Employee Handbook (Add LOGO)

Our Mission Statement

A Mission Statement defines the purpose of an organization, describing why it exists and what it does to achieve its goals. A mission statement is used internally to drive behaviour and results. It is what a company intends to do or achieve within the next 12 months.

Our mission statement is:

Our Core Values

A value system is a set of consistent ethic values and measures used for the purpose of ethical or ideological integrity. A well defined value system is a morale code. Core values are used as a guideline for hiring and dismissing team members. They are not negotiable to the organization. You either have them or you don’t.

Our Core Values:

 Are the essential and enduring tenets of an organization

 A small set of timeless principles – require no external justification

 May define you and what you stand for

 Are what a company hires and fires for

Key Core Values(Samples)

Accountability

We acknowledge and assume responsibility for our actions and are prepared to be answerable for resulting consequences.

Honesty

Is a facet of our moral character; is noted by our positive, virtuous attributes such as truthfulness, and straightforwardness with the absence of attempting to deceive, through lying, cheating, theft or omission of truth.

Integrity

Stems from the Latin word integer (whole or complete). It is our internal consistency of our actions, values, methods, measures, principles, expectations and outcomes.

Loyalty

Is shown through faithfulness to our commitments or obligations – it is our commitment to our company and our team and it is reciprocal.

Respect

Is a positive feeling of esteem for a person o other beliefs: it is shown in our actions as well as our conversations. We are committed to treating each other equally, fairly and with respect.

Teamwork

Is a cooperative or coordinated effort by a group of people acting together in the interests of a common goal. Through teamwork, a sense of community and belonging arises, motivating the individual team members to feel part of the larger vision of the company – feeling connected.

WELCOME TO THE COMPANY.

Insert history of the company here. Pull from Website. When was the company founded? How long has it been in business? What does the ownership look like? What kind of experience do they bring to the table? Are they specialized in any skill set? Were there any major growth developments? Expanding to a new office, division, product or service?

Does the company have a tag line? Or elevators pitch. (In 5 minutes or less, what would you say about the business that would give someone a clear picture of what the company does? What is the company’s passion?

EMPLOYEE RELATIONS

At the “The Company”, we are committed to treating you with dignity and respect. ‘Employee Relations’ is about how we’re all going to treat each other. For us, treating each other well, is about understanding that we all win when we speak and act respectfully and that in the end, we all want the same thing. Each person is tasked with treating fellow employees with dignity and respect – it is simple as using the ‘Golden Rule’ in every situation.

We want each of you to be motivated and engaged in your role and we realize that as great as we are, you are here to do a job and in doing so, know that the company is committed to maintaining competitive wages and benefits, safe working conditions, open communication and stability of employment.

We also know that you want to feel valued as an individual and as part of the greater team. The company does expect a commitment from you of regular attendance, to put forth your best efforts in performance and please feel free to suggest anyway you feel we can improve and save time and money – your feedback is encouraged and welcome.

For those of us whom will be in direct communication with our customers, the company does expect a firm commitment to the quality and professionalism in servicing our customers.

During your employment with the company, you will have many questions. You are encouraged to discuss these questions with your immediate supervisor or manager. The information in this manual will familiarize you with our company culture, philosophies, direction and policies.

The company is proud to have you as part of our team.

ETHICS

It is the policy of the company to conduct business on the highest possible ethical level and in accordance with all applicable laws and regulations governing our industry. Any illegal or unethical acts, on behalf of the company or by an employee acting independently are strictly prohibited. Deliberate misrepresentation of facts or unethical behaviour will result in immediate dismissal and termination of employment.

EQUAL OPPORTUNITY

It is the company’s policy to provide equal opportunity to all employees. During the hiring process, our policy is to select the applicant we consider to be the best qualified each position in our company. No employee or applicant will be discriminated against because of race, creed, colour, religion, sex, national origin, ancestry or age.

COMMUNICATION WITH CUSTOMERS

The company’s communication systems have been designed to enhance our business’ efficiency, to promote our professionalism, to respond more quickly to customer enquiries, to improve our quality initiatives, and to improve internal communication and information flow. Continual communication, exchange and interaction with our customers is crucial to our success. All customers’ phone calls/emails must be answered within 24 hours. We will strive to continually improve our communication systems.

HOURS, HOLIDAYS, LEAVES & ABSENCE

Hours of Work

The head office is officially open between the hours of 8:00am to 5:00pm from Monday to Friday (not including statutory holidays). The standard employee work requirements is an 8 hour workday and a 40 hour work week.

In/Out Status of Employees During Office Hours

It is the policy of the company and the responsibility of each employee to inform the receptionist of the following:

 If he/she is in the office but unavailable for calls

 If he/she is leaving the office and an estimated time of return

 If he/she will be away from the office on a business trip, holiday, medical reasons

 If he/she is expecting certain clients and the time of their arrival

 If he/she is planning meetings, so the boardroom and/or conference room can be booked and properly prepared.

Punctuality and Attendance

Regular attendance is the responsibility of, and is expected, of every employee at the company. Since each employee performs a valuable service for the company and plays a vital role in its overall success, absences from work have a significant effect on the company’s ability to operate efficiently. Similarly, the company has the right to expect that every employee will be in at the designated starting times. It is important to understand that lateness is a form of absenteeism and will be treated as such by the company. In the event of lateness or absences, it is your responsibility to notify your supervisor or manager as far in advance of the start of your shift as possible. This is important so that arrangements can be made to have your work done with a minimum of inconvenience to other employees. Attendance is an important dimension of an employee’s overall job performance and will be evaluated accordingly. Employees may be required to provide medical verification of absences from work due to illness or injury.

The company’s policy is to notify all customers if you are late for a previously agreed time or meeting. Our credibility is at stake here. It also reflects our degree of professionalism. This call is an indication that we care about our customers’ time constraints as well. While meeting with a customer, don’t waste time with idle chatter. Present yourself professionally and you’ll leave a positive impression. Be concerned about being punctual at your next call too.

Sick Days

The company will allow a maximum of three (3) paid sick days per calendar year. A doctor’s note will be required if you are absent for three (3) or more consecutive days. Absence from work because of illness or injury will last the length of time prescribed by the physician.

Statutory Holidays

The Alberta Labour Standards lists the following general Statutory holidays:

New Year’s Day

Alberta Family Day

Good Friday

Victoria Day

Canada Day

Heritage Day

Labour Day

Thanksgiving Day

Remembrance Day (taken during Christmas break)

Christmas Day

Boxing Day

Vacation

The vacation period is January 1 through December 31st. Vacation entitlement is determined based on the continuous length of service with the company.

Vacation entitlement is:

3 weeks up to 5 years of service (pro-rated in the 1st year)

4 weeks after 5+ years of service

With approval, vacations may be taken in the year of employment providing that the employee has successfully completed the probationary period (90 days). In this event, the maximum vacation period that will be calculated based on the length of service. Use the Vacation Request Form and forward it to your supervisor or manager for approval. All vacation requests must be submitted with this form and approved by your manager before you are eligible to take the requested days.

The company reserves the right to deny a vacation request if there is insufficient coverage of staff during that time or the company is too busy. If there is a conflict of vacation time between more than one individual, the vacation time will be allotted to the employee’s seniority.

Maternity Leave

Maternity leave shall be as described in legislated employment standards. Requests for maternity leave of absence must be made in writing a minimum of six (6) weeks prior to the start of the requested leave. A written notice from the attending physician confirming pregnancy and expected birth date may be requested by the company. Inquiries regarding eligibility and benefits should be directed to the Administrator of this policy. Employees returning to work from maternity leave must provide the company with four (4) weeks written notice of their expected return date.

In order to qualify for maternity leave under the Employment Standards Code, the employee must have been employed by the company for 52 consecutive weeks.

Paternity Leave

It is the policy of the company to allow two (2) days off with pay for the employee to be with their spouse the day of or the day after the birth of their child. Length of time of paternity leave will comply with the applicable legislation.

Parental Leave

Male or female employees will be granted a parental leave of absence without pay in accordance with the legislation. All such requests must be made in writing.

Bereavement Leave

Regular, full-time employees are entitled to a bereavement period of three (3) days for an immediate family member. Immediate family consists of: grandparents (paternal & maternal), parents, spouse, children, current mother and father in law, common law spouse, and children of siblings. Time off longer than three (3) days for an immediate family member will be taken off without pay. For non-immediate family members, time off will be limited to attending the funeral services.

Personal Leave

A personal leave of absence may be granted with the prior written approval of your supervisor or manager. Acceptable reasons include unusual family or personal matters. No such leave may be utilized for vacation purposes and all unused vacation credits must be used before taking such leave. Failure to return to work at the expiration of the leave will be considered a resignation from employment, unless alternative arrangements have been made prior to the return date and approval has been received. No wages or salary will be paid during the leave of absence.

HUMAN RESOURCES

Probationary Period

The probationary period for a newly hired full-time employee is ninety (90) days from the date of hire. During this period, employment can be terminated without notice. Following successful completion of the probationary period, the employee shall achieve permanent full-time status.

Performance Reviews

The company will administer performance reviews with all employees to openly discuss their job and any concerns pertaining to it. Job skills will be assessed and helpful guidelines determined to promote greater growth and development. The reviews will be performed by the employee’s immediate manager or supervisor. The reviews will identify the employee’s current status with regard to performance, personal objectives, team objectives and achievements. The performance reviews will be performed at the anniversary of three (3) months of employment and twice a year thereafter during the months of May and November.

Personal Conduct

It is the policy of the company to provide a pleasant working atmosphere. This can be achieved by maintaining a co-operative attitude and relationship among employees based upon mutual respect and understanding. Your conduct and positive contribution will ensure our objectives for excellent service and effective operations will be met. Personal misconduct could result in corrective action or termination. Some examples are:

 Excessive tardiness which negatively impacts our ability to serve our customers

 Unauthorized use, possession or distribution of company products or information

 Blatant refusal to carry out one’s duties or responsibilities

 Disorderly conduct or behaviour that is a discredit to the company

 Dishonesty

 Disclosure of confident information

 Falsification of records or reports

 Wilful destruction

 Violation of established policies

Employees are require3d to act in a professional and courteous manner when representing the company in work and social situations. Derogatory or profane comments will not be tolerated.

Dress Code

Employees are required to dress in a neat and safe manner recognizing that acceptable personal appearance is a matter of common sense. Appropriate dress code for all employees must promote a neat and safe working environment. Footwear with protective toe caps is recommended on job sites under construction. Business casual is the appropriate attire for management and office employees. Sweat pants, halter tops, tube tops, short shorts, t-shirts, and running shoes are not considered appropriate attire. Blue jeans are acceptable as long as they are in good condition with no rips or tears and paired with a dress shirt and dress shoes.

When visiting customer locations, your dress code should conform to that of our customer. Sales personnel should dress professionally at all times. If sales or management employees man exhibition booths etc. where the general public is present, formal business attire is appropriate.

Training and Education

It is the company’s policy to support and encourage further training and education. Please feel free to discuss any upgrading of skills that will be beneficial to you as an employee. Course approval is to be validated by management, who, depending on attendance and successful completion of the course, will consider a partial reimbursement of the fee. We support any personal initiatives for personal growth and development and we believe that education will help personal success and will also help overall business success. Highly skilled and competent staff are a source of pride. Your career plan should be reviewed a least once a year during one of your review sessions.

Personal Expenses

All company expenses must be accompanied by a receipt. No receipt – no reimbursement. Payment will be made on the next available cheque run. (15th or last day of the month) The cut-off date to meet the deadline is 4 working days prior to the cheque run date. Requests for reports, records, and other pertinent business information must be completed and returned in a timely manner. Efficient, accurate and timely data is a vital corporate asset.

Confidentiality

It is our policy that all employees of the company respect, protect and maintain proprietary company information. All employees must safeguard sensitive company information. This information includes products, procedures, know-how, designs, drawings, accounting, pricing, plans, strategies, contracts estimates, concepts and other sensitive corporate information. Continuing employment with the company is contingent upon compliance with this policy.

Employees are exposed daily to a great deal of confidential information. Any business related information including method or procedure used for handling a specific case should not be repeated or discussed with relatives, friend, or others outside the company. Any business related information is to be discussed with other employees only as necessary to the processing of daily business.

Harassment

All employees are required to be familiar with and comply with the company policy prohibiting sexual or any other unlawful harassment in the workplace. Employees are prohibited from sexually harassing another employee or any person(s) they may encounter while conducting the company’s business. Prohibited behaviour includes unwelcome sexual advances or requests for sexual favours, unwelcome verbal or physical conduct of a sexual nature. Prohibited behavior also includes permitting such conduct to occur which interferes with an employee’s work performance or which creates a hostile, intimidating or offensive work environment and discord. Company policy prohibits other forms of harassment based upon race, religion, national origin or protected status. This includes ethnic jokes, slurs or derogatory name-calling. We strive to provide a pleasant working environment for all employees. Management encourages employees to raise any questions regarding this policy and to report any suspected discrimination in the workplace.

Conflict of Interest

The company will continue to provide for the best interest of our business and its’ employees. We must assure that no personal business interests of our employees outside our company take priority over, or conflict with, our business interests. No employee shall maintain an outside business or financial interest or engage in any outside business or financial activity which directly conflicts with the interests of our company, or which interferes with their ability to fully perform their job responsibilities. No personal ventures will be allowed during working hours, including phone calls, faxes or meeting.

Attachment, Garnishments and Judgments

When an official of the company is properly served with any legal instrument, which requires withholding the pay of an employee, the company will and must comply with the law.

Discrimination

All company employees are entitled to work in an environment free of discrimination of any kind. Our customers are entitled to the same respect. This policy is in support of provincial and federal law. Good physical and verbal conduct will represent and support our long-standing professional image and reputation. We take pride in the character our employees represent.

Substance Abuse

The company has a vital interest in maintaining safe, healthful and efficient working conditions for its customers and employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks, not only to the user but to their co-workers, the public and our customers. The possession, use or sale of any illegal drug or controlled substance may also pose unacceptable risks to safe, healthful and efficient operations. Violation of the drug and alcohol policy can result in disciplinary action or lead to dismissal. Participation in a treatment program is voluntary and strictly confidential and employees can come forward to seek support and assistance.

Theft

The company relies strongly on trust. However, if any equipment, supplies, corporate information, contracts, policies, procedures, etc . are missing, it will result in a formal investigation. If proof of theft is found, it will result in recovery of loss and immediate dismissal and possible criminal charges.

Dismissals

If an employee chooses to terminate their employment, the employee is required to provide written notice as required by the Employment Standards Act.

 One week – for employment of more than three (3) months, but less than two (2) years

 Two weeks – for employment of two years or more

All outstanding purchases and/or advances charged to the terminated employee’s account will be deducted from their final paycheque. Upon termination of employment, the employee will return all company property in his/her possession including keys, tools, manuals, materials, vehicles, garments, and company identification.

OFFICE, EQUIPMENT & SOFTWARE

Telephones

The use of company telephones for personal calls should be kept to a minimum. Please ensue that calls are kept to urgent calls only.

Customer calls must be returned within 24 hours. Employees are responsible for ensuring voicemail space is available at all times.

Long distance personal calls should not be made except in an emergency.

Cellular Telephones

Employees are expected to limit their use of cellular telephones. Office telephones are to be used when employees are in the office. Personal calls during business hours should be held to a minimum. All personal calls and services are the responsibility of the employee. The use of cellular phones during the operation of equipment or driving of a vehicle is strictly prohibited.

Computer Software

Company computer software is property of the company and is not to be copied by employees for personal use. Any software brought into the company must be approved by management before installation on a company computer.

Office Equipment

Office equipment including computers is to be used for business only unless approved by your manager. All employees ordering any supplies must do so in writing and have their manager’s approval prior to forwarding the request to the accounting.

File Management

It is not acceptable to use the Network for purposes other than those relating to the users approved academic and professional work. It is not acceptable to use the Network for illegal purposes. It is not acceptable to use the Network to transmit threatening, obscene, or harassing materials. Violations may result in termination of Network access privileges, network services to the user, and/or termination of employment.

Internet Usage

Use of the company’s internet services is restricted to company related tasks during regular working hours.

Email Usage

Email usage is to be used to exchange data or information only. Any sensitive or potential conflictive conversations should be limited to face to face meetings whenever possible.

Good Housekeeping

Keeping work areas and equipment clean and tidy has several advantages. One is that it helps you to work more efficiently, since things are in place and more easily found when required. Clean equipment and a neat work area will leave visitors with the impression of a well-run operation. It is your responsibility to keep your work area clean and the equipment you work with neat and tidy.

Office Security

At the end of each working day, it is the responsibility of the last person out to “close shop” for the entire office (eg. Shut off machines, computers, coffee machine, lights, locking of doors and activating the security alarm system).

General Health & Safety

Occupational Health and Safety exists to ensure that safety rules and regulations are followed and appropriate changes are made to ensure the safety of all employees. All safety hazards or concerns must be reported immediately to your supervisor or manager.

All of us have the responsibility to build and maintain a safe and healthy workplace. The company will take every reasonable precaution to protect all employees from occupational injury and illness. Management must ensure that their employees receive the training, resources and equipment to control or eliminate workplace hazard. Each employee is expected to comply with established safe work practices and procedures and to alert management to any hazard that requires attention. Commitment to health and safety is a responsibility all of us share. Together we will create a workplace that will protect and enhance our health and safety, now and in the future.

Safety Equipment

All employees who work or visit a job site are to be equipped with the proper safety equipment that conforms to the local regulations and in accordance with the details outlined in the company safety manual.

Equipment Maintenance

All equipment must be returned to its proper and original place. A preventative maintenance program will be implemented to ensure all equipment is serviced regularly and in top proficient working order. Regular oiling, cleaning and general maintenance will be conducted on a monthly basis. Office equipment including personal computer, keyboard, monitor and printer should be cleaned monthly with the appropriate cleaner. If a piece of equipment is broken or non-functional, please document and report the problem as soon as possible to your immediate supervisor.

Smoking

In conforming with recent smoking bylaws, smoking is permitted outside at a minimum of 5 meters from any doorway. Our premises are to remain smoke free. Smoking is not permitted on any of our customer’s property, vehicles or business premises. The company recognizes that the decision to smoke is a personal one. With the current evidence that smoking, as well as secondary smoke is dangerous and injurious to people’s health, employees are strongly encouraged not to smoke.

Assignment of Company Vehicles

Any company employee assigned a company vehicle is expected to operate it in accordance with common standards of safety, caution and courteous driving techniques. Common sense prevails. Your driving and representation in a company vehicle is a reflection on you and the company. A poor driving record could lead to termination of your position with the company. Our insurance company reserves the right to pull a copy of your driver’s abstract. Our insurance company may require that you no longer drive our vehicles. Insurance rates are significantly affected by our employees’ driving records.

Company vehicles are to be used for company business primarily, personal use is to be limited and within reason – subject to management review. Driving the company vehicle to and from your home is considered a taxable benefit and could be charged to you as such by the government. Under no circumstance is alcohol to be consumed in the company vehicle or to be driven after consuming alcohol. Use of a cell phone while driving is strictly prohibited. Any traffic tickets, citations, or other violations, including parking tickets by an employee will be paid for by the employee through a payroll deduction. Take care in the manner the vehicle is being driven as you are representing the company while driving.

Vehicle Insurance

In the case of an accident, call the Police. After calling the police, call the company insurer (refer to the insurance card). Prior to volunteering any information, discuss the situation with the company insurer.

Vehicles Owned or Leased

When it becomes necessary to use a vehicle on official company business, a company-owned or company-leased vehicle may be provided upon approval of the owner. A distance log must be kept for all personal use of company owned or leased vehicles.

Vehicle Expenses

All operating expenses for the company owned vehicles are borne by the company. These include maintenance, lubrication, gasoline, oil, tires and insurance. It is the individual driver’s responsibility to ensure that the manufacturers recommended maintenance program is followed and that repairs and adjustments covered by warranty are affected in accordance with such warranty. All major expenses must have prior approval from you manager. Any credit cards issued for vehicular use are for gasoline, oil, other vehicular fluids, minor parts and tire repairs for business use only. Any unauthorized use may be grounds for dismissal (ie using the gas card for your own personal vehicle)

Vehicle Cleanliness

It is the company’s policy to keep the vehicles clean inside and out at all times. This includes paid allowance vehicles and company vehicles. Drivers are responsible for keeping their vehicles in top condition at all times. The inside of all vehicles will be well organized and all paperwork will be kept tidy and retained in a secure or enclosed place.

SMALL TOOLS

The company’s shop and service employees will be required and responsible for providing some of the required tools necessary to complete their job functions. These tools will be identified and outlined by management upon commencing your employment. By assuming ownership of these tools, employees will be more accountable for their general condition, whereabouts and the associated replacement costs.