

Company Name

Checklist of Applicable Policies

Use this page to decide which topics you would like included in your Employee Handbook & Best Practices and to help keep your selections organized.

Introduction

Include	Edit	Heading	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Provincial Legislation Sources	
<input type="checkbox"/>	<input type="checkbox"/>	Welcome Statements	
<input type="checkbox"/>	<input type="checkbox"/>	Members Code	
<input type="checkbox"/>	<input type="checkbox"/>	Store Pledge	
<input type="checkbox"/>	<input type="checkbox"/>	Customer Relations	
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		

Employment

Include	Edit	Heading	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Equal Opportunity	
<input type="checkbox"/>	<input type="checkbox"/>	Seasonal Nature	
<input type="checkbox"/>	<input type="checkbox"/>	Outside Work	
<input type="checkbox"/>	<input type="checkbox"/>	Relatives	
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		

Employment Status & Records

Include	Edit	Heading	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Probationary Period	
<input type="checkbox"/>	<input type="checkbox"/>	Personnel File	
<input type="checkbox"/>	<input type="checkbox"/>	Performance Evaluations	
<input type="checkbox"/>	<input type="checkbox"/>	Full-time Employment	
<input type="checkbox"/>	<input type="checkbox"/>	Part-time Employment	
<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>		

Disciplinary Action

Include	Edit	Heading	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Discipline and Discharge	
<input type="checkbox"/>	<input type="checkbox"/>	Termination Notice or Pay in Lieu	
<input type="checkbox"/>	<input type="checkbox"/>		

Employee Conduct

Include	Edit	Heading	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Dependability	
<input type="checkbox"/>	<input type="checkbox"/>	Attitude	
<input type="checkbox"/>	<input type="checkbox"/>	Dress Code	
<input type="checkbox"/>	<input type="checkbox"/>	Housekeeping	
<input type="checkbox"/>	<input type="checkbox"/>	Greeting	
<input type="checkbox"/>	<input type="checkbox"/>		

Company Name

Include	Edit	Heading	Notes
		Courtesy	
		Answering Questions	
		Customer Complaints	
		Customer Service Reminder	
		Shoplifting	
		General Rules	
		Attendance	
		General or Sexual Harassment (Human Rights & Bill 168)	
		Gifts, Tips or Gratuities	
		Smoking	
		Solicitation	
		Price Matching Policy	
		Vehicle & Equipment Use	

Time Keeping & Payroll

Include	Edit	Heading	Notes
		Pay Period	
		Salary Administration	

Work Conditions & Hours

Include	Edit	Heading	Notes
		Store Hours	
		Time Clocks	
		Quitting Time	
		Overtime	
		Employee parking	
		Meal breaks	
		Breaks	
		Suggestions	
		Training	
		Confidential Info	
		Store Communications & Meetings	
		Use of Telephone	
		Use of Computers	
		Punctuality	
		Resignation	

Employee Benefit Programs

Include	Edit	Heading	Notes

Company Name

Include	Edit	Heading	Notes
		Employee Purchases	
		Holidays	
		Vacations	
		Sick Leave	
		Leave of Absence	
		Maternity/Parental Leave	
		Retirement Plan	
		Injury on the Job	
		Group Insurance	
		Bereavement Leave	
		Jury Duty	

Health and Safety

		Health Safety	
		General Responsibilities	
		Housekeeping Responsibilities	
		Personal Protective Equipment	
		PPE Footwear	
		PPE Eye Protection	
		PPE Hearing Protection	
		PPE Respiratory Protection	
		Safety Harnesses and Lanyards(Fall Arrest)	
		PPE Hand Protection	
		Ladders	
		Lifting Procedures	
		Forklift Trucks	
		Soil Machines Tools Equipment	
		WHMIS & Symbols	
		Emergency Chemical Spills Procedures	
		Evacuation Procedures	

Resources

Include	Edit	Heading	Notes
		Staff Acknowledgement Form	

Provincial Legislation Links

Alberta

<http://www3.gov.ab.ca/hre/employmentstandards/index.asp>

British Columbia

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

Manitoba

<http://www.gov.mb.ca/labour/standards/pdf/manual.pdf>

New Brunswick

<http://www.gnb.ca/0308/0001e.htm>

Newfoundland & Labrador

<http://www.hoa.gov.nl.ca/hoa/chapters/RSN1990/L02.c90.htm#15>

Northwest Territories

<http://www.ece.gov.nt.ca/Divisions/Labour/index.htm>

Nova Scotia

<http://www.gov.ns.ca/enla/employmentrights>

Nunavut

http://action.attavik.ca/home/justice-gn/attach-en_conlaw_prediv/Type1061.pdf

Ontario

http://www.e-laws.gov.on.ca/DBLaws/Statutes/English/00e41_e.htm

Prince Edward Island

<http://www.gov.pe.ca/cca/index.php3?number=1004723&lang=E>

Quebec

<http://www.cnt.gouv.qc.ca/en/gen/publications/index.asp>

Saskatchewan

<http://www.labour.gov.sk.ca/standards/guide/index.htm>

Yukon

<http://www.gov.yk.ca/legislation/acts/emst.pdf>

Company Name

Employee Handbook & Best Practices

COMPANY NAME AND LOGO

COMPANY ADDRESS AND WEBSITE

Company Name

BRIEF HISTORY OF COMPANY

CHART OF OWNERS AND KEY PERSONNEL

COMPANY MISSION STATEMENT

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INTRODUCTION

Welcome

- ❑ *Company Name* regards you as a special individual member of our working team. As a part of our organization you will want to know more about the company. This manual contains a general explanation of the company, its policies, procedures and benefits.
- ❑ In addition, you will find specific programs, which show our interest in your personal welfare and well being, both as an individual and as an employee.
- ❑ For the new employee, this manual reviews in greater detail the topics that were discussed during your pre-employment interviews and your first day orientation. Our intent is to tell you about the programs, which are of major importance. This manual will serve as a reference should any question arise. If, at any time, you are unable to find an answer to a question or if you have doubt as to the correct interpretation, your manager will be able to guide you.
- ❑ We welcome you to our garden centre team and we look forward to a long and successful business relationship.
- ❑ This general operating policy is written with the knowledge that some circumstances may not be covered. However, it is recognized that our employees are of such intelligence and integrity that we needn't stress the firm rule of neatness, cleanliness, courtesy and honesty, nor the need of personal control regarding loitering, smoking and foolishness.
- ❑ As a retail garden centre, we understand the importance of a cheerful and helpful service attitude toward all customers, as well as a complete cooperative feeling toward fellow employees and pride in our establishment.

A Members' Code

It is never too early to instill the cultural of your company

As a member of *Company Name* it is our pride and promise to...

- Provide a clean and well merchandised garden centre
- Provide well identified sales associates with a uniform dress code
- Provide an adequate inventory of all advertised specials
- Provide sales support through product signage
- Provide friendly, knowledgeable service
- Provide ongoing training in product knowledge and professional sales techniques
- Provide our customers the full benefits of warranties
- Provide an involved and community spirited business *Inform new staff about all community events that the company is involved in.*

Customer Relations

- ❑ Customers are our most valuable assets. Each employee represents *Company Name* to these customers and to the public. The way we do our jobs presents an image of the entire organization. Customers judge us by how they are treated during each employee contact. Therefore our first priority is to assist the customer or prospective customer in a courteous, friendly, helpful and prompt manner.
- ❑ *Company Name* will provide customer service training to all employees. Customers who have specific comments or complaints should be directed to the manager of the day or owner for appropriate resolution. Positive customer relations enhance the public's perception of company name and are a basic building block for the success of the garden centre and indirectly the success of each employee.

EMPLOYMENT

Equal Opportunity

- ❑ *Company Name* is an equal opportunity employer and does not discriminate against anyone regardless of race, religion, colour, sex or political belief.
- ❑ *Company Name* provides equal employment opportunities for everyone regardless of age, sex, colour, race, creed, national origin, religious persuasion, marital status, political belief or disability that does not prohibit performance of essential job functions. This is reflected in all of *Company Name*'s practices and policies regarding hiring, training, promotion, transfers, rates of pay, layoff and other forms of compensation. All matters relating to employment are based upon ability to perform the job, as well as dependability and reliability once hired.

THE PRECEDING SECTION CONTAINS INFORMATION THAT IS COVERED BY PROVINCIAL LEGISLATION AND MAY BE CHANGED AT ANYTIME WITHOUT WARNING. IT IS SET OUT FOR YOUR REFERENCE ONLY. PLEASE CHECK YOUR APPLICABLE PROVINCIAL GUIDES FOR CURRENT INFORMATION, AND DO NOT RELY ON THE INFORMATION SET OUT HEREIN.

Seasonal Nature

- ❑ Our industry is driven by the seasonality of Mother Nature and the associated changes in the weather. Accordingly *Company Name* expands and reduces its workforce as dictated by these seasonal changes. *Company Name* strives to

extend the employment period but may as the market and weather changes reduce or extend your hours or may ask you to transfer to another department to learn new job skills as we go through our annual business cycle.

Outside Work

- As a rule, no outside work for competing employers is permitted. Performance of work for employers other than *Company Name* is expressly prohibited in circumstance where it interferes with employment at *Company Name*. In no circumstances are employees to use company time, facilities or materials of *Company Name* in connection with any other employment or for personal use. A failure to abide by this requirement may result in termination from employment with *Company Name*.

Relatives

- If *Company Name* employs you and members of your immediate family, one may not supervise the other nor may they work in the same department. If the employees are unable to develop a workable solution, the Management of *Company Name* will decide which employee may be transferred in such situations. For purposes of this section, your immediate family includes your spouse, your children, your siblings, your parents, your grandparents and your spouse's children, siblings, parents and grandparents.
- Should two present employees marry or otherwise become closely related, they may not work in the same department.

EMPLOYMENT STATUS & RECORDS

Probationary Period

- ❑ At *Company Name* we have a get-acquainted time for all new employees, a time when we get to know you and you get to know us. All new employees will serve a (90)-day probationary period. During this time, your ability and your work performance will be evaluated by your supervisor(s). If your work and attitude are satisfactory, you will become a full-time seasonal employee. However, your employment will be terminated if for any reason during the probationary period you are found unsuitable for continued employment.
- ❑ At any time during your probationary period, you are free to resign without giving notice and, conversely, you may be released by us on the same basis if we feel you are not meeting our required standards to perform the job.

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Personnel File

- ❑ Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits, and other matters. If you have a change in any of the following items, please be sure to notify your manager as soon as possible. Your personnel file is confidential. Only the store manager and the executive staff have access to the information it contains. Here is a summary of the contents of your file:
 - a) Legal name, home address, home telephone number
 - b) Emergency contact, marital status, number of dependents
 - c) Drivers Abstract or status of driver's license, if you operate any *Company Name* vehicles
 - d) Application form filled out at the time employee applied for work
 - e) Results of reference checks
 - f) Regular evaluation reports made on working performance and attitude
 - g) Letters of commendations from supervisors
 - h) Letters of censure and/or discipline from supervisors
 - i) Matters relating to pay, Income Tax exemptions
 - j) Results of employee tests
 - k) All other personnel matters connected with an employee and his/her work as required by law
- ❑ Your personnel file is a record of facts about you and your job at *Company Name*. Some of these facts must be collected by law for tax, Employment Insurance benefits and pension reasons. Records of events including promotions, transfers, special assignments, and other changes are documented.

Tardiness, absenteeism, and work problems are also noted. You may submit information on community and other honours you received. We are interested in your outside achievements and want to know about them.

- If you terminate employment the following will be added to your file:
 - Your written resignation
 - A written record of your work performance
- If you resign, retire or are terminated, we are required by law to retain your personnel file for seven years.

Should you have any concerns about the use of your personal information or requests for access to information, please contact your Supervisor.

It is your responsibility to advise your (Owner/Manager/Supervisor) of any changes to your personal information.

Performance Evaluations

- Performance evaluations at *Company Name* are intended to be a constructive and positive experience. It should be viewed as an opportunity for employees to learn where they stand relative to their expected job performance, goals and objectives. At the same time it offers employees a chance to become involved in determining their future career development, and to map out ways in which they can be true participants in *Company Name*'s achievement of success.
- Those topics that may be discussed in an interview at the time of your evaluation may include, but are not limited to:
 - Your performance on the job
 - Your strengths and how to develop them
 - A determination of your skills and how they can best be used
 - Why you are needed and what your job means to the company
 - Your opinion of the company
 - The development plan for your future with *Company Name*.

Full-Time Seasonal Employment

- Full-time staff employees are those who are hired for a continuing, regular staff work assignment at an hourly rate, weekly, or monthly salaried compensation. Full-time employees are expected to work **XXXXX** hours per week.
- Full-time employees may be requested to work evenings, weekends and holidays as these are quite often extremely busy days for the company.

Company Name

Business owners in Ontario are required to comply with the Employment Standards Act “ESA”. Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

Overtime

- ❑ Because we are an agricultural based industry it is important for the garden centre owners to understand whether or not their business is governed as agricultural or retail. An agricultural rating will exempt the business from certain overtime and holiday burdens. The owners should not take this issue for granted. If they are mistaken the Ministry of Labour may penalize you retroactively for up to two years.

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Part-time Employment

- ❑ Part-time employees are those who are hired for other than specific short-term work or whose work hours total less than 30 hours per week.
- ❑ Part-time employees can work no less than 3 hours per day and no more than 30 hours per week
- ❑ Part-time employees should be available for “on-call duty” when business conditions or other unforeseen circumstances arise.

DISCIPLINARY ACTION

Discipline and Discharge

Business owners in Ontario are required to comply with the Employment Standards Act “ESA”. Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

- ❑ Discipline may take the form of verbal warnings, written warnings, suspensions and/or termination, depending upon the circumstances.
- ❑ *Company Name* strives to create a long-term relationship with its staff. Our primary goal is to provide a positive environment through training, development and strong management that will allow both you and *Company Name* to achieve excellence. Because there are those who do not wish to conform to this purpose, we have developed fair and constructive disciplinary procedures that we feel encourage improved performance in the workplace. The authority to discipline is entrusted to immediate Supervisors and their Managers. Discipline is intended to be constructive in correcting a Staff Member’s unacceptable conduct or habits. The Supervisor will identify promptly and positively that a deficiency exists in performance or conduct. He or she will then investigate and obtain all pertinent facts concerning the deficiency before disciplinary action is taken. The Staff member will be informed of the problem and given a chance to discuss it with his or her Supervisor. Depending on the severity of the problem and its history, one of several actions might be taken:
 - Verbal Reprimand
 - Written Reprimand
 - Suspension (with or without pay)
- ❑ Rules are needed for a business to run smoothly and they must be obeyed. A breach of the rules will result in disciplinary action, consisting of verbal warnings, written warnings, suspensions and/or discharge. Grounds for discipline or discharge include but are not limited to:
 - Insubordination
 - Incompetence
 - Fraud
 - Failure to perform work as required
 - Dishonesty
 - Falsification of records
 - Excessive absences
 - Under the influence of alcohol/illegal substances
 - Absence without cause
 - Fighting on company time
 - Fighting on company property
 - Excessive tardiness
 - Failure to observe the safety rules and regulations
 - Waste or neglect of company property

Company Name

- ❑ Honest mistakes, which occur once and are not repeated, are not cause for discharge, but violation of rules due to ignorance is not a valid excuse. The rules are published and distributed at irregular intervals, as the need for them arises and it is the duty of an employee to keep current with them.

Termination Notice or Pay in Lieu

Business owners in Ontario are required to comply with the Employment Standards Act “ESA”. Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

If an employee resigns for any reason, no termination pay will be provided.

- ❑ If an employee is dismissed for willful misconduct or disobedience, or willful neglect of duty that has not been condoned by the employer, no termination notice or pay in lieu needs to be provided.
- ❑ If an employee is dismissed for reasons other than noted above, the employee will be provided with notice of termination in writing and/or termination pay as prescribed by law. Please consult your manager for the most current information.

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EMPLOYEE CONDUCT

Dependability

- ❑ Punctuality is highly regarded at *Company Name*. Being punctual means you are a person of your word. You have promised to be at a specific place at a specific time and you keep your promise. Punctuality means arriving for work on time and never overstaying lunch periods or rest breaks. Other employees may be waiting for you to return so they may leave for lunch or take a rest period. Punctuality indicates that you are a considerate person. However, emergencies do arise. You may be ill or for some reason unable to avoid missing work or being late. If this happens, call your store manager as soon as possible to let him/her know about it. He/she may need time to arrange for someone to replace you on the job. Remember, a record of unexcused absences and tardiness becomes a permanent part of your personnel file and will affect your status with this organization. *Company Name* expects employees to arrive for work 15 minutes in advance of schedule and be ready and able to start the work day at

the appointed time. Employees should stow their lunch, put on safety boots, and be fully prepared for the work day before recording their presence on the company time clock.

Attitude

- ❑ Your attitude at *Company Name* plays an important role in determining the success or failure of both our business and your employment and career with this company. Your cooperative attitude shows that you care about your future as well as the welfare of this company.
- ❑ *Company Name* expects all employees to maintain a level of personal conduct that will not reflect negatively on themselves or on the credentials of *Company Name*. Employees whose conduct compromises the integrity of *Company Name* may face disciplinary action.
- ❑ *Company Name* expects all employees to be courteous at all times and to convey a friendly, approachable image to its suppliers, customers and fellow employees. Whether it is a telephone call or personal meeting, you are representing *Company Name* to the person with whom you are conducting business. This same courteous attitude is also expected of you in dealing with your fellow employees.

Dress Code

- ❑ Our appearance and dress policy applies to both male and female employees. All employees shall have a ready and personable smile at all times. They must maintain combed and neatly trimmed hair. Hands and face should be kept clean at all times. If an employee has been working with items that create greasy or dirty hands, please clean them before re-entering the sales floor area. All employees are required to wear neat and appropriate clothing, being sure to avoid clothing which would be offensive to our customers and which would create a poor image for the organization. Probationary employees will be advised as to what constitutes appropriate clothing. Employees who, for valid religious reasons, are required to wear certain types of clothing shall advise the employer upon hiring.
- ❑ Name Tags are to be worn by all personnel who have direct contact with customers.
- ❑ Any employee who does not exhibit proper clothing and appearance standards will be sent home. *Company Name* will not pay for time not worked in these circumstances.
- ❑ You are expected to observe good habits of grooming and personal hygiene at all times, and to avoid any personal practices or preferences that may prove offensive to others.
- ❑ Where reasonable body art should be covered by clothing.

- ❑ It is unacceptable to be wearing cut offs, logo baseball caps, body jewellery other than earrings.

Housekeeping

- ❑ We are proud of the appearance of our garden centre and we show our pride by keeping it neat and clean. All employees are requested to do their part in keeping the merchandise dust free, the fixtures neat and the floors clear of debris.
- ❑ All employees share the responsibility for keeping the lounge, rest area and restrooms clean at all times. Employees may be required to participate in a scheduled clean up of these areas.
- ❑ Since our most important customer is always the next customer we must be in a constant mode of preparation for that customer. Part of our housekeeping involves a nightly clean up routine which includes sweeping all floors, washing down all hard surfaces, emptying all garbage containers and a complete face up of all plant material so that we are ready for the first customer of the morning.

Greeting

- ❑ Our customers must always feel they are welcome to shop at our store. We are here to serve their needs. Give each customer a cheerful greeting. If possible, call the customer by name. A cheerful “good morning” or “good afternoon” will make both you and the customer happier. A sincere welcome does much to help the customer feel at ease while shopping at our store. It shows our customers that we are concerned and we want to fulfill their shopping needs.
[It has been demonstrated that customer contact on a consistent basis in combination with staff in uniform will reduce shrinkage \(theft\) in your garden centre.](#)

Courtesy

- ❑ Without being overbearing, use common courtesy to help the customer find the merchandise he/she is looking for. Offer your assistance. Don't wait to be asked. Say “thank you” and mean it. When a customer leaves, encourage them to come back again soon. A little extra courtesy will be remembered a long time.

Answering Questions

- ❑ Be helpful and friendly. Answer all customers' questions as briefly as possible but give enough detail for the customer to have a clear understanding of the solution to his/her problem. If you are unable to answer a question, say so and refer the customer to someone who can. Do not give “unsure” answers. If your information proves false, the customer may understandably become upset.
- ❑ Ironically the best way to confirm your customer's needs is to ask very probing and specific questions to ascertain what the customer really needs. We call this

blueprinting and the more quickly we achieve a blueprint the more quickly we can make a sale that accurately defines the customer's needs.

- ❑ If a customer tries to argue after you have answered a question, be courteous. Do not engage in an argument. Refer the customer to the store manager if your answer has not been satisfactorily accepted.
- ❑ In talking with a customer, never criticize another department or our garden centre and never criticize a competing company. We do not knock our competitors. Also, we do not discuss the internal affairs of our company under any condition.

Customer Complaints

- ❑ Even the best companies have customer complaints. It is important to handle customer complaints properly to avoid damaging our garden centre image and to help correct the situation in order to retain the customer's business.
- ❑ If a customer has a major complaint, he or she should be referred to the store manager who will make a prompt and satisfactory adjustment. If the manager is away from the store, the acting manager may handle major complaints.
- ❑ Under no circumstances shall an employee openly discuss a complaint where others may overhear it. Handling complaints is a delicate situation. When other customers overhear complaints, our store's reputation and image is on the line. Thus, always avoid open arguments with customers. [If possible each LO independent garden centre should have a customer service area for information, returns and complaints. Hopefully the unruly customer's can be taken aside to defuse and eliminate public scenes.](#)

Customer Service Reminder

Remember Me?

I'm the fellow who goes into a restaurant, sits down and patiently waits for the waitress to do everything but take my order. I'm the fellow who goes into a department store and stands quietly while the sales clerks finish their little chit-chat. I'm the man who drives into a gas station and never blows his horn but waits patiently while the attendant finishes his comic book.

Yes, you might say that I'm a nice guy, but do you know who else I am? I'm the fellow who never comes back. It amuses me to see you spend thousands of dollars every year to get me into your store, when I was already there in the first place and all you had to do to keep me there was to give me a little customer service, and show me a little courtesy.

Shoplifting

- ❑ Shoplifting has become a very serious and widespread crime throughout the retail industry. It is your obligation to maintain alertness and to watch for shoplifting situations. You can prevent possible shoplifting situations by being visible within your department and by keeping a watchful eye on customers in your area. Offering assistance to customers is a great deterrent to shoplifting. Your presence removes the urge or impulse to shoplift. If you should witness an individual in the process of shoplifting notify your supervisor or store manager immediately. Do not confront the customer directly. False detainment and false charges could lead to serious recrimination against you and our store.

General Rules

- ❑ **Honesty:** Personal honesty is a trait we require in our garden centres. We do not permit “bargaining” tactics in selling. We will not permit our employees to deceive customers with misinformation or promises about plants or merchandise, which cannot be upheld. Discounting merchandise for friends, relatives or fellow employees is forbidden.
- ❑ **Alcohol, Prescribed Medication or Substance Abuse:** At no time will alcoholic beverages or illegal/controlled substances be consumed on the premises of *Company Name*. An employee shall neither consume alcohol or illegal/controlled substances during working hours, nor report for work under the influence of alcohol or illegal/controlled substances. Violation of this rule will be considered grounds for disciplinary action up to and including discharge.
- ❑ **Gambling:** Gambling in any form on *Company Name* property is forbidden. The information and use of football pools or the like is strictly forbidden.
- ❑ **Gum Chewing:** Many customers find gum chewing offensive. For this reason, gum chewing while on duty is not permitted.
- ❑ **Petitions:** Employees shall not post political, legislative or other petitions in the garden centre or elsewhere on company property without authorization from the manager.
- ❑ **Politics:** This Company encourages employees to vote. It will aid them to do so whenever it is necessary and possible and time away from work will be allowed in accordance with provincial and federal legislation.
- ❑ **Throw Away Material:** All plant material or dry goods that are deemed non-saleable must be placed in the appropriate garbage bins when approved by a manager. Please ask your manager if your garden centre is using a Log Book for Scrap. Employees are not allowed for any reason, to take home non-saleable plant material or goods. Please follow employee purchase procedures when buying products. Non-compliance with this policy will lead to disciplinary action.

Attendance

- ❑ Shift schedules are posted on the staff room wall. Get to know your schedule. It is necessary to tell your manager one week in advance if you cannot come in for

a shift. Any changes to your schedule must be approved by the manager. Please follow your scheduled hours of work.

- ❑ You must notify your supervisor, in writing, two weeks in advance, if you require time off. If you need a particular day off, you can switch shifts with another employee with the approval of your supervisor.
- ❑ If you are ill and unable to attend work, you must call your supervisor as soon as possible. If he/she is unavailable, you must inform the manager on duty. Do not leave messages with co-workers. Unless you are extremely debilitated, place this call yourself. Do not have a friend or family member call in your absence.

General or Sexual Harassment (Human Rights & Bill 168)

As of June 15, 2010 Bill 168 was passed in Ontario. It refers to violence and abuse in the workplace.

http://www.labour.gov.on.ca/english/hs/pdf/wpvh_gl.pdf

- ❑ This policy is intended to set forth *Company Name*'s position as it relates to sexual harassment. Sexual harassment will not be tolerated. Its presence is damaging to all employees and to the organizational climate. Complainants will be protected from reprisal. Employees are encouraged to come forward confidentially to discuss situations that make them uncomfortable and to learn about their options. Those found guilty of harassment will be disciplined consistently with others who have violated workplace policies and without regard to their position or job performance.
- ❑ *Company Name* is committed to providing a work environment that is free of unlawful harassment. All Staff Members and visitors are entitled to be treated with dignity, free from harassment based on the protected grounds of race, colour, religion or creed, sex, age, disability, national origin, language, political belief, criminal record, pregnancy, marital status, sexual orientation any other ground prescribed by any law that applies to *Company Name*. We do not tolerate harassment of any kind in the workplace.
- ❑ Preventing harassment is everyone's responsibility. Supervisors and Managers are expected to act against harassment even without a complaint, and Staff is expected to express their disapproval if they encounter harassment or offensive behaviour.

Definitions:

- General Harassment is any unwelcome behaviour, conduct or communication directed at an individual that is offensive to that individual. It may be persistent or sporadic. It creates an intimidating, offensive or embarrassing work environment.
- Sexual harassment is defined as deliberate or repeated behaviour of a sexual nature that is unwelcome. It can include verbal behaviour such as unwanted sexual comments, suggestions, jokes or pressure for sexual favours; nonverbal behaviours

Company Name

such as suggestive looks or leering; and physical behaviours such as pats or squeezes, or repeated brushing against someone's body.

Some specific examples of inappropriate or illegal behaviour include:

- Negative or offensive comments, jokes or suggestions about another employee's gender or sexuality.
- Obscene or lewd sexual comments, jokes suggestions or innuendoes.
- Slang, names or labels, such as "honey", "sweetie", "boy", "girl", that others find offensive.
- Talking about or calling attention to an employee's body or sexual characteristics in a negative or embarrassing way.
- Laughing at, ignoring, or not taking seriously an employee who experiences sexual harassment.
- Blaming the victim of sexual harassment for causing them problems.
- Continuing certain behaviors after a co-worker has objected to that behaviour.
- Displaying nude or sexual pictures, cartoon or calendars on company property.

Company Name has zero tolerance for general or sexual harassment.

If you feel that you are being subjected to harassment, the following complaint procedure will assist you in dealing with this harassment.

Complaint Procedure:

1. The incident should be brought to the attention of the person responsible for the inappropriate action, advising the person that their behaviour is offensive and unwelcome and ask that it be stopped.
2. Where the complainant does not wish to bring the matter to the attention of the person responsible for the inappropriate behaviour, or where such an approach is attempted but does not produce a satisfactory result, the complainant should bring the matter to the attention of his/her Supervisor or Manager.
3. The Supervisor/Manager will gather pertinent information from the Staff member. The Supervisor/Manager will consult with the Owner/Manager before proceeding further.
4. The Owner/ Manager will counsel the Staff Member and/or the Supervisor/Manager on the most appropriate options available to address their complaint.

Staff also have the right to pursue a complaint under the Human Rights Code, and may discuss this at any time with the Owner/ Manager/Supervisor.

The identity of the parties and the details of the complaint will be kept confidential.

THE PRECEDING SECTION CONTAINS INFORMATION THAT IS COVERED BY PROVINCIAL LEGISLATION AND MAY BE CHANGED AT ANYTIME WITHOUT WARNING. IT IS SET OUT FOR

Gifts, Tips or Gratuities

- ❑ No employee shall accept a gift of any kind, including but not limited to: cash, merchandise, food, liquor, or entertainment, from a supplier or firm that does business with *Company Name*. If any supplier or firm offers you a gratuity or gift, please report this to your supervisor or manager immediately. Kindly inform the gift bearer that our store policy will not permit the acceptance of gifts for any purpose.
- ❑ Our employees are not permitted to enter contests sponsored by suppliers and promoters of merchandise sold by *Company Name*, unless authorized by the Owner/Manager. Employees are permitted to enter contests that are not connected with *Company Name*, but not as a representative of the company.

Smoking

- ❑ Smoking is offensive to many people. Smoking shall be allowed only in approved areas in accordance with municipal by-laws and provincial legislation.
- ❑ *Company Name* is dedicated to providing a healthy, comfortable and productive work environment for our employees.
Secondhand smoke is a known health hazard and will be treated in the same manner as any other health hazard, i.e. removal from the workplace so as not to place employees at risk. This goal can be achieved only through efforts to protect non-smokers and to help smokers adjust to restriction on smoking. Smoking will not be permitted in the workplace. Smoking will only be permitted in the designated smoking areas.
The success of this policy will depend upon the thoughtfulness, consideration and cooperation of smokers and non-smokers. All employees share in the responsibility for adhering to and enforcing the policy. Any conflicts should be brought to your supervisor's attention and, if necessary, referred to the Manager for a final decision. In all cases, the right of the non-smoker to protect his or her health and comfort will take precedence over an employee's desire to smoke. People who violate the smoking policy will be subject to disciplinary action.
[Smoking bylaws are created and enforced by your local municipality. Research that bylaw and have it in your manual and posted in your garden centre.](#)

Solicitation

- ❑ Soliciting suppliers, contractors or others with whom you do business, for personal reasons is not allowed. If there is a valid reason to do so, such as requesting items for a company sponsored event or charity fundraiser, approval must be granted by your Manager or Supervisor.

Price Matching Policy

- ❑ We at *Company Name* do not offer a formal price matching policy. We believe we have good everyday pricing that is competitive over a broad range of products and plants, and that we offer superior service that has value to customers. Our major product categories involve live plant material which we have grown or purchased and we have priced these plants according to grade. Our experience has been that consumers when comparing prices at other nurseries or box stores, that they are not comparing products of equal grade therefore we do not and cannot price match.

Vehicle and Equipment Use

- ❑ You may be authorized to operate a company vehicle from time to time. If you are operating a company vehicle or your own vehicle in performing your job, you will be considered completely responsible for any accidents, fines or traffic violations incurred as a result of personal negligence. Your Manager will advise you on what to do in the event of a vehicular accident with a company vehicle.
- ❑ Employees who operate any equipment while on duty at *Company Name* are expected to wear all personal protective gear necessary for the job. You are also expected to operate any equipment in the manner it was intended – safely and properly.

TIME KEEPING & PAYROLL

Pay Period

- ❑ Payroll cheques cover a *XXXXXXX* (week) period from *XXXXXXXXXX* (Monday to Sunday). You will normally receive your cheque on the *XXXXXX* of the following week.
- ❑ We will not allow you to cash your cheque at the garden centre.
- ❑ *Company Name* will provide you with a direct deposit of your pay when provided with the appropriate banking information.

Salary Administration

- ❑ All employees will be paid an hourly rate of pay, depending on their job description. The hourly wage rate has been set based on a comparison of similar job descriptions in the industry.
- ❑ Each employee's record is carefully reviewed annually and increases are granted according to that performance review. New employees may receive more frequent performance reviews.

WORK CONDITIONS & HOURS

Garden Centre Hours

- ❑ Garden centre hours may vary by the season or may be changed at any time to meet the consumer demand.

Time Clocks/Sheets

- ❑ All hourly wage employees are required to use a time clock. This record of work represents the contract between the company and the employee. An accurate record of the hours you work is required by law. Errors will be avoided if you follow these rules:
 - Time cards should always be kept in the proper slot.
 - If the time card is punched incorrectly, it should be taken to the garden centre supervisor/manager for correction. Do not write on the card. Exceptions to this apply to employees who, because of outside service work or for any reason authorized by management, may not be able to return before closing time. Authorization from management must be sought in these circumstances, prior to any amendments to the card.
 - An employee must always punch out when leaving for meals and punch in upon returning to work.
 - An employee must never punch the time card of another employee under any circumstance. Failure to comply with this paragraph is considered grounds for immediate termination from employment.
 - Time cards must never be folded or mutilated in any way.
 - Time cards must be signed by the employee at the end of the pay period.

Many companies do not use punch clocks and therefore the timecards are handwritten. The same protocol should apply.

Quitting Time

- ❑ Because of last minute customers, you can punch out once the transaction has been completed.
- ❑ Your time card will show this and you will be paid for this time.
- ❑ Under normal conditions, punch out no later than **XXXXXX** minutes after the assigned time.
- ❑ All hourly wage employees will be assigned a time card. You are responsible for punching in and out at the start of each work period as well as for lunch hours. If you forget to punch in, or if you make an error, report this to your Supervisor. They will permit you to pencil in the correct time.

Overtime

Company Name

Business owners in Ontario are required to comply with the Employment Standards Act “ESA”. Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

<http://www.horttrades.com/> (click on exemption in search box)

This section applies to companies that are paying overtime.

- ❑ Any hours worked over **XXXXXX** hours per week will be considered overtime. Overtime will be calculated at time and one-half normal pay.
- ❑ The manager or store manager must previously approve any overtime over regular hours.
- ❑ An employee shall be available to work overtime hours when such circumstances arise.

Employee Parking

- ❑ To ensure our customers have easy access to the garden centre, it is necessary for our employees to park their vehicles in specified areas. This is particularly important on weekends and holidays. Your supervisor will explain our parking procedure to you.

Meal Breaks

- ❑ Employees are entitled to a meal break after 5 hours of work.
- ❑ Meal breaks must be taken during the period designated, not “on the job.”
- ❑ Make sure there is someone to relieve you before you leave your department. If that party is late, notify the manager before you leave.
- ❑ You will be allowed **XXXXXX** for meals unless otherwise designated or approved by the manager.
- ❑ Under no circumstances will any employee be permitted to eat outside the designated lunch or break area.
- ❑ All meal breaks will be unpaid.

Breaks

- ❑ Breaks shall not exceed **XXXXXX** minutes and may not be taken in the sales area. No customers may accompany employees to the break area.
- ❑ For each **XXXXXX** hour work period uninterrupted by meals, you are entitled to a **XXXXXX** minute break that must be taken at different times for like jobs or department to keep all positions adequately covered.
- ❑ Only water bottles will be allowed in the work area and your water bottle must be attached to your belt. **Otherwise there will be pop cans and coffee cups all over the nursery.**

- ❑ All breaks will be paid.
- ❑ Break starts when you leave your work area and ends when you return to your work area.

Suggestions

- ❑ If you feel you have an idea that might improve the business you should discuss it with your Supervisor/Manager. Together you can define your idea and determine whether it should be incorporated in our store policy.
- ❑ A copy of all suggestions you submit will be kept with your personnel file. Your ideas are an indication of your willingness to help us improve and they are always welcome.
- ❑ Your ideas and suggestions to help us improve are always welcome. All suggestions will be properly evaluated to determine whether they can effectively reduce expenses, increase productivity or promote efficiency. The individual who submits a suggestion that is put to use in our garden centre will receive a product reward in a relationship to the expected benefit the suggestion will create.

Training

- ❑ We recognize the value of employee training. Our objective is to develop and maintain well-trained staff.
- ❑ Your value as an employee of *Company Name* increases with job performance, experience and training. Be enthusiastic about your training and work hard to increase your value.
- ❑ Employees will be paid for time spent in training that is required by *Company Name*.
- ❑ Formal courses to improve your horticultural and customer service skills such as those offered by Landscape Ontario will be paid for by *Company Name*. Inform your Supervisor/Manager of your participation and apply and pay for the course with your own money. The company will rebate your tuition fees upon your successful completion of the program.

Confidential Information

Refer to the Office of the Privacy Commissioner of Canada (PIPEDA) http://www.priv.gc.ca/information/guide_e.cfm. A guide for Businesses and Organizations. Your Privacy responsibilities.

- ❑ Our customers and suppliers trust *Company Name* with important information relating to their businesses. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, *Company Name* earns the respect and further trust of our customers and suppliers.
- ❑ Your employment with *Company Name* assumes an obligation to maintain confidentiality, even if you leave our company.

- ❑ Any violation of confidentiality seriously injures *Company Name*'s reputation and effectiveness. Therefore, please do not discuss *Company Name* business with anyone who does not have a direct association with the transaction. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. If you hear, see or become aware of anyone else breaking this trust, consider what he or she might do with the information they get from you.
- ❑ No one is permitted to remove or make copies of any *Company Name* records, reports or documents without prior management approval.
- ❑ Because of its seriousness, disclosure of confidential information could lead to dismissal.

Store Communications & Meetings

- ❑ Store meetings are a valuable means of communication between employees and management. Meetings are used to conduct training, communicate policy changes and to discuss and resolve problems concerning our business practices. All employees are required to attend these meetings.
- ❑ Employees will be compensated for attending meetings.
- ❑ Employees will check staff bulletin board on a regular basis.

Use of Telephone

- ❑ Our telephones are to be used for business purposes only. Personal calls are permitted only in emergencies. Please request that your friends and other persons not call you at work.
- ❑ The telephone, being an important instrument in the conducting of business, must be used in a business-like manner at all times. Answer all calls by using our store's name followed by your name. Your attitude and mannerisms during telephone conversations form customer impressions, good or bad.
- ❑ Because we do not want our customers to be kept waiting, the telephone should be answered before the third ring. If you are waiting on a customer when the phone rings, answer the telephone by announcing the name of our store followed by your name and ask the caller to "please hold." Your first obligation is to wait on the customer in the store. If it appears necessary to be with the customer for an extended period, please have another employee handle the customer on the telephone. If a telephone customer is waiting for your help, under no circumstances should you keep that customer on hold for more than 2 minutes.
- ❑ Most people carry with them a personal cell phone. It is the policy of *Company Name* that during working hours these cell phones must be stored in your locker or left in your car. We do not tolerate personal conversations or text messaging on your cell phone during work hours.

Use of Computers (Internet/Email)

- ❑ The sole purpose for which employees may access the Internet through the company is to carry out the company's legitimate business purposes such as researching for plant material information or product information that will assist the customer. Employees shall ensure that their use of the Internet does not compromise the security and integrity of the company's networks and/or computer equipment, whether by allowing intruders into the network and/or computer or by introducing viruses. Employees must remember that all activities from a *Company Name* account will be perceived as activities authorized by *Company Name*. Employees shall not send or post messages that contain abusive or objectionable language, that defame or libel others, or that infringe on the privacy rights of others. Employees shall not view, download, copy, send, post or access information that is illegal or obscene and shall not engage in illegal copying of copyright protected works. Employees shall not use the Internet in any way that would congest the network or interfere with the work of others.
- ❑ Employees using the Internet waive any right to privacy in any Internet messages. Any email messages to and from the company's computer equipment imply the consent to their being accessed and/or disclosed by company personnel.

Punctuality

- ❑ The smooth operation of the store depends upon your consistent punctual attendance. Poor attendance and tardiness becomes a permanent part of your personnel file and may affect your status and advancement with the company.
- ❑ Punctuality is very important. Customers and your fellow employees count on you being ready and prepared when you start your shift.
- ❑ Punctuality is highly regarded at *Company Name*. Staff Members whose absenteeism, lateness or early leaving is excessive will be asked to explain their behaviour and discuss ways to improve the situation. Staff Members who are unable or unwilling to improve their attendance to an acceptable level after counseling and warnings, may be terminated.
- ❑ You are expected to arrive at the store 15 minutes before the start of your shift. This way you can be prepared to start working when your shift begins.

Resignation

- ❑ Your employment at *Company Name* may terminate at any time at the request of either yourself or *Company Name*. Upon termination, you will be paid all salary and vacation pay owing. Depending upon the situation, you may be given pay in lieu of notice, termination pay and if applicable, Severance Pay as required by Legislation.
- ❑ In the event that you wish to terminate your employment, you must give (Company Name) written notice two weeks in advance of your last day of work. You will receive all accumulated vacation pay with your last pay cheque.

Recycling

Company Name conscientiously attempts to reduce waste as much as possible. Please do your part by depositing cardboard, empty cans, bottles, plastics and paper in the clearly marked disposal containers.

If your nursery or garden centre has an ongoing plastic recycling program now is the time to instill this information with every new employee.

EMPLOYEE BENEFIT PROGRAMS

Employee Purchases & Discounts

- ❑ As a fringe benefit, employees receive a **XXXXXX** discount on merchandise purchases of regularly priced items.
- ❑ This discount is allowable only for members of your immediate family.
- ❑ Merchandise purchased at discount for your use may not be resold at a profit.
- ❑ All purchases made by employees must be written up by the cashier on duty other than the employee making the purchase and must be approved by the Manager.
- ❑ All employee merchandise purchases must be paid in cash with a receipt to be immediately attached to the merchandise.
- ❑ Management reserves the right to inspect any merchandise or packages purchased by employees prior to leaving the garden centre.
- ❑ Some purchases of out-of season or discount items may be purchased at a higher discount percentage. In such cases, the manager will determine the amount of discount to be applied.
- ❑ Do not abuse this benefit. It is designed to make items available to you at the lowest possible cost.
- ❑ Any violation of this benefit and its rules are grounds for dismissal.

Holidays

Business owners in Ontario are required to comply with the Employment Standards Act "ESA". Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

- ❑ Employees will be paid for holidays as outlined in the provincial employment regulations.

Vacations

- ❑ Vacations are an earned benefit. Employees are entitled to a **XXXXXXX** week(s) vacation after 1 full year of continuous employment.
- ❑ All vacation time must first be approved by management.
- ❑ All vacation time must be taken each year and cannot be accrued.
- ❑ No vacation time will be taken between April 1st and July 1st.
- ❑ When employment is terminated with our company, all vacation time accrued during that year will be paid.

Sick Leave

Business owners in Ontario are required to comply with the Employment Standards Act “ESA”. Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

- ❑ Employees should be aware that they may be required to provide medical documentation to verify their absence and, further, that failure to provide medical documentation or otherwise, will be seen as an abuse of sick day benefit and may result in termination from employment.
- ❑ Time off for dental checks, doctor visits, etc., may be taken without pay. It is expected that doctor/dentist appointments shall be made outside of normal working hours whenever possible.
- ❑ Any other reasons that necessitate time off from work must have prior approval from the manager.

Leave of Absence

Business owners in Ontario are required to comply with the Employment Standards Act “ESA”. Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

- ❑ All requests for leaves of absence must be in writing and must be presented to the manager at least 1 month in advance of the anticipated departure date. All leaves must have prior approval by the store manager.
- ❑ Other Provincially legislated leaves without pay, such as Compassionate Care Leave, Family Medical Leave, Emergency Leave, Sick Leave, and Bereavement

Leave) will be granted with enough notice as possible being given to your Manager.

- ❑ A leave of absence is a privilege, not a right and will be granted only at the discretion of your Manager.
- ❑ Reinstatement from a leave will depend on openings available. Specific job assignments cannot be held for the person taking a leave. However, every effort will be made to fill specific requests upon return of the employee.

Maternity/Parental Leave

Business owners in Ontario are required to comply with the Employment Standards Act “ESA”. Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

- ❑ A pregnant employee will be granted a leave of absence without pay for a duration as prescribed by law. Please consult your manager for the most current information.
- ❑ An employee who will be becoming a parent through birth or adoption is entitled to leave without pay as prescribed by law. Please consult your manager for the most current information.

Retirement Plan

- ❑ Our retirement plan is **XXXXXXX** funded by the company and its continuance is subject to the company's ability to pay.
- ❑ **Company Name** encourages you to participate in our company's profit sharing program. This program has been developed to assist you in reaching retirement security. Full time employees may participate in these plans after two years of continuous service with the company.

Injury on the Job

All employees are covered by Workers Compensation (or similar Provincial/State organization). In case of major injury, get medical attention and then report immediately to the manager for further instruction. In case of minor injury, treat the injury in the prescribed method and report it to your supervisor.

Group Insurance

- ❑ For further details on our group insurance program, please contact your manager.

Bereavement Leave

Business owners in Ontario are required to comply with the Employment Standards Act "ESA". Please refer to the Ministry of Labour ESA website for current standards.

<http://www.labour.gov.on.ca/english/es/>

- ❑ If a death occurs in your immediate family, you will be allowed **XXXXXXX** days) day(s)' absence from duty. Permission must first be granted by the Manager.
- ❑ You will receive half pay during this absence period.

Jury Duty

- ❑ Management wishes to cooperate with its employees who are called upon for this citizenship obligation. If you receive a jury duty summons, tell your manager so he/she can plan for your absence.
- ❑ Employees will be entitled to time off for jury duty as required by provincial legislation. Please see your supervisor as soon as you receive your jury notice for clarification.

- ❑ You are expected to report for work whenever you are free of jury duty during regular working hours.
- ❑ Employees will not be paid by the company while attending jury duty however they will be compensated to some degree by the government.

HEALTH AND SAFETY Best Practices

Safety Responsibilities

- ❑ *Company Name* recognizes the importance of respecting all of its resources and assets, both human and material. Our foremost concern is for the safety and well being of our staff and customers. In fulfilling this commitment, *Company Name* will provide and maintain a safe and healthy work environment for all staff in compliance with legislative requirements and industry standards.
- ❑ The right to refuse unsafe work is law for workers in every province. If you have reason to believe that any equipment, machine or device is likely to endanger you or a co-worker, speak to your supervisor immediately.
- ❑ **FIRE ALARM AND PROCEDURE**
If the Fire Alarm sounds:
 - Immediately stop what you are doing and prepare to leave the site
 - Determine the nearest exit and leave the site to assemble in your designated area. If you are assisting a customer or see a customer nearby, have them exit the site with you. Remain calm in all situations.
 - Locate your supervisor for a staff count, which will ensure that all staff have left the site
 - Return to your working area only after the alarm has been investigated and the fire department has determined it is safe.

General Responsibilities for Health & Safety

Owners/Senior Management:

- ❑ Overall responsibility for policy direction and planning
- ❑ To comply with the Occupational Health and Safety Act and its regulations
- ❑ To comply with specific *Name of Company* policies, rules and regulations
- ❑ To ensure that all workers comply
- ❑ Budget allocation for health and safety
- ❑ Active support of health and safety programs

Supervisor:

- ❑ To comply with the Occupational Health and Safety Act and its regulations
- ❑ To comply with *Name of Company* specific policies, rules and regulations
- ❑ To ensure that all workers use the safety equipment, devices and clothing provided or required
- ❑ Take reasonable precautions to ensure safety of employees
- ❑ Hold accountable those employees reporting to them

All Employees:

- ❑ To comply with the Occupational Health and Safety Act and its regulations
- ❑ To comply with specific *Name of Company* policies, rules and regulations
- ❑ Report known work place hazards to supervisor or employer
- ❑ Report know defective or protective devices that may be hazardous
- ❑ Report all accidents to employer or supervisor immediately
- ❑ Use machinery, equipment, tools, etc. only as qualified or authorized in a safe manner
- ❑ Cooperate with health and safety committee members
- ❑ Use of personal protective equipment as required

Housekeeping Policy

Good on-the-job housekeeping is an essential part of an effective health and safety program. It can contribute to production efficiency, worker well being, and morale.

Good housekeeping is taking care of work areas. Housekeeping means more than neatness. It includes keeping everything needed to complete a job nearby and in good operation condition.

Housekeeping is everyone's responsibility and it is to be practiced continually. It is not a separate job to be performed "when you have time."

- ❑ Use Caution Cones/Tape to mark wet floors
- ❑ Mop or squeegee any puddles or pooling on the floors
- ❑ Clean and store tools properly
- ❑ Fix or report broken tools
- ❑ Store all materials in designated storage areas
- ❑ Clean and maintain machines properly
- ❑ Keep your work area clean
- ❑ Sort and stack safely
- ❑ Put away sharp objects
- ❑ Keep stairways, floors and aisle clear
- ❑ NEVER block any exit paths

The condition of a work environment will make a lasting impression on all who enter the store employees and customers alike.

- ❑ **PROBLEMS WITH A FIRE, POWER FAILURE, BROKEN WINDOWS OR DOORS, SPILLAGE**
 - *Fire* - If there is a fire creating an emergency situation, the safety of *Company Name* employees and customers is a critical concern. The following tips are important to remember:
 - Remove anyone in immediate danger
 - Contact the Fire department immediately
 - Do not shout "Fire". It will create panic.
 - Keep cool. Your calmness will reassure others
 - If it is possible, use the fire extinguisher to fight the fire – but NEVER put yourself in danger. All fire extinguishers within the site are clearly marked and employees should become aware of them and receive instruction on how to use them.
 - Follow your fire drill protocols.
 - In all cases, calmly direct everyone away from the emergency scene.
 - *Power Failure* - Every department should keep a fully operational flashlight in a central location that is easily accessible and in plain sight. The following actions should be taken as calmly as possible:
 - Escort any clients or customers to the front door
 - Lock all doors so that no unauthorized persons may enter
 - Contacting the appropriate company to restore power should be done by the manager
 - Remain in your area until power is restored or you are given instructions. *If you nursery/garden centre has an oil fired generator which kicks in during a power failure the above protocol may not be required.*
 - *Broken Windows or Doors* - The following actions should be taken as calmly as possible:
 - Direct everyone away from the area which may have broken glass, splinters or falling glass fragments
 - Keep the area under control and do not leave it unattended
 - Notify your manager right away or send another employee to do so

- Clean up the area as soon as it is possible
- o *Spillage* - The following actions should be taken as calmly as possible:
 - Keep everyone away from the area of spillage and keep it under control
 - Get assistance from your supervisor to clean up the spillage or any broken containers and oversee it

Personal Protective Equipment

It is the policy of this company that its employees be protected from certain hazards of the workplace through the enforced use, where necessary or required, of personal protective equipment and clothing specifically designed and approved for the exposure involved.

- It is the responsibility of management to ensure that the equipment, material, and protective devices as prescribed are provided to employees with the exception of protective footwear, which the employees shall provide.
- It is the responsibility of management to ensure that all personal protective equipment is maintained in a condition that affords the full protection to which it was designed to save with the exception of footwear, which is the responsibility of the employee.
- It is the responsibility of supervisors to ensure the employee wears the appropriate personal protective equipment as prescribed, in all operations where there is exposure to hazardous conditions or where there is a need for using such equipment to reduce the hazards to their employee.

Footwear

- All employees shall wear Greenpath CSA protective footwear while on the premises. Footwear must be in good repair with no holes or tears. Soles must be in good condition with a good tread on the bottom. Laces must be tied at all times. Robber boots worn by watering staff and nursery staff must also be CST approved. Badly worn or damaged boots must be replaced.

Eye Protection

- Eye protection shall be worn by any employee who is exposed to the risk of eye injury in the performance of their work.
- For proper eye protection, wear properly fitted industrial quality glasses with side shields. These can be obtained from your supervisor.

Hearing Protection

- Because continuous exposure to excessive noise can lead to hearing loss, it is mandatory that each worker have hearing protection available to them at the

workplace. Hearing protection is available in the staff room or from your supervisor.

Respiratory Protection

- ❑ Work areas must be ventilated to reduce hazards from dust, fumes, gases, or vapours. Where this is not practical workers must be provided with masks or respirators appropriate to the hazard and are trained to use and maintain the respirators properly.

Safety Harnesses and Lanyards

- ❑ All workers must wear a safety harness with a lanyard tied off to a fixed support whenever the worker is more than 3 meters (10 feet) above the ground or above operating machinery, hazardous substances or objects regardless of possible fall height.
- ❑ All harnesses, lanyards and shock absorbers must be CSA-certified and carry a CSA label.
- ❑ Safety harnesses must be snug fitting and worn with all hardware and straps intact and properly fastened. The lanyard of the safety harness should be positioned preferably higher than waist level and be kept as short as possible (no more than 1.5 meters to 5 ft) to reduce fall distance. All lanyards must have a shock absorber and be attached to fixed support. The system must be rigged so that the worker cannot bottom out in the event of a fall.
- ❑ Fall arrest systems must be inspected by a competent worker before each use and removed from service if found to be defective. If used to arrest a fall, all components of a system must be removed from service until certified for re-use by the manufacturer.
- ❑ A permanent anchor that meets the building code should be the primary consideration when selecting a fixed support to tie off fall protection systems.

Hand Protection

- ❑ Appropriate protective gloves must be worn in all situations where the hands are potentially exposed to workplace hazards such as chemicals, cuts, lacerations, abrasions, punctures and burns.
- ❑ Appropriate glove protection must protect against the specific hazards presented and provide a comfortable and secure fit. The performance characteristics of a particular glove and its ability to protect against the specific hazards encountered are based on a number of factors, including the type of glove material, the manufacturing process and its thickness, design and size. Glove manufacturers performance data should always be consulted for physical and chemical resistance properties of their particular glove products.

Ladders

- ❑ Use common sense while working with ladders. Taking some extra time to ensure stability and minimize risk is the proper way to work. Don't attempt to do

anything beyond your confidence. Certain climbing techniques are not for every one.

- ❑ Check weight rating of ladder. Maximum capacity of most extension ladders is anywhere from 200lbs to 300lbs.
- ❑ Keep ladder clean from oil, grease and dust. Be cautious of any paint that is spilled or sprayed onto the ladder, it will be slippery while wet.
- ❑ Be extremely cautious when using the ladders if the floors are wet.
- ❑ A ladder that leans too close to “straight up” is unstable and difficult to work on. A ladder that leans too much could kick back. A 75-degree pitch is recommended.
- ❑ Do not use ladders that have loose rungs, cracked or split side rails or other visible damage.
- ❑ When climbing a ladder, face the ladder when traveling up or down using both hands on the ladder at all times.
- ❑ Allow only one person on the ladder at a time.
- ❑ Do not stand on the top two rungs
- ❑ When performing work from a ladder, face the ladder and do not lean backward or sideways from the ladder.
- ❑ Secure the ladder in place by having another employee hold it if necessary
- ❑ Do not place a ladder at a blind corner or doorway without diverting foot traffic by blocking or roping off the area
- ❑ Pickup any objects that could cause more injury if a fall occurs. Move protruding objects when possible. Keep tools out of the fall range. Move skids; pull up stakes, posts or other objects sticking up that would be under the work area
- ❑ Fiberglass ladders are to be used when dealing with hydro of any kind. I.e. changing bulbs, moving extension cords above the water line etc.
- ❑ **Do not leave ladders unattended.** Remove the ladder when finished or leaving the area. Ladders can easily fall over and cause damage or injure someone. Customers’ children will often try to climb ladders when you’re not around.
- ❑ Make sure the chain is replaced on platform ladders when not in use.

Lifting Procedures

General

- ❑ Test the weight of the load before lifting by pushing the load along floor or table
- ❑ Divide heavy loads into several lighter ones. Be especially careful with loads weighing over 25 kg.
- ❑ Get help with bulky, awkwardly shaped or large loads. Use carts or trolleys where possible to avoid carrying loads.

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- ❑ Take particular care with smooth or slippery loads. Never lift if your hands are greasy or wet.
- ❑ Wear protective gloves when lifting objects with sharp or projecting objects.

When lifting

- ❑ Face the load
- ❑ Position your feet 6-12 inches apart with one foot slightly in front of the other
- ❑ Bend at the knees not at the back
- ❑ Keep your back straight
- ❑ Get a firm grip on the object using handles if present
- ❑ Hold the object as close to your body as possible
- ❑ Perform lifting movements smoothly and gradually: do not jerk the load. Plan the lift so that you will not have to twist, turn or reach while holding the load.
- ❑ If you must change direction while lifting or carrying the load pivot your feet and turn your entire body. Do not twist at the waist.
- ❑ Do not carry loads that obstruct your vision.
- ❑ Ensure your route is free of obstructions and areas of poor footing.

Forklift Trucks

- ❑ Regulations made under the Occupational Health and Safety Act requires employers to ensure that any worker assigned to operate a lift truck is competent or qualified to do so.
- ❑ A competent operator is one who knows not only how to operate the lift truck but also knows the hazards associated with the work to be completed and is therefore able to protect their own safety and the safety of others in the specific work areas.
- ❑ To be a competent forklift operator *The Company* requires that the operator demonstrate the following to a government certified forklift operator:
 - He or she has acquired the skills and knowledge on the safe operation of the lift truck.
 - He or she has passed a practical test demonstrating their knowledge of the hazards with the operation of a forklift.
 - Workers using propane must be trained in safe procedures. This includes the correct use, storage and handling of propane cylinders and equipment.
- ❑ To ensure the safe operation of the forklift, a daily pre-operation checklist must be completed daily by the operator and kept on file.
- ❑ *The Company* will maintain records of workers who have demonstrated their competency as noted above, the skills they have acquired, along with their assessment from the Government Certified Operator.

Soil Machines, Tools and Equipment

General Information

- ❑ Only trained and authorized personnel may operate equipment.

<i>Company Name</i>

- ❑ Employees that are required to use hand jacks or forklift must be formally trained or certified as per government regulations.
- ❑ All safety guards and devices must be used.
- ❑ Supervisors are responsible for training all workers on the safe operation of any equipment.
- ❑ All Personal Protective Equipment specific for the equipment must be worn.
- ❑ Machinery shall never be cleaned, oiled, or repaired while in motion. Cleaning and/or repairs must be done under Lock Out/Tag Out procedures.
- ❑ Housekeeping Rules are strictly enforced in areas of Machinery and Equipment.
- ❑ Long hair must be tied up when working in the area of machinery.
- ❑ Make sure that all machines have start and stop buttons within easy and convenient reach of the operator.
- ❑ Persons shall not engage in horseplay or cause distractions to those operating machinery or equipment.
- ❑ All injuries and “near misses” shall be reported immediately to the supervisor.
- ❑ If vibration or odd noise develops, the machine shall be stopped immediately.

WHMIS

- ❑ The Workplace Hazardous Materials Information System (WHMIS for short) is a national system for safe management of hazardous chemicals which is legislated by both the federal and provincial jurisdictions.
- ❑ The WHMIS legislation provides that workers must be informed about the hazards in the workplace and receive appropriate training to enable them to work safely. To accomplish this WHMIS requires all suppliers (manufacturers, importers, packagers and processors) to label and prepare Material Safety Data Sheets (MSDS) for products they make, import, package or process that meet the hazard criteria set out in the Controlled Product Regulations under the federal Hazardous Product's Act.
- ❑ The buyers of these controlled products must make sure that these products are correctly labeled and that MSDS are available. Employers must setup worker education programs that instruct workers about the contents and significance of labels and MSDS and how to work safely with hazardous materials.
- ❑ In summary WHMIS delivers the necessary information via:
 - Cautionary labels on containers of controlled products (See chart next page)\
 - The provision of an MSDS for each controlled product (available to staff)\
 - A worker education program provided by *The Company*.
- ❑ All employees must be trained in and know how to recognize hazardous materials, read MSDS and know how to work with these products in a safe manner.
- ❑ The ultimate goal is to create a safer workplace by providing workers with the knowledge and tools to enable them to work safely.
- ❑ A Material Safety Data Sheet (MSDS) provides basic information on a material or chemical product. It contains information on the properties and potential hazards of the material, how to use it safely and what do if there is an emergency.
- ❑ Any products that have cautionary labels on them need to be handled with the utmost care. Only those who have the proper training in recognizing, handling and disposing of the chemicals are allowed to handle them. (See Chemical Spills).

WHIMS SYMBOLS

Company Name

- The WHMIS system groups hazardous materials into six classes or categories based on the type of hazard which they represent. These materials are also called controlled products. Each category has its own hazard symbol and it is important that the worker be able to recognize these.

Compressed Gas



Flammable and combustible material



Oxidizing Material



Poisonous and Infectious Material

- Materials Causing Immediate and Serious Toxic Effects



- Materials Causing Other Toxic Effects



- Biohazardous Infectious Material





Dangerously Reactive Material



Emergency Chemical Spills Procedure

- ❑ **EVACUATE** – the immediate area and prevent re-entry where a chemical is likely hazardous or a danger to staff or customers. Send another staff member to get clean up tools from the **SPILLS KIT**.
- ❑ **ISOLATE** – the spill area by barricading the area with safety cones/caution tape. Open doors if possible.
- ❑ **NOTIFY** – Supervisors immediately
- ❑ **IDENTIFY** – chemical(s) involved, then review MSDS for appropriate action with respect to handling of material and first aid if necessary.
- ❑ **CLEAN UP** – spill only if you have:
 - Knowledge of the chemicals
 - Appropriate training e.g. WHMIS
 - Appropriate personal protective equipment
 - Correct material to clean up
 - Means for proper containment and/or disposal

Evacuation Procedures

- ❑ In the event of an emergency that requires an evacuation all employees must do the following:

Company Name

- Shut off any equipment if it is safe to do so
- Leave your belongings behind and leave the building through the nearest exit
- Meet at the assigned evacuation point
- Do not put yourself or others in danger
- If you cannot leave your office/work station or have returned to it because of fire or heavy smoke remain calm and:
 - Close doors
 - If possible seal all cracks where smoke can get in
 - Crouch low to the floor if smoke enters the area
 - If you require assistance dial 911 and tell them of your location, signal to firefighter by any means to draw attention to yourself.
 - Wait to be rescued. Do not panic or jump
 - Listen to instructions to be given on PA by authorized personnel

**** HOSPITALS AND FIRST AID PROCEDURES POSTED BY THE COMPANY****

Employee-*Company Name* Acknowledgement

I have received a copy of and have had ample time to review, the Employee Handbook and fully understand and agree to abide by its terms.

Employee's Signature

Company Name

Date

Supervisor/Manager's Signature

The invalidity or unenforceability of any provision of this Policy Manual or any covenant in it shall not affect the validity or enforceability of any other provision or covenant in it and the invalid provision or covenant shall be deemed to be unenforceable.

Garden Centre *One copy to be signed and placed in Employee's file
Employee Copy *One copy to be signed and given to Employee

Company Name
Address 1
City, Province
Postal Code
Owner/Manager

Company Name

Employee-*Company Name* Acknowledgement

I have received a copy of and have had ample time to review, the Employee Handbook and fully understand and agree to abide by its terms.

Employee's Signature

Allergies, medic alert information

Next of Kin/Emergency Contact, Address, Phone Number

Date

Supervisor/Manager's Signature

The invalidity or unenforceability of any provision of this Policy Manual or any covenant in it shall not affect the validity or enforceability of any other provision or covenant in it and the invalid provision or covenant shall be deemed to be unenforceable.

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