reporting

Topic Owner:	Finance
Topic Applies to:	Employees
Process Responsibility:	Payroll
Final Accountability:	Finance, Individuals

Payroll and Pay Day

- Payday is every [REDACTED].
- All overtime, absences, sick days, vacation time, etc. recorded on a 2-week time sheet ending the previous week will appear on this cheque.
- When payday falls on a holiday, you will be paid on the last workday before the holiday.
- We prefer, but are not required, to pay you by electronic direct deposit to your bank account. Everyone electing to be paid via electronic direct deposit must provide Payroll with the information required to facilitate this process.
- When your pay is deposited into your bank account, you receive a statement for the pay period detailing the amount paid to you plus the required and voluntary deductions.
- You should verify your pay stub immediately to ensure that you have been paid the proper amount and that your deductions are correct.
- If, during the course of employment your bank or other personal status information changes, you must notify Payroll.

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Time Off Reporting

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Customization Resources



This is a legally sensitive or province-specific topic or policy. Customize with caution. Refer to links shown below or contact the employment lawyers who reviewed QuickStart - contact information available in User Guide.

Ontario

Ontario Employment Standards Sheet — Payment of Wage:
http://www.labour.gov.on.ca/english/es/guide/guide_3.html

Alberta

Alberta Employment Standards Code – Payment of Earnings:
<http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/997.html>

B.C.

BC Employment Standards Branch - Paying Wages Fact Sheet
http://www.labour.gov.bc.ca/esb/facshts/paying_wages.htm

BC Employment Standards Act – Pay Days:
http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm#section17

BC Employment Standards Branch - Keeping Records Fact Sheet:
<http://www.labour.gov.bc.ca/esb/facshts/records.htm>

[Back to Table of Contents](#)

Garnishments

We are all individually responsible for our own finances, and our personal financial challenges must be separated from Company activities.

A garnishment is a court order obliging the Company to deduct an employee judgment directly from wages and remit it directly to the Courts.

Unfortunately, garnishments directly involve the Company in your personal finances, and we ask that you make every effort to exclude the Company from this type of involvement.

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**



EMPLOYEE MANUAL TEMPLATE

<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

Office Services

Topic Owner:	<Department responsible for Office Services>
Topic Applies to:	Everyone
Process Responsibility:	Individuals, <Department responsible for Office Services>
Final Accountability:	Individuals, IT, <Department responsible for Office Services>

Office Procedures

Business Cards

Most positions are eligible for business cards since the majority of us have contact with the external world. Your manager determines if you have a business need for business cards, as the expense is charged to your departmental budget.

Business card orders are placed by **EXAMPLE: Office Services or Marketing**. The Business Card Order Form must be used to submit your approved orders.

Cards are supplied in boxes of 250 or 500, as need demands.

Additional Information

Related Topics

- **ADD: Related Topics and hyperlink as applicable**

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)

Office Supplies

General office supplies are kept in the supply room and are available **only** for Company use. You may help yourself to the office supplies you need. Please advise <Department responsible for Office Services> if you notice inventory getting low on particular items.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

“My son called yesterday as I was leaving the office. He asked if I’d bring home some computer paper from the office as we ran out at home and he was completing a school project. I was kind of surprised, but why not? Who would know? But I hesitated and reflected on the kind of example I was setting for my son. I was essentially agreeing to theft. I then said I’d stop and get some on the way home . . . The paper cost me less than \$10.”

The bottom line is that these supplies simply aren’t ours to take for personal use.

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Fiscal Responsibility

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)

Swag

“Swag” refers to merchandise purchased by the Company for promotional purposes and brand reinforcement. These products typically display the Company name and logo. Swag can vary from paper pads to baseball caps to clothing.

When we wear the Company vest, we are creating awareness about us. It’s a great opportunity for us to practice our elevator pitch when someone points to our logo and says, “Tell me about your Company.”

Guidelines

Once the Marketing team has determined an annual swag budget, a finite amount of swag is purchased once a year in January. Swag is provided for:

- Distribution of certain items to all individuals in the Company
- Use at industry events
- Give-aways for key outside individuals

Internal General Distribution

Swag is distributed to all individuals at the Company once a year in January to coincide with our most significant trade show.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

No additional swag is distributed internally until the following January. Within a 12-month period, everyone should have acquired some Company swag (unless a new hire remains with us for less than a year).

Swag Departmental Distribution

Once a year in January, a pre-defined amount of swag is allocated to departments for distribution at events or for give-aways according to budgeted requirements and allocations.

Swag Budgets

The corporate Marketing budget absorbs the annual swag expense.

Outside of the annual swag order and allocation, each department absorbs the cost of ordering additional swag throughout the year.

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Department Codes

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)

Fax Procedures

Faxes may be received electronically or on paper, but they can be sent out only from the fax machine located in the Copy Room.

Fax cover letter templates are available on the intranet using the links below.

Faxes sent to the following number are received electronically: [123-456-789]

Faxes sent to this number are received on paper: [123-456-789]

The fax machine is located in the Copy Room. You will find an instruction booklet stored next to the machine.

Incoming Faxes

- Incoming electronic faxes are received by Reception and forwarded immediately via e-mail to the appropriate recipient.



<Delete QuickStart logo and insert your Company Logo>

QuickStart Employee Manual Template

- Paper faxes are received on the fax machine. If a fax arrives for you and you don't pick it up, Reception notifies you via e-mail of its receipt and puts it in your mail folder.
- To open a fax from e-mail, double-click on the attachment icon.
- If you require and are expecting a fax immediately, please inform Reception, or alternatively, you may access the fax Inbox from Outlook Public Folders.

Outgoing Faxes

- Outgoing faxes are sent using the fax machines located within the Copy Room or the development filing room.

Please note that all Company-owned equipment is to be used for Company business purposes only. All use of our equipment must adhere to the guidelines specified in our Code of Conduct and Discrimination and Harassment practices. Inappropriate use of Company-owned equipment may result in disciplinary action. The guidelines provided are also applicable to Company-owned equipment for home use.

Refer to the following link(s) for detailed information about how to operate our fax machine(s):

- ADD: Hyperlinks or details available about the equipment model, functionality, instructions, tips, FAQ, troubleshooting and/or insert link here for on-line for this piece of equipment

Additional Information

Related Topics

- ADD: Related Topics and hyperlink as applicable
- Core Company Policies
- Our Office Equipment

ADD: Names, contact information or hyperlinks to external resources the reader may find useful as it relates to this topic.

[Back to Table of Contents](#)