# DEVELOP YOUR OWN EMPLOYEE HANDBOOK

# **Guidelines and Templates for Canadian Organizations**

# TABLE OF CONTENTS

Preface and Acknowledgements / iii About the Authors / v

#### INDEX / I-1

#### CHAPTER 1 GETTING STARTED

- 1.1 Introduction and How to Use This Guide / 1-1
- 1.2 Employee Handbooks vs. Policy Manuals vs. Procedures and Practices / 1-2
- 1.2.1 Policies vs. Procedures / 1-4
- 1.3 Why You Need an Employee Handbook / 1-4
- 1.4 Legal and Contractual Impact / 1-5
- 1.5 Deciding on Your Content / 1-6
- 1.6 Distributing Your Handbook / 1-8
- 1.7 About ISO 9000 Standards / 1-8

## CHAPTER 2 DEVELOPING AND WRITING YOUR HANDBOOK

- 2.1 The Development Process / 2-1
- 2.2 Management Commitment, Employee Support and Employee Participation / 2-2
- 2.3 Using a Project Team / 2-3
- 2.3.1 The Role of the HR Function / 2-4
- 2.4 Research Practices / 2-5
- 2.5 Handbook Form and Structure / 2-6

2.5.1	Plain Language Concerns / 2-8
2.6	Writing Rules, Practices and Procedures / 2-9
2.6.1	How to Write Policies and Procedures / 2-10
2.6.2	Anatomy of an Employment Policy / 2-11
2.6.3	Things to Remember When Writing and Developing Policies / 2-12
2.6.4	Reviewing and Updating Existing Polcies / 2-12
2.7	Legal Review of the Handbook / 2-13
2.7.1	Developing a Multijurisdictional Handbook / 2-14
2.7.2	Developing a Canadian Version of an
	International Handbook / 2-15
2.8	Launching the Handbook / 2-17
2.9	Employee Handbook Emerging Trends and Best
	Practices / 2-18
2.9.1	COVID-19 Policies / 2-22
2.10	Managing an Employee Handbook Development
	Project / 2-22.1
2.10.1	Project Management Fundamentals / 2-24

## CHAPTER 3 EVALUATING AND REVISING YOUR HANDBOOK

- 3.1 When to Review Your Handbook / 3-1
- 3.2 Setting Up a Review Team / 3-2
- Undertaking Revisions / 3-2 3.3

4.1

- Finalizing and Distributing Revisions / 3-3 3.4
- 3.5 Tips and Strategies for Updating Existing Policies / 3-4

# **CHAPTER 4 GUIDING PRINCIPLES AND PRELIMINARY MATTERS**

- Welcome Statement / 4-1 4.2 Organization History / 4-3 Equal Employment Opportunity / 4-5 4.3 Persons with Disabilities / 4-6 4.4 4.5 Non-Discrimination / 4-7 4.6 General and Sexual Harassment / 4-9
- 4.7 Workplace Harassment / 4-13
- 4.8 Racial or Ethnic Harassment / 4-14
- 4.9 Workplace Bullying / 4-15
- Discrimination and Harassment Complaint Procedure / 4-18 4.10

viii DYOEH Rel. 22/1

4.11	Accommodating Employees' Needs / 4-21
4.12	Accessibility Statement / 4-23
4.13	Employee Relations / 4-25
4.14	Employee Relations Principles / 4-27
4.15	Employee Concerns Program / 4-28
4.16	Religious Accommodation / 4-29
4.17	Complaint Resolution Procedure / 4-31
4.18	Disclaimer / 4-33
4.19	Disclaimer — Handbook Content / 4-34
4.20	Diversity and Inclusion / 4-34
4.21	Diversity/Race Relations / 4-36
4.22	About ISO Standards / 4-36
4.23	Customer Relations / 4-39
4.24	Customer Relations — Quality Products / 4-40
4.25	Quality Improvement Teams / 4-40
4.26	Employee Activities / 4-41
4.27	Respectful Workplace Policy / 4-43
CHAPT	TER 5 EMPLOYMENT PRACTICES
5.1	Job Posting / 5-1
5.1.1	Rehiring Former Employees / 5-3
5.1.2	Recruiting Through The Use of Social Networking / 5-4
5.1.3	Mobile Recruiting / 5-6
5.1.4	Minimum Hiring Standards / 5-8
5.1.5	Physical Examinations / 5-10
5.1.6	Employing and Accommodating People With Disabilities / 5-11
5.2	Employment of Relatives / 5-13
5.2.1	References / 5-15
5.2.1.1	Answering Reference Inquiries (Refer to HR) / 5-16
5.2.1.2	Answering Reference Inquiries (Former Managers Authorized to
	Provide References) / 5-17
5.2.2	Criminal Reference Checks / 5-20
5.2.3	Checking References Using Social Media / 5-21
5.2.4	Eligibility to Work in Canada / 5-23
5.2.5	Post Interview Feeback & Complaint Procedure / 5-24
5.3	Training and Development / 5-26
5.3.1	Teaching Courses or Seminars on Company Time / 5-27

- 5.3.2 Official Languages Training / 5-28
- 5.4 Orientation and Onboarding Program / 5-29
- 5.5 Probationary Period / 5-30
- 5.6 Performance Reviews / 5-32
- 5.6.1 Employee Response to Performance Appraisal / 5-34
- 5.7 Transfers, Temporary Assignments and Secondments / 5-35
- 5.7.1 Temporary Transfers / 5-37
- 5.8 Promotions / 5-38
- 5.8.1 Job Bid Promotion / 5-39
- 5.8.2 Succession Planning / 5-40
- 5.9 Length of Service / 5-44
- 5.10 Personnel Files / 5-45
- 5.11 Employee Identification / 5-47
- 5.11.1 Employee Badges and Uniforms / 5-48
- 5.12 Service Awards and Employee Recognition / 5-48
- 5.12.1 Employee Suggestion Program / 5-50
- 5.13 Lost and Found / 5-52
- 5.14 Parking / 5-53
- 5.15 Employee Referral Award Program / 5-54
- 5.15.1 Referral Program (Manufacturing Staff) / 5-56
- 5.16 Telephone Usage / 5-57
- 5.17 Visitor Procedures / 5-58
- 5.18 Cellular Phone Policy / 5-61
- 5.19 Use of Cellular Phones While Driving / 5-62
- 5.20 Use of Other Languages in the Workplace / 5-63

## **CHAPTER 6 EMPLOYEE CONDUCT**

- 6.1 Absenteeism and Tardiness / 6-1
- 6.2 Attendance Management Program / 6-5
- 6.3 Guidelines for Appropriate Conduct; Conflict of Interest / 6-7
- 6.4 Secondary Employment / 6-11
- 6.5 Confidentiality of Information / 6-12
- 6.6 Security of Property and Theft / 6-14
- 6.7 Personal Appearance and Hygiene / 6-15
- 6.8 Body Piercings and Tattoos / 6-17
- 6.9 Smoking, Eating and Chewing Gum at Work / 6-18
- 6.10 Dress for Safety / 6-19

6.11	Attitude and Conduct / 6-19
6.12	Employee Cooperation / 6-20
6.13	Teamwork, Harmonious Cooperation / 6-21
6.14	Home Work and Flexible Work Arrangements / 6-21
6.14.1	Telecommuting / 6-23
6.14.2	Hybrid Work Arrangements / 6-28
6.14.3	Right to Disconnect Policies / 6-28.2
6.14.4	Disconnecting from Work (Abridged Version) / 6-28.8
6.15	Flex-Time Arrangements / 6-28.10
6.16	Summer Hours / 6-30
6.17	Security of Confidential Information when Working at Home or Off-Site / 6-32
6.18	External Communications / 6-35
6.19	Employee Communications / 6-36
6.20	Social Media Statement / 6-38
6.21	Using Social Media for Business Purposes / 6-40
6.22	Inclusive Language in Employee Communcations / 6-41
6.23	Employee Communications Sessions / 6-42
6.24	General Workplace Rules / 6-43
6.25	Corporate Donations / 6-44
6.26	Disciplinary Procedures / 6-45
6.27	Performance Improvement Plan Guidelines / 6-48
6.28	Disciplinary Decision-Making Leave / 6-50
6.29	E-mail and Internet Use / 6-50
6.30	Portable Electronics Policy / 6-53
6.31	E-mail Consent by Employees / 6-55
6.32	Intellectual Property Agreement / 6-56
6.33	Privacy / 6-57
6.34	Privacy Complaints / 6-58.2
6.35	Video Surveillance Policy / 6-58.4
6.36	Protection of "WhistleBlowers" / 6-58.7
6.37	Whistleblowing / 6-59
6.38	Statement of Business Ethics / 6-65
6.39	Blogging / 6-67
6.40	Bulletin Boards / 6-70
6.41	Personal Property / 6-72
6.42	Collections and Solicitations in the Workplace / 6-72
6.43	Solicitations / 6-73

Xİ DYOEH Rel. 22/1

6.44 6.45	Items for Sale / 6-74
6.46	Lockers / 6-75 Code of Business Conduct / 6-75
0.10	Code of Business Conduct   6 / 5
CHAPT	TER 7 HEALTH, SAFETY AND SECURITY
7.1	Health and Safety / 7-1
7.1.1	Inclement Weather/Office Closures / 7-2
7.2	Health and Safety Enforcement and Discipline / 7-5
7.2.1	Loss Prevention / 7-6
7.2.1.1	Enforcement of Safety & Plant Rules / 7-10
7.2.2	Company Security / 7-11
7.2.2.1	Security Cards / 7-12
7.3	Occupational Health and Safety Training / 7-13
7.3.1	Mandatory Occupational Health and Safety Awareness Training and Orientation (Ontario) / 7-14
7.4	Joint Health and Safety Committee / 7-15
7.5	Maintenance and Housekeeping / 7-17
7.5.1	Housekeeping / 7-18
7.5.2	Lunchroom / 7-18
7.5.3	Closing Time Checklist / 7-19
7.6	Workplace Hazardous Materials Information System (WHMIS) / 7-20
7.6.1	Chemical Safety / 7-21
7.7	Right to Refuse Unsafe Work / 7-22
7.8	Personal Protective Equipment / 7-23
7.9	Accident Reporting and Workers' Compensation / 7-24
7.9.1	Customer Accident / 7-26
7.9.2	Emergency Situations Involving Staff/Emergency Contact / 7-27
7.9.3	Accident Prevention and Safety Rules / 7-28
7.10	Workplace Inspections / 7-29
7.10.1	Security Inspections / 7-31
7.11	Workplace Violence / 7-33
7.11.1	Violence in the Workplace and Domestic Violence / 7-34
7.11.2	Leave Options for Employees Experiencing Threats of Violence / 7-38
7.12	Panic Button / 7-41
7.13	Smoking in the Workplace / 7-42

7.13.1	Marijuana in the Workplace / 7-45
7.14	Substance Misuse / 7-49
7.15	Safe and Responsible Consumption of Alcohol / 7-50
7.16	HIV and AIDS / 7-52
7.17	Fragrance/Perfume Use by Employees / 7-54
7.18	Infectious Illnesses / 7-54
7.18.1	Emergency Pandemic Preparedness / 7-56
7.18.2	Mandatory Vaccination Policies / 7-60
7.18.3	Mandatory Vaccination Policy (Vaccination
- 10 1	Mandatory) / 7-60.2
7.18.4	Mandatory Vaccination Policy (General) / 7-60.6
7.18.5	Lifting Mandatory Vaccination Policies / 7-60.7
7.19	Evacuating Employees With Disabilities — An Emergency Preparedness Plan / 7-60.9
7.20	Critical Incident Management / 7-63
7.21	Fire Safety / 7-65
7.22	First Aid / 7-66
7.23	General Health & Safety Practices / 7-67
CHAP	TER 8 COMPENSATION PRACTICES
8.1	Total Rewards Statement/Philosophy / 8-1
8.1.1	Classifications of Employment / 8-6
8.2	Annual Base Pay Reviews / 8-7
8.2.1	Base Pay Reviews vs. Performance Reviews / 8-9
8.2.2	Base Pay Reviews / 8-10
8.2.3	Wage Garnishments / 8-11
8.3	Job Descriptions and Job Evaluations / 8-13
8.4	Pay Equity / 8-15
8.5	Work Hours / 8-16
8.5.1	Job Sharing / 8-17
8.5.2	Flexible Work Hours / 8-21
8.5.3	Breaks and Lunches / 8-21
8.6	Recording Work Hours / 8-22
8.6.1	
	Recording Hours of Work / 8-23
8.6.2	Time Records / 8-23
8.6.2	- · · · · · · · · · · · · · · · · · · ·

XIII DYOEH Rel. 22/1

- 8.7.2 Standby/Callback Non-supervisory Staff / 8-30
- 8.8 Regular Pay Procedures / 8-31
- 8.9 Commissions, Bonuses and Profit-Sharing / 8-32
- 8.10 Employee Stock Purchase Plan / 8-34
- 8.11 Seniority / 8-35
- 8.12 Travel Expenses / 8-36
- 8.12.1 Expense Reimbursements / 8-37

## **CHAPTER 9 BENEFITS INFORMATION**

- 9.1 Our Employee Benefits Plan / 9-1
- 9.2 Group Insurance Benefits / 9-2
- 9.3 Sick Days / 9-5
- 9.4 Short-Term and Long-Term Disability / 9-6
- 9.5 Personal Days/Emergency Leave / 9-7
- 9.5.1 Personal Paid Time Off / 9-9
- 9.6 Jury and Witness Duty Leave / 9-10
- 9.7 Bereavement and Compassionate Leave / 9-11
- 9.7.1 Client Suicide Bereavement Leave / 9-12
- 9.7.2 Leave Following Suicide or Disappearance of Spouse or Minor Child / 9-12.2

xiv

- 9.7.3 Pallbearer Leave / 9-12.3
- 9.8 Maternity and Parental Leave / 9-12.3
- 9.8.1 New Parents Leave / 9-13
- 9.9 Unpaid Leaves of Absence / 9-14
- 9.9.1 Leaves of Absence General / 9-15
- 9.9.2 Military Leave / 9-17
- 9.9.3 Reservist Leave / 9-18.1
- 9.9.4 Volunteering and Corporate Philanthropy / 9-18.2
- 9.9.5 Other Personal Unpaid Leave of Absence / 9-18.4
- 9.9.6 Leaves of Absence by Jurisdiction / 9-18.6
- 9.9.7 Leaves of Absence (Federal) / 9-18.16
- 9.10 Educational Assistance Program / 9-18.17
- 9.10.1 Bursary Program / 9-18.20
- 9.10.2 Professional Dues and Subscriptions / 9-18.21
- 9.11 Vacations / 9-18.22
- 9.11.1 Vacation Picking Rotation Rules / 9-19
- 9.12 Holidays / 9-20.1

9.12.1	Statutory Holidays by Jurisdiction / 9-20.4
9.12.2	Statutory Holidays (Federal) / 9-20.6
9.13	Other Benefits / 9-20.6
9.13.1	Use of Company Vehicles for Personal Use / 9-22
9.13.2	Use of Company Property for Personal Use / 9-23
9.13.3	Product Discount / 9-24
9.13.4	Installment / Layaway Purchase Plan / 9-25
9.14	Travel Policies / 9-26
9.15	Pension Plan / 9-27
9.15.1	GRRSP (Group Registered Retirement Savings Plan) / 9-30
9.16	Employee Assistance Program / 9-31
9.17	XYZ Gift Giving Program / 9-32
9.18	Concierge Service / 9-33
9.19	Pet Care Plan / 9-34
9.20	Employee Savings Plan / 9-35

## **CHAPTER 10 TERMINATION OF EMPLOYMENT**

- 10.1 Termination, Resignation and Layoff / 10-1
  10.1.1 Statement on Order of Layoff & Notice / 10-6
  10.1.2 Notice of Resignation & Notice / 10-7
  10.2 Retirement / 10-8
  10.2.1 Phased or Gradual Retirement / 10-9
  10.2.2 Post-Retirement-Age Work Options / 10-10
  10.3 Exit Interviews / 10-11
- 10.3.1 Confidentiality of Exit Interviews / 10-12
- 10.4 Death at Work / 10-13
- 10.5 Termination of Term Contract Employees / 10-15
- 10.6 Former Employees on the Premises / 10-15

## **CHAPTER 11 REFERENCE MATERIAL**

- 11.1 Making Reference Material Useful / 11-1
- 11.2 Organizational Charts / 11-2
- 11.3 Telephone Lists and Emergency Contact Lists / 11-2
- 11.4 Facility Maps / 11-2
- 11.5 Emergency Evacuation Plan / 11-3
- 11.6 Employee Onboarding Programs: An Introduction / 11-3

XV DYOEH Rel. 22/1

# **TEMPLATES (Also on Disk)**

- T4-1 Welcome to XYZ Organization / T-1
- T4-2 About Our Organization The XYZ Story / T-3
- T4-3 Equal Employment Opportunity / T-5
- T4-4 Persons with Disabilities / T-7
- T4-5 Non-Discrimination / T-9
- T4-6 General and Sexual Harassment / T-11
- T4-7 Workplace Harassment / T-13
- T4-8 Racial or Ethnic Harassment / T-15
- T4-9 Workplace Bullying /T-17
- T4-10 Complaint Procedure / T-20.1
- T4-11 Reasonable Accommodation / T-20.3
- T4-12 Accessibility Statement / T-20.5
- T4-13 Employee Relations / T-20.7
- T4-14 Employee Relations Principles / T-20.9
- T4-15 Employee Concerns Program / T-20.11
- T4-16 Religious Accommodation / T-20.13
- T4-17 Complaint Resolution Procedure / T-20.15
- T4-18 Disclaimer / T-20.17
- T4-19 Disclaimer—Handbook Content / T-20.19
- T4-20 Diversity and Inclusion / T-20.21
- T4-21 Diversity/Race Relations / T-20.23
- T4-22 ISO 9000 Standards / T-20.25
- T4-23 Customer Relations / T-20.27
- T4-24 Customer Relations Quality Products / T-20.29
- T4-25 Quality Improvement Teams / T-20.31
- T4-26 Employee Activities / T-20.33
- T4-27 Respectful Workplace Policy / T-20.35
- T5-1 Job Posting / T-21
- T5-1.1 Rehiring Former Employees / T-22.1
- T5-1.2 Recruiting Through The Use of Social Media / T-22.3
- T5-1.3 Mobile Recruiting / T-22.5
- T5-1.4 Minimum Hiring Standards / T-22.7
- T5-1.5 Physical Examinations / T-22.9
- T5-1.6 Employing and Accommodating Employees with Disabilities / T-22.11
- T5-2 Employment of Relatives / T-23

- T5-2.1 Obtaining and Giving References / T-24
- T5-2.1.1 Answering Reference Inquiries (Refer to HR) / T-26.1
- T5-2.1.2 Answering Reference Inquiries (Former Managers Authorized to Provide References) / T-26.3
- T5-2.2 Criminal Reference Checks / T-26.5
- T5-2.3 Checking References Using Social Media / T-26.7
- T5-2.4 Eligibility to Work in Canada / T-26.9
- T5-2.5 Post Interview Feedback & Complaint Procedure / T-26.11
- T5-3 Training and Development / T-26.13
- T5-3.1 Teaching Courses or Seminars on Company Time / T-26.15
- T5-3.2 Official Languages Training / T-26.17
- T5-4 Orientation and Onboarding Program / T-27
- T5-5 Probationary Period / T-29
- T5-6 Performance Reviews / T-31
- T5-6.1 Employee Response to Performance Appraisal / T-32.1
- T5-7 Transfers, Temporary Assignments and Secondments / T-33
- T5-7.1 Temporary Transfers / T-34.1
- T5-8 Promotions / T-35
- T5-8.1 Job Bid Promotion / T-36.1
- T5-8.2 Succession Planning / T-36.3
- T5-9 Length of Service / T-37
- T5-10 Personnel Files / T-39
- T5-11 Employee Identification / T-41
- T5-11.1 Employee Badges and Uniforms / T-42.1
- T5-12 Service Awards and Employee Recognition / T-43
- T5-12.1 Employee Suggestion Program / T-44(1)
- T5-13 Lost and Found / T-44.1
- T5-14 Parking / T-44.3
- T5-15 Employee Referral Award Program / T-44.5
- T5-15.1 Referral Program (Manufacturing Staff) / T-44.7
- T5-16 Telephone Usage / T-44.9
- T5-17 Visitor Procedures / T-44.11
- T5-18 Cellular Phone Policy / T-44.13
- T5-19 Use of Cellular Phones While Driving / T-44.15
- T5-20 Use of Other Languages in the Workplace / T-44.17
- T6-1 Absenteeism and Tardiness / T-45
- T6-2 Attendance Management Program / T-47
- T6-3 Guidelines for Appropriate Conduct / T-49

XVII DYOEH Rel. 22/1

- T6-4 Secondary Employment / T-51
- T6-5 Confidentiality of Information / T-53
- T6-6 Security of Property and Theft / T-55
- T6-7 Personal Appearance and Hygiene / T-57
- T6-8 Body Piercings and Tattoos / T-59
- T6-9 Smoking, Eating and Chewing Gum at Work/ T-61
- T6-10 Dress for Safety/ T-63
- T6-11 Attitude and Conduct / T-64.1
- T6-12 Employee Cooperation / T-64.3
- T6-13 Teamwork, Harmonious Cooperation / T-64.5
- T6-14 Home Work and Flexible Work Arrangements / T-64.7
- T6-14.1 Telecommuting / T-64.8(1)
- T6-14.2 Hybrid Work Arrangement / T-64.8(7)
- T6-14.3 Right to Disconnect Policies / T-64.8(9)
- T6-14.4 Disconnecting from Work (Abridged Version) / T-64.8(13)
- T6-15 Flex-Time Arrangements / T-64.9
- T6-16 Summer Hours / T-64.11
- T6-17 Security of Confidential Information when Working at Home or Off-Site / T-64.13
- T6-18 External Communications / T-64.17
- T6-19 Employee Communications / T-64.19
- T6-20 Social Media Statement / T-64.21
- T6-21 Using Social Media for Business Purposes / T-64.23
- T6-22 Inclusive Language in Employee Communications / T-64.25
- T6-23 Employee Communications Sessions / T-64.27
- T6-24 General Workplace Rules / T-64.29
- T6-25 Corporate Donations / T-64.31
- T6-26 Disciplinary Procedures / T-64.33
- T6-27 Performance Improvement Plan Guidelines / T-64.35
- T6-28 Disciplinary Decision-Making Leave / T-64.37
- T6-29 E-mail and Internet Use / T-64.39
- T6-30 Portable Electronic Policy / T-64.43
- T6-31 E-mail Consent by Employees / T-64.45
- T6-32 Intellectual Property Agreement / T-64.47
- T6-33 Privacy / T-64.49
- T6-34 Privacy Complaints/ T-64.51
- T6-35 Video Surveillance Policy / T-64.53
- T6-36 Protection of "WhistleBlowers" / T-64.55

DYOEH Rel. 22/1 XVIII

- T6-37 Whistleblowing / T-64.57
- T6-38 Statement of Business Ethics / T-64.61
- T6-39 Blogging / T-64.63
- T6-40 Bulletin Boards / T-64.67
- T6-41 Personal Property / T-64.69
- T6-42 Collections and Solicitations in the Workplace / T-64.71
- T6-43 Solicitations / T-64.73
- T6-44 Items for Sale / T-64.75
- T6-45 Lockers / T-64.77
- T6-46 Code of Business Conduct / T-64.79
- T7-1 Health and Safety / T-65
- T7-1.1 Severe Inclement Weather/Office Closures / T-67
- T7-2 Health and Safety Enforcement and Discipline / T-69
- T7-2.1 Loss Prevention / T-71
- T7-2.1.1 Enforcement of Safety & Plant Rules / T-75
- T7-2.2 Company Security / T-77
- T7-2.2.1 Security Cards / T-79
- T7-3 Occupational Health and Safety Training / T-81
- T7-3.1 Mandatory Occupational Health and Safety Awareness Training and Orientation (Ontario) / T-83
- T7-4 Joint Health and Safety Committee / T-85
- T7-5 Maintenance and Housekeeping / T-87
- T7-5.1 Housekeeping / T-89
- T7-5.2 Lunchroom / T-91
- T7-5.3 Closing Time Checklist / T-92.1
- T7-6 Workplace Hazardous Materials Information System (WHMIS) / T-92.3
- T7-6.1 Chemical Safety / T-92.5
- T7-7 Right to Refuse Unsafe Work / T-92.7
- T7-8 Personal Protective Equipment / T-92.9
- T7-9 Accident Reporting and Workers' Compensation / T-92.11
- T7-9.1 Customer Accident /T-92.13
- T7-9.2 Emergency Situations Involving Staff/Emergency Contacts / T-92.15
- T7-9.3 Accident Prevention and Safety Rules / T-92.17
- T7-10 Workplace Inspections / T-92.19
- T7-10.1 Security Inspections / T-92.21
- T7-11 Workplace Violence / T-92.23

- T7-11.1 Violence in the Workplace and Domestic Violence / T-92.25
- T7-11.2 Leave Options for Employees Experiencing Threats of Violence / T-92.29
- T7-12 Panic Button / T-92.31
- T7-13 Smoking in the Workplace / T-92.33
- T7-13.1 Marijuana in the Workplace / T-92.35
- T7-14 Substance Misuse / T-92.37
- T7-15 Safe and Responsible Consumption of Alcohol / T-92.39
- T7-16 HIV/AIDS / T-92.41
- T7-17 Fragrance/Perfume Use by Employees / T-92.43
- T7-18 Infectious Illnesses / T-92.45
- T7-18.1 Emergency Pandemic Preparedness / T-92.47
- T7-18.2 Mandatory Vaccination Policies / T-92.50(1)
- T7-18.3 Mandatory Vaccination Policy (Vaccination Mandatory) / T-92.50(3)
- T7-18.4 Mandatory Vaccination Policy (General) / T-92.50(7)
- T7-18.5 Lifting Mandatory Vaccination Policies / T-92.50(9)
- T7-19 Evacuating Employees With Disabilities An Emergency Preparedness Plan / T-92.51
- T7-20 Critical Incident Management / T-92.53
- T7-21 Fire Safety / T-92.55
- T7-22 First Aid / T-92.57
- T7-23 General Health & Safety Practices / T-92.59
- T8-1 Total Rewards Statement/Philosophy / T-93
- T8-1.1 Classifications of Employment / T-97
- T8-2 Annual Base Pay Reviews / T-99
- T8-2.1 Base Pay Reviews vs. Performance Reviews / T-101
- T8-2.2 Base Pay Reviews / T-103
- T8-2.3 Wage Garnishments / T-105
- T8-3 Job Descriptions and Job Evaluations / T-107
- T8-4 Pay Equity / T-109
- T8-5 Work Hours / T-111
- T8-5.1 Job Sharing / T-112.1
- T8-5.2 Flexible Work Hours / T-112.5
- T8-5.3 Breaks and Lunches / T-112.7
- T8-6 Recording Work Hours / T-112.9
- T8-6.1 Recording Hours of Pay / T-112.11
- T8-6.2 Time Records / T-112.13

- T8-7 Overtime / T-112.15
- T8-7.1 Emergency Work Hours / T-112.17
- T8-7.2 Standby/Callback Non-supervisory Staff / T-112.19
- T8-8 Regular Pay Procedures / T-112.21
- T8-9 Other Remuneration: Commissions, Bonuses and Profit-Sharing / T-112.23
- T8-10 Employee Stock Purchase Plan / T-112.25
- T8-11 Seniority / T-112.27
- T8-12 Travel Expenses / T-112.29
- T8-12.1 Expense Reimbursements / T-112.31
- T9-1 Our Employee Benefits Program / T-113
- T9-2 Group Insurance Benefits / T-115
- T9-3 Sick Days / T-117
- T9-4 Short-Term and Long-Term Disability / T-119
- T9-5 Personal Days/Emergency Leave / T-121
- T9-5.1 Personal Paid Time Off / T-122.1
- T9-6 Jury and Witness Duty Leave / T-123
- T9-7 Bereavement and Compassionate Leave / T-125
- T9-7.1 Client Suicide Bereavement Leave / T-126.1
- T9-7.2 Leave Following Suicide or Disappearance of Spouse or Minor Child / T-126.3
- T9-7.3 Pallbearer Leave / T-126.5
- T9-8 Maternity and Parental Leave / T-127
- T9-8.1 New Parents Leave / T-128.1
- T9-9 Unpaid Leaves of Absence / T-129
- T9-9.1 Leaves of Absence General / T-130.1
- T9-9.2 Military Leave / T-130.3
- T9-9.3 Reservist Leave / T-130.5
- T9-9.4 Volunteering and Corporate Philanthropy / T-130.7
- T9-9.5 Other Personal Unpaid Leave of Absence / T-130.9
- T9-9.6 Leaves of Absence by Jurisdiction / T-130.11
- T9-9.7 Leaves of Absence (Federal) / T-130.21
- T9-10 Educational Assistance Program / T-131
- T9-10.1 Bursary Program / T-132.1
- T9-10.2 Professional Dues and Subscriptions / T-132.3
- T9-11 Vacations / T-133
- T9-11.1 Vacation Picking Rotation Rules / T-133.1
- T9-12 Holidays / T-135

XXI DYOEH Rel. 22/1

- T9-12.1 Statutory Holidays by Jurisdiction / T-136.1
- T9-12.2 Statutory Holidays (Federal) / T-136.3
- T9-13 Other Benefits / T-137
- T9-13.1 Use of Company Vehicles for Personal Use / T-138.1
- T9-13.2 Use of Company Property for Personal Use / T-138.3
- T9-13.3 Product Discount / T-138.5
- T9-13.4 Installment/Layaway Purchase Plan / T-138.7
- T9-14 Travel Policies / T-139
- T9-15 Pension Plan / T-141
- T9-15.1 GRRSP / T-142.1
- T9-16 Employee Assistance Program / T-143
- T9-17 XYZ Gift Giving Program / T-144.1
- T9-18 Concierge Service / T-144.3
- T9-19 Pet Care Plan / T-144.5
- T9-20 Employee Savings Plan / T-144.7
- T10-1 Termination, Resignation and Layoff / T-145
- T10-1.1 Statement on Order of Layoff & Notice / T-147
- T10-1.2 Notice of Resignation / T-149
- T10-2 Retirement / T-151
- T10-2.1 Phased or Gradual Retirement / T-153
- T10-2.2 Post-Retirement-Age Work Options / T-155
- T10-3 Exit Interviews / T-157
- T10-3.1 Confidentiality of Exit Interviews / T-159
- T10-4 Death at Work / T-161
- T10-5 Termination of Term Contract Employees / T-163
- T10-6 Former Employees on the Premises / T-165

DYOEH Rel. 22/1 XXII