

The Generic Company

Employee Handbook

This is an example of an HR document I created for a company with no previous written HR policies or procedures in place. All material was researched and written by Rick Bateman. The contents were vetted by a law firm.

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Vision, Mission and Values

Our Vision

Our exceptional online learning tools and services expand the scope and breadth of the learning experience. We enhance educational resources and increase our clients' efficiency as they deliver outstanding education.

Our Mission

We create innovative online products and services for learning achievement and performance for academic and corporate clients.

Our Values

In support of our mission we are committed to our core values of:

- Providing high quality service
- Valuing the cultures and needs of our clients
- Creating clear-thinking solutions that leverage technology to make learning more meaningful
- Researching how people really learn and absorb technology into their organization
- Pursuing innovation by being learners ourselves

Corporate Code of Conduct

Purpose

The Code of Conduct ("Code") presents standards of conduct for every manager, officer and employee of The Generic Company.

Specific Rules of Conduct

No code can offer a complete guide to cover all possible situations that might be encountered. There are some areas, however, which, deserve particular attention and these are set out below because of their special importance. Some areas excluded from the code are already covered by our employment policies.

Harassment and Discrimination

The Generic Company supports the spirit and intent of applicable human rights and anti-discrimination laws. The Generic Company will not tolerate any behavior which conflicts with these principles and laws. Any employee whose actions are inconsistent with these principles will be disciplined, up to and including dismissal.

All employees of The Generic Company should treat one another with courtesy, dignity and respect. Forms of harassment include, but are not limited to, unwelcome verbal or physical advances and sexually, racially, or otherwise derogatory or discriminatory materials, statements or remarks.

All employees of The Generic Company are entitled to a respectful and harassment-free work environment. The Generic Company is committed to creating a welcoming workplace environment that is conducive to optimal professionalism, productivity and job satisfaction. To that end, every manager, officer and employee of the company is committed to:

Respect for Others and will

- a) Assure that interactions with coworkers, contractors or customers are always respectful and avoid discrimination based on age, gender, medical condition, national or ethnic origin, appearance, family status, disability, political affiliation, race, religion, sexual orientation, or socioeconomic status;
- b) Refrain from inflammatory, insensitive, condescending or other negative comments with regard to an individual's person or the performance of their duties;
- c) Respect the personal boundaries of others including, but not limited to, refraining from making unwanted romantic or sexual overtures or physical contacts, protecting personal information, and respecting individual workspace;
- d) Respect the values of others including, but not limited to, refraining from making comments which imply intolerance, disregard or disparagement towards commonly held social causes or the subjects thereof.

Responsible Behavior and will

- a) Model professional behavior;
- b) Maintain workplace environments that are conducive to respect, professionalism, job satisfaction and productivity;
- c) Encourage language, appearance, and demeanor appropriate to a professional setting;
- d) Refrain from romantic relations with those being supervised;
- e) Work to resolve misunderstandings or disagreements directly with others and escalate issues to superiors only as a solution of last resort;
- f) Where misunderstandings cannot be resolved directly, escalate the matter to immediate superiors;
- g) Be accountable for personal actions and decisions in the workplace;
- h) Be considerate of the impact excessive socializing has on coworkers.

Compliance

Any violation of this Code will be taken very seriously and may lead to disciplinary action ranging from counseling to suspension or termination of employment. Where breaches of laws and/or regulations have occurred, the relevant external authorities may be contacted.

Employment Policies

Non-Disclosure

It takes many people to develop a product. An educator spends years in the classroom and has insight into what problem needs to be addressed. The marketing lead defines the needs and writes a business plan to make sure the product is financially viable, defining market parameters that impact design. A project lead sequences tasks and builds schedules so everyone has work in a timely fashion. A technical lead defines the technical aspects to the product, and the programmers write thousands of lines of code. Designers develop GUIs and other design work, including graphics work with an author and an instructional designer/project manager. Voice talent records audio tracks. Designers slice and splice audio work and incorporate it into animations or support for an author's content. External partners and/or clients fund part or all of the work.

No one person can lay claim to any piece of The Generic Company work. An entire team worked on the project. The Generic Company has contractual rights negotiated on copyright on every project; some held by The Generic Company, some not. As an employee, you do not have any intellectual property rights, including copyright entitlements, to any of the work which you perform. If you do not have a copy of the non-disclosure agreement you signed, ask for a copy of it and review it if in doubt. Should a question of intellectual rights infringement, including copyright infringement occur, The Generic Company will promptly and vigorously protect its legal rights. Do not treat this policy lightly, as our clients hold The Generic Company to the highest standards and The Generic Company therefore expects the same of its employees.

If on a website of your own (i.e. a portfolio or resume site) you use an image of work you did at The Generic Company, you must credit The Generic Company Inc. and/or the project *and* include a link to The Generic Company.com.

Many people have blogs, which equate to an online diary. Should you have a blog, we require that you put a disclaimer on your blog stating that your views don't reflect the views of the The Generic Company. Under no circumstances can employees disclose proprietary or confidential information, publish The Generic Company documents or write defamatory statements about The Generic Company or co-workers.

Non Competition

While on The Generic Company payroll, employees cannot work with or on a product or deliver a service similar to that of The Generic Company. For further information, please see the non-competition agreement that you signed upon employment.

The Generic Company Sexual Harassment Policy

All employees have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. Anyone engaging in harassing conduct will be subject to discipline, ranging from a warning to termination.

What is sexual harassment?

Sexual harassment, which is discrimination based on sex, is illegal under the BC Human Rights Code. The BC Human Rights Code forbids discrimination, including sex discrimination, in public services, housing, and employment. Sexual harassment is defined as any unwanted physical, verbal or visual sexual advances, requests for sexual favors, and other sexually oriented conduct which is offensive or objectionable to the recipient, including, but not limited to: epithets, derogatory or suggestive comments, slurs or gestures and offensive posters, cartoons, pictures, or drawings.

When is conduct unwelcome or harassing?

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

- sexually oriented behavior that you feel you must accept to keep your job
- unwanted touching, patting, or grabbing.
- the unwanted display of sexual pictures such as pin-ups
- sexual leering, teasing, or telling obscene jokes.
- an invitation to dinner or a movie, or to some other social activity, from a supervisor who implies that you must accept it or risk negative effects on your job.
- an unwanted invitation from a supervisor that is continually repeated.

What is *not* sexual harassment?

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that debilitates morale, and that, therefore, interferes with work effectiveness.

What should you do if you are sexually harassed?

If you feel that you have been the recipient of sexually harassing behavior, report it immediately to the Vice President of Human Resources or other supervisor. It is preferable to make a complaint in writing, but you can accompany or follow up your written complaint with a verbal complaint.

If your supervisor is the source of the harassing conduct, report the behavior to that person's supervisor or to the owner of The Generic Company.

Your identity will be protected to the extent possible.

Are there time limits for filing a complaint or suing?

Yes, you have 6 months from when the harassment occurs to file a complaint. You may still file a complaint after that time; however you will have to explain why you delayed.

What happens after a complaint is made?

Within 24 hours after a written complaint is made, a supervisor, or other person designated by the owner, will investigate the complaint. The company representative may speak with possible witnesses and with the person named in your complaint.

You will be kept informed of the status of your complaint and whether action is being taken.

Employer's Responsibility

Sexual harassment is specifically prohibited as unlawful and is a violation of The Generic Company's employment policy. The Generic Company is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment.

Please be aware that once a complaint of sexual harassment has been made to a manager, the manager is obliged to inform the company owners, who in turn are obliged to seek legal counsel. If the advice of our lawyer indicates the company must take legal action, we will do so. These actions comply with federal and provincial laws.

Retaliation Prohibited

The Generic Company will permit no employment-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

Written Policy

You will receive a copy of The Generic Company's sexual harassment policy when your employment begins. If at any time you would like another copy of that policy, please contact the Vice President of Human Resources. If The Generic Company should amend or modify its sexual harassment policy, you will receive an individual copy of the amended or modified policy.

Penalties

Sexual harassment will not be tolerated at The Generic Company. If a legal investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including dismissal.

The Generic Company Relationships at Work Policy

The Generic Company recognizes that as employees spend the majority of their working week with each other, the development of a close personal relationship between coworkers could happen. In the majority of cases, it is unlikely that such a relationship would have any impact on the work environment. However, from time to time a relationship between two employees can interfere with the work or service provision of the company.

This policy has been designed to establish The Generic Company's intention to ensure that any personal relationship or interaction between employees does not adversely affect the service provision of the company, its management arrangements, or cause other employees to feel embarrassed or excluded in the workplace.

Employees who engage in close personal relationships or interactions with coworkers need to be aware at all times of their behavior towards each other within the working environment.

It is required that employee's entering into a close personal relationship or interaction with a coworker inform their supervisor.

Any difficulties caused by an employee's personal relationship should be capable of informal resolution; however in some cases it might be necessary for The Generic Company to take disciplinary action.

Alcohol at Work Policy

Although not strictly legally required, due to the potential legal liabilities involved we have decided to ban the consumption of alcohol by staff on the premises entirely. Further, a breach of this policy is a potentially dismissible offence.

The responsibilities and liabilities of an employer regarding the consumption of alcohol on the premises are now essentially the same as those in place for any premises, either commercial or non-commercial (i.e. private residences) where alcohol is served. We have “the same duty of care that a provider of alcohol owes a guest. That duty consists of preventing guests who have consumed alcohol from driving if the host knows or should have known that the guest is impaired.” For an example of case law regarding this issue see <http://www.ohscanada.com/LawFile/alcowork.asp>

We are aware that there may be instances when alcohol is consumed during working hours although not on the premises. If we become aware that this has happened, we will be obliged to make every effort to immediately arrange for a taxi for the individual. Repeated instances of this will constitute a pattern of “drinking on the job” and necessitate disciplinary action. Should you wish to go for a drink after work this is obviously of no concern of the company’s as long as you do not return to work that day.

Access Codes

In the event of an emergency The Generic Company needs access to all software, systems and information required to operate the company. Therefore from time to time we will require the company comptroller to update the list of all access codes (user id and password) held by employees. If you use a personal account for Email, MSN, Google Calendar, or some similar system, you do NOT need to provide that information.

Computers and Internet Acceptable Use Policy

Rationale

1. In 2010 we added FTP access for contractors and VPN (off-site access) for employees.
2. We are in the education business and deal with students, schools, governments and government related organizations.
3. A lot of employees use laptops or handhelds for work, many that are their personal property.

This policy is based on more detailed policies implemented at universities, colleges and schools as well as in governments, their agencies and in private corporations. Unlike those, ours is intentionally brief.

1. Generally Accepted Workplace Use Principles
It’s 2011. All forms of electronic communications are now ubiquitous and the line between work and home has blurred. Entire generations have grown up with this reality. This document assumes that there is no longer any need to reiterate in detail appropriate conduct and workplace policies regarding:
 - a. Pornographic material
 - b. Personal use of computers
 - c. Emails and attachments
 - d. Security of account information
 - e. Handling of company information
2. Computer use is bound by all Canadian laws.
3. Computer use is bound by all other The Generic Company policies as published in the Employee Handbook.

4. Access to FTP or VPN requires the approval of both the responsible department's manager *and* the systems manager. Approved users of FTP/VPN must have adequate and up to date virus and malware protection installed. Connection to FTP/VPN services should only be kept live during times when networked resources are required.
5. All software acquisitions (including freeware) and installs require the approval of both your manager *and* the systems manager. All software purchases must be made by the systems department.
6. It is highly recommended that you use caution referring to The Generic Company, your position here or other staff or management in any web based system (blogs, forums, social networks, instant messaging) you may participate in. Various The Generic Company staff and management routinely scan for mention on a wide variety of terms across many web based systems.
7. All electronic files and records created using The Generic Company computers are the property of The Generic Company. If you use your own computer for work, the company has the right to access its information on your computer.
8. The Generic Company does not review employee emails, chat records, web searches or other logs however that does not mean we cannot and would not. Legal circumstances may arise which could cause the company to do so.
9. Virus/malware scans run every night on computers connected to our system. Leave your computer powered on at least one night per week to allow these scans to occur. This service is not available to those using laptops, notebooks, or handhelds.
10. If you use a laptop, notebook or handheld, you are responsible for your own backups and physical and logical security.
11. Bulk Emails are to be sent only by staff responsible for this function. If you wish bulk email to be sent it must be done through these individuals, who are familiar with the details of our bulk email policies and practices.
If you need to send a total of 25 emails or less as part of a single communications project, this is not bulk email. The caveat here is that if you do need to send less than 25 emails as part of a single communications project that you send those individually. Please understand that this caveat is meant only to continue The Generic Company's efforts to never be perceived in a negative light with regard to email communications.

Employment Standards

The following standards, which are in italics, are taken directly from the B. C. Employment Standards Act. Links to the Employment Standards Act and other government publications can be found at the end of this document.

For the most part, high technology professionals are exempt from Parts 4 and 5 of the Employment Standards Act (Hours of Work, Overtime, and Statutory Holidays). This exemption notwithstanding, The Generic Company has established the following Employment Policies which are in regular text and are based on the Employment Standards Act as follows.

Hours of Work

B.C. Employment Standards Act:

Under the Employment Standards Act, after working 5 hours in a row an employee is entitled to a half-hour meal break. An employee who is required to work or be available for work during a meal break must be paid for the break.

“For the most part, high technology professionals are exempt from Parts 4 and 5 of the Employment Standards Act (Hours of Work, Overtime, Statutory Holidays).

The Generic Company:

The Generic Company employees work eight hours per day. In addition, a daily unpaid half hour for lunch is scheduled. The Generic Company provides two paid 15 minute breaks during an eight hour work day. Variable schedules are available at the discretion of the The Generic Company partners. Managers are expected to follow the above requirements, as a guideline in determining hourly commitments to The Generic Company, but may vary their work schedule on a weekly basis as required by their job expectations (see Management below).

According to the Employment Standards Act, if YOU decide to work through a break, which you are required to take by law, the employer is not obliged to let you take that time off. In other words, what you do on your break time is your decision and the employer is not bound by it. Only if the EMPLOYER requires you to work through your break can the time be counted as time worked, and the details of such an arrangement need to be discussed and understood at the time the decision to work through the break is made.

For legal and business reasons skipping breaks and taking the time off as a regular practice is not permitted and The Generic Company requires all staff to comply with this policy. Therefore if YOU wish to skip your breaks on a certain day in order to take time off, you need to ask your managers approval for such an arrangement in advance and *each and every time*.

Overtime

B.C. Employment Standards Act:

“For the most part, high technology professionals are exempt from Parts 4 and 5 of the Employment Standards Act (Hours of Work, Overtime, Statutory Holidays).

The Generic Company:

Although The Generic Company is not required to pay overtime to its high technology employees, it feels that employees should be provided overtime pay when working such

overtime. Overtime must be approved in advance. Overtime is assessed at 1.5 times the hourly rate for hours incurred beyond 40 in a calendar week.

Overtime will be approved according to the following procedure:

1. A supervisor or project lead will recognize and approve the extra work as necessary and will confirm fund availability within the appropriate project budget before the time is incurred. This approval will be done in writing by the supervisor or project lead to the employee incurring the overtime hours (cc to Finance Administrator) prior to the overtime being incurred.
2. The Finance Administrator will be notified and a time record kept at the rate of 1 OT hour = 1.5 paid hours.
3. See the Finance Administrator for the proper time tracking procedures for any overtime hours.
4. This overtime will be tracked by The Generic Company's accounting employee and payable the 15th of the month following.

On-call

B.C. Employment Standards Act:

"For the most part, high technology professionals are exempt from Parts 4 and 5 of the Employment Standards Act (Hours of Work, Overtime, Statutory Holidays).

The Generic Company:

The Generic Company applications and services are provided on a 24/7 basis around the world. In recognition that Internet and Internet applications cannot maintain a guaranteed up-time 24 hours a day, and that different time zones may mean that some clients or customers will have issues outside of regular The Generic Company work hours, all The Generic Company employee must maintain their contact information in a centralized database. In extraordinary situations, employee may be called upon for information or specific services.

- When information is requested by telephone it is considered part of the responsibility of the employee member as an The Generic Company employee.
- When a service is required, a minimum of one half hour of time-in-lieu or overtime will be assessed in the employee's favour. (See time-in-lieu and overtime approval process outlined above).
- On-call duties and responsibilities will usually be related to the development, design or responsibilities that The Generic Company employee member is responsible for on a day to day basis. At times, the area of work that the employee member works in will dictate that an on-call request will be made.
- Time will be of the essence in on-call requests or assignments as The Generic Company employees will only be called in cases of emergency or urgent need.
- Managers are always on-call and are exempt from earning time-in-lieu or overtime for on-call duties.

Vacation

B.C. Employment Standards Act:

"Under the Employment Standards Act, an employee is entitled to an annual vacation of 2 weeks after 12 consecutive months, and 3 weeks after 5 consecutive years of employment.

An employer must schedule an employee's annual vacation in periods of one or more weeks unless the employee requests shorter periods.

An employer must make sure that an employee takes all vacation within 12 months of the employee becoming entitled to it. Within these 12 months, the employer has the right to say when the vacation will be taken.

If a statutory holiday occurs during a vacation, the holiday is not counted as part of the vacation. The employer must give the employee another day off with pay for the holiday. The Act does not permit an employee to work through an annual vacation and be paid for this time as well as receive vacation pay.

In the first 4 years in which an employee is entitled to take annual vacation, the employer must pay vacation pay of at least 4 per cent of all wages paid to the employee in the preceding year. In the fifth and following years of entitlement, the employer must pay vacation pay of at least 6 per cent of all wages paid in the preceding year. Any vacation pay received by an employee is counted as part of the total wages paid in a particular year.”

The Generic Company:

Vacation pay is accrued in our accounting system and paid out at vacation time or upon termination. You cannot be paid more than you have accrued in vacation pay. Vacation pay is a 4% for the first five years. Vacation pay replaces the lost wages incurred when you take vacation time.

An employee may book vacation time up to a maximum of 2 consecutive weeks at one time. Annual vacation requests should be received by your manager at the end of the third week of January in each calendar year. Six weeks notice is required for three or more days off, three days notice for periods of only one to two days.

As ‘THE GENERIC COMPANY’ business is contingent upon the education system in both Canada and the US and their peak and slow seasons, blackout periods will occur during certain times. Please see your Manager for these blackout periods to ensure that you are not planning your vacation during the black out periods.

To ensure that all employees’ needs are covered, a Vacation Request Form must be filled out and signed by Managers or Coordinators who may be affected by your absence. You must also have the signed agreement of the person or persons that will be taking over any of your responsibilities in your absence. The approved and signed form is then forwarded to the staff responsible for posting your vacation times on the group Calendar in TimeFox. Your Manager is responsible for ensuring that all of your tasks are covered and that vacation requests do not overlap with conferences, special events/visitors, heavy production periods, or other pre-approved employee vacations. Any changes made to approved vacation plans require a new Vacation Request Form be filled out per the same criteria.

The employee MUST remember to post their vacation time in TimeFox once approved. This vacation time goes into The Generic Company, Vacation time. Please also post your vacation days to your Google calendar.

Statutory Holidays

B.C. Employment Standards Act:

*“Under the Employment Standards Act an eligible employee with a **regular** schedule of hours, who has worked at least 15 of the 30 calendar days prior to a statutory holiday, is entitled to a **regular** day’s pay for the holiday. “*

The Generic Company:

If you have not worked regular hours, the employment standards regulations would be followed to make the calculation.

Sick Days

B.C. Employment Standards Act:

Under the Employment Standards Act there is no requirement for an employer to give an employee paid sick leave. However, if sick leave is paid or allowed, it may not be deducted at a later date from any other entitlement to a paid holiday, vacation pay, or other wages.

The Generic Company:

You are provided paid sick leave accumulated at a half a day per month to a maximum of six days per year. Sick days may be carried forward at the end of each calendar year (after one year of employment) up to a maximum of five days in total. If no sick time hours are available then the time will not be paid.

Doctor and dentist appointments can sometimes only be scheduled during office hours. These appointments will first be assessed against sick time. Sick leave is not billable to a project budget. Notify your immediate supervisor when appointments need to be scheduled during office time. If no sick time hours are available then the time will be deducted from your pay.

Sick leave may be used for illnesses of immediate family members.

If you are off sick two or more days, The Generic Company will need a physician’s note.

If you are sick, your supervisor must be notified before 8:30 am by **phone or email**. Please also send an email to hr@TheGenericCompany.com.

Bereavement Leave

B.C. Employment Standards Act:

Under the Employment Standards Act an employee is entitled to up to 3 days of unpaid leave on the death of a member of the employee’s immediate family.

The Generic Company:

You are entitled to three days paid leave on the death of a member of your immediate family in province and are entitled to five days paid leave on the death of a member of your immediate family out-of-province.

Compassionate Care Leave

B.C. Employment Standards Act (amendment):

Under the Employment Standards Act an employee has the right to take up to eight weeks of unpaid leave to provide care or support to a family member if a medical practitioner issues a certificate stating that the family member has a serious medical condition with a significant risk of death within 26 weeks (or another period prescribed by regulation). See details at http://www.hrsdc.gc.ca/en/lp/spila/cli/dllc/17_2005_2006.shtml#IA

Unpaid Leave

B.C. Employment Standards Act:

Under the Employment Standards Act an employee is entitled to up to 5 days of unpaid leave per employment year to meet responsibilities related to the care, health or education of any member of the employee's immediate family.

"Immediate family" means the spouse, child, parent, guardian, sibling, grandchild or grandparent of an employee, and any person who lives with the employee as a member of the employee's family.

The Generic Company:

After 12 months of employment, you can also apply for up to five days of unpaid leave per employment year for ANY personal reason. Leave may be granted at the sole discretion of the employers. In most cases this leave should be booked two work weeks in advance. Approval is at the discretion of The Generic Company partners.

Paydays

The Generic Company paydays are the 15th and the last day of each month. If the last day of the month falls on a non-business day, the payday will be the last business day prior to the end of the month.

Benefits

The Generic Company provides a benefits package after three months employment. The benefit amount varies depending on the employee's status; single, couple or family.

Working from Home

Working from home is not a "Leave" option, like sick leave for example, available to employees at their discretion. It is an exception to our normal operating practices and granted only in special circumstances.

Permission to work from home requires your supervisor give you prior approval, and that you and your supervisor agree on exactly what you plan to accomplish. If you decide not to report to work, without this prior arrangement in place, your absence must be covered under either vacation, sick, bereavement, or unpaid leave.

Performance Reviews

When a new employee starts, they will be given an overview of the performance review process and document. Performance reviews will then occur three months after the start date and every six months after that. Performance reviews are meant as a feedback mechanism only and are not related to salary.

Professional Learning

Each staff is provided \$400 per year and four hours per month to spend at work on professional learning activities. These allowances come into effect after three months employment.

Employees need to fill out a Professional Learning Plan and have it approved before they can access these resources. The individual plan needs to be approved by your supervisor and the Vice President of Human Resources.

Because of the organic and dynamic nature of our work here at The Generic Company, rather than have a fixed schedule for this, each week employees may discuss with their supervisor, their plans for your Pro-L time. This may happen at weekly departmental meetings or by arrangement with your supervisor.

If, due to project deadlines, you cannot find time for your Pro-L work one week, you can carry it forward for up to one month. This should address the lion's share of the times your time gets bumped. Any exceptions to this, or questions around what is Pro-L and what is not, etc., will be addressed on a case-by-case basis.

Management

B.C. Employment Standards Act:

Under the Employment Standards Act, Managers are excluded from Parts 4 and 5 of the Employment Standards Act, which deal with hours of work, overtime entitlements and statutory holiday pay."

"For the most part, high technology professionals are exempt from Parts 4 and 5 of the Employment Standards Act (Hours of Work, Overtime, Statutory Holidays).

The Generic Company:

In the normal course of management there may be times when a manager needs to be on-call or work during hours outside of the normal hours of work. In these instances, it is considered a part of a manager's role.

There may be times when extraordinary production needs require hours beyond regular hours and beyond a regular work week. In this case, managers could be eligible for time-in-lieu (see time-in-lieu and overtime approval process outlined above). All time-in-lieu and overtime hours must be assessed against a project budget.

The nature of the manager's position requires that the manager be flexible about hours of work. Accordingly, it is expected that managers will work the hours required to meet the needs of the business and, therefore, this may involve some evening, night and weekend work, including

being on call. No additional salary, including overtime, is compensable, irrespective of additional hours worked beyond the required minimum of 40 hours per week.

Office Procedures

Alarm Code, and Office Keys

The alarm code, and in some cases an office key will be provided by the Receptionist within your first week of work. The Generic Company office is to be locked and the alarm set anytime there is no one in the office. If your key is lost, you **must** notify the Receptionist immediately so the proper corrective measures can be put into effect.

Equipment Use

All hardware and software is solely owned by The Generic Company. This equipment is not for personal use.

Personal Space

You are responsible for keeping your own space tidy and organized to maintain a professional look to the office. Twice a week, a cleaner comes in and cleans the office. If you would like your space cleaned completely, please clear off your space and put your things on your chair so the cleaner knows you would like your space wiped down.

Kitchen Duties

Every team member is assigned kitchen cleaning duty as per the schedule on the refrigerator door. Duties include clearing out the dishwasher in the morning, monitoring kitchen cleanliness throughout the day, loading the left over dishes, and turning on the dishwasher at the end of the day. The garbage is to be brought down to the outside garbage bin. If the recycling is full, it is to be taken down to the recycling bins in the underground parking area. During your office orientation you will be given directions and instructions.

Dress Code

The Generic Company dress code is casual but clean and neat is a necessity. Please make sure you are dressed well enough to come in contact with clients.

Personal Scents

The Generic Company is not a strictly scent-free zone, however, due to employee allergies and comfort levels please be considerate with the amount of scents (perfumes, colognes, soaps, lotions etc.) that you wear to the office.

Traveling Expenses

When traveling for The Generic Company business, expenses shall be governed by the following requirements.

1. All expenses must be budgeted for, and billable to a project budget. See the project coordinator.

2. Hotel, car rental, and any incidentals related to the project, within reason, will be reimbursed upon providing original and legible receipts including all taxes to the Finance Administrator.
3. Meals are covered after provision of detailed receipts. Reimbursement will not exceed \$12.00 for breakfast, \$18.00 for lunch, and \$25.00 for supper.
4. Any personal incidentals will be your responsibility.
5. Traveling times: The Generic Company will recognize up to 8 hours per day during travel (en route).
6. During week days, The Generic Company regular hours worked and over time apply. On weekends only those hours incurred will be recognized as overtime.
7. Before travelling see Finance Administrator for current expense claim forms and information.

Network and Technical Issues

The Systems Administrator needs to be responsible for checking the servers once each day, including every weekend and holiday. If they are unavailable, a back up has to be assigned. One half hour of time-in-lieu will be provided to the individual checking the server for each non-working day the server is checked. The Systems Administrator will notify the Corporate Project Office Manager as to who is responsible for server checks if a back up person has been assigned.

Software Installs

All software installs require the approval of your manager and the manager of the Systems department. All software purchases must be approved by your manager and purchased by systems department staff. Only software for which The Generic Company has a valid license, or which is covered by the Open Source Initiative (<http://opensource.org/licenses/>), is to be installed.

Coverage

When a manager is away, they need to ensure that their job is covered by another manager; however, some tasks can be covered by a regular employee member. All partners and managers need to know who is covering for that manager during their absence.

When a project coordinator is away, they need to ensure that their job is covered by a regular employee member or a supervising manager. The Production Manager, Finance Manager and any other interested parties must be informed as to who has been given the responsibility of coverage during the department lead or project lead absence.

Out of Office Messaging

If you are going to be out of the office for vacation time, below is the general approach regarding how to handle your phone and email.

The preferred policy to have a “buddy”, someone who can cover for you and do your work and take your calls and emails etc. when you are away. You would forward your phone to them and have them check your email on a regular basis. In this case there is no need to record an ‘Out Of Office’ message on your phone or to have your email set up with one.

If for some reason this approach is not appropriate in your circumstances, you would record an 'Out Of Office' message for your local and have the Systems Administrators help you set up an 'Out Of Office' message for your email. Your phone message should provide the caller with the reception telephone number or option in case of emergency. Your email message should include the reception@The.Generic.Company.com email address for the same reason. This way reception can refer the message to an appropriate person in your absence.

Please also post your vacation days to your Google calendar.

Emergency Procedures

First Aid

1. The First Aid kit is in the center drawer behind the reception desk. There are three rows of drawers and the kit is in the middle, center drawer.
2. Our First Aid attendant is Mr. Trueman. He is trained in basic first aid (St. John's Level One).
3. In the case of an injury, please notify him immediately and then follow her directions.
4. If you don't feel things are under control please call 911.

Natural disasters

If, prior to the work day commencing, The Generic Company management decides to close the office for any reason, they will attempt to contact all staff as soon as possible.

Fire or Earthquake

1. In the event of a fire or other emergency where it is necessary to leave the premises please act according to the following directions:
2. If you see a fire in the building, pull the fire alarm and leave the building.
3. If you hear the fire alarm, leave the building.
4. If you are near the front of the building, leave via the front door.
5. If you are near the back of the building, leave via the back door. Go out the patio doors and then out the gate on Brick Street side.
6. Assemble on our parking lot at the front of the building, as near to the road as possible, where the stalls are numbered 36-41.
7. The three fire marshals, Tom, Dick and Harry, will be wearing hard-hats during emergency operations. Each of the fire marshals will be responsible for clearing staff out of their designated areas.

Water damage

1. Sprinklers – The Generic Company management will coordinate the response
2. Flooding – The Generic Company management will coordinate the response

Snow

1. In case of a snowfall staff is to call their manager if they decide not to come to work.

Windstorm

1. In case of a windstorm staff is to call their manager if they decide not to come to work.

Other

1. In case of any other disaster or crisis staff is to call their manager if they decide not to come to work.

Technology

Electrical blackout

1. If the power is already out when staff arrive at work in the morning, they are to go to wait in the lobby area or outside. Emergency power lighting (halls and stairwells) will only last about 20 minutes after the power initially fails. An The Generic Company manager will coordinate the situation and let staff know how to proceed. Staff are requested not to take direction from anyone other than The Generic Company management or the Generic Company safety officer.
2. When safe to do so, staff will return to the office area and find work to do until noon. Should the power outage continue, management will make a decision regarding sending staff home by noon.
3. If you are already at work and the power goes out an The Generic Company manager will coordinate the situation and let you know how to proceed.

Virus

1. Shutdown relevant systems until assessed

Hackers

1. Shutdown relevant systems until assessed

Other

1. Labor action
 - a. Any picket line at Brick St. can be legally crossed by The Generic Company employees
1. Theft
 - a. Contact company owners

Personal Inclement Weather Plan

Staff is encouraged to have a personal inclement weather plan in place. This means having considered alternative methods of getting to work prior to a snowstorm or windstorm or other crisis and made any necessary arrangements.

Reference Links

Employment Standards Branch

Here you will find links to the Employment Standards Act & Regulations

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

High Tech Professionals & High Tech Companies in BC Fact Sheet

In British Columbia, there are special Employment Standards rules for the high technology sector. These standards apply to all The Generic Company employees.

http://www.labour.gov.bc.ca/esb/facshts/high_tech.htm

WorkSafeBC (aka Workers Compensation)

<http://www.worksafebc.com>

Federal Human Resources and Social Development Canada (HRSDC)

<http://www.hrsdc.gc.ca/en/home.shtml>