



connectsUs HR™

FOR SMALL BUSINESS & CONSULTANTS



Your Company Name
HR | Orientation Manual

Table of Contents

INTRODUCTION.....	10
<i>Welcome</i>	<i>10</i>
<i>About This HR Manual (the “Manual”)</i>	<i>10</i>
<i>Terminology Used in This Manual (“Terminology”).....</i>	<i>10</i>
<i>Compliance.....</i>	<i>11</i>
<i>How Are Topics Structured?.....</i>	<i>11</i>
ABOUT THE COMPANY	13
About Us.....	13
<i>Vision & Mission.....</i>	<i>13</i>
<i>Definition of Business Success.....</i>	<i>13</i>
<i>Business Priorities for <YEAR>.....</i>	<i>15</i>
<i>Service Philosophy.....</i>	<i>16</i>
<i>Competitors.....</i>	<i>17</i>
<i>Company History.....</i>	<i>18</i>
<i>Organizational Chart.....</i>	<i>18</i>
Our Culture	19
<i>Core Values</i>	<i>19</i>
<i>Culture.....</i>	<i>19</i>
<i>Giving Back.....</i>	<i>21</i>
<i>Service Recognition Awards</i>	<i>22</i>
<i>Annual Recognition Awards.....</i>	<i>23</i>
<i>Recognizing & Celebrating Employee Personal Milestones</i>	<i>24</i>
<i>All-Hands Meetings.....</i>	<i>26</i>
<i>Lunch & Learns.....</i>	<i>27</i>
<i>Social Events.....</i>	<i>27</i>
<i>Treat Days</i>	<i>28</i>
Our Brand	29
<i>Our Brand.....</i>	<i>29</i>
<i>Elevator Pitch</i>	<i>29</i>
<i>Our Logos & Branding Guidelines</i>	<i>29</i>

HUMAN RESOURCES	31
Orientation & Onboarding.....	31
<i>New Employee Orientation</i>	<i>31</i>
Attendance, Reporting Hours & Payroll	32
<i>Attendance.....</i>	<i>32</i>
<i>Lunch & Breaks.....</i>	<i>32</i>
<i>Overtime.....</i>	<i>33</i>
<i>Approving, Communicating, & Recording Absences.....</i>	<i>34</i>
<i>Payroll & Pay Day.....</i>	<i>38</i>
Legislated Policies	38
<i>Health & Safety.....</i>	<i>38</i>
<i>Prevention of Harassment & Discrimination.....</i>	<i>40</i>
<i>Prevention of Workplace Violence</i>	<i>45</i>
<i>Impairment & Substance Dependency.....</i>	<i>47</i>
<i>Smoke-Free Workplace</i>	<i>50</i>
<i>Protected Grounds — Duty to Accommodate.....</i>	<i>50</i>
<i>AODA Integrated Accessibility Standards — Information & Communications, & Employment ..</i>	<i>51</i>
<i>AODA — Accessible Customer Service Standards</i>	<i>54</i>
<i>Pay Equity.....</i>	<i>59</i>
<i>PIPEDA Privacy Compliance Policy</i>	<i>60</i>
<i>Privacy of Employee Personal Information</i>	<i>63</i>
<i>Garnishments.....</i>	<i>64</i>
Legislated Leaves	65
<i>Continuing Benefits & Seniority While on Leave.....</i>	<i>65</i>
<i>Vacation</i>	<i>65</i>
<i>Public Holidays</i>	<i>68</i>
<i>Pregnancy & Parental Leave.....</i>	<i>70</i>
<i>Sick Leave</i>	<i>72</i>
<i>Family Medical Leave.....</i>	<i>73</i>
<i>Family Care Giver Leave.....</i>	<i>74</i>
<i>Family Responsibility Leave.....</i>	<i>75</i>
<i>Bereavement Leave.....</i>	<i>76</i>

<i>Domestic and Sexual Violence Leave</i>	77
<i>Critical Illness Leave</i>	77
<i>Crime-Related Child Death or Disappearance Leave</i>	79
<i>Organ Donor Leave</i>	79
<i>Reservist Leave</i>	80
<i>Declared Emergency Leave</i>	81
<i>Infectious Disease Emergency Leave</i>	82
<i>Time Off to Vote</i>	83
<i>Jury Duty</i>	83
Other Employee Leaves & Closures	85
<i>Incidental Illness & Personal Time</i>	85
<i>Short-Term Disability (STD) & Long-Term Disability (LTD) Benefits — Option 2</i>	87
<i>Bereavement & Compassionate Leave</i>	88
<i>Unscheduled Office Closures</i>	89
<i>Personal Leave of Absence</i>	90
Rewards & Benefits	92
<i>Variable Pay Rewards</i>	92
<i>Health Care Benefits</i>	92
<i>Flexible Work Schedule</i>	94
<i>Company-Paid Parking & Mobile Device Benefits</i>	97
<i>Wellness Benefits</i>	97
<i>Retirement Plan</i>	99
<i>Job Descriptions</i>	101
Employee Development, Performance, & Exit	102
<i>Probationary Period</i>	102
<i>Performance Reviews</i>	102
<i>Performance Improvement Plan (PIP)</i>	103
<i>Training & Development</i>	104
<i>Computer Training</i>	107
<i>Professional Memberships</i>	108
<i>Employee Resignation & General Exit Procedures</i>	109
Hiring	111

<i>Applying for Open Job Postings</i>	111
<i>Candidate Referral Bonus Program</i>	112
<i>Re-Hiring Former Employees</i>	113
<i>Hiring Family Members & Friends</i>	115
OUR PRACTICES	117
Information Technology	117
<i>IT Technical Support</i>	117
<i>Computer Equipment Upgrade Cycles</i>	118
<i>Our Printers</i>	118
Communicating in the Workplace	120
<i>Conflict Resolution & Communication</i>	120
<i>Effective Email Communication & Etiquette</i>	120
<i>Email Signatures</i>	124
<i>Running Effective Meetings</i>	124
<i>Suggestions in the Workplace</i>	129
<i>Exit Interviews</i>	129
Security	130
<i>Emergency Contacts</i>	130
<i>Key Cards, Access to Premises, & Lock-Up</i>	130
<i>Visitors</i>	132
Expenses & Fiscal Responsibility	134
<i>Fiscal Responsibility</i>	134
<i>Expense Reporting</i>	134
<i>Accounts Payable & Expense Approval</i>	135
<i>Travel Expenses</i>	137
<i>Department Codes</i>	143
Facilities	145
<i>First Aid</i>	145
<i>Office Map</i>	145
<i>Our Lunchroom</i>	145
<i>Bulletin Boards</i>	146
<i>Our Individual Work Space</i>	147

<i>Nursing Mothers</i>	149
<i>Facility Temperature Control</i>	149
<i>Facility Lights</i>	149
<i>Shower Facilities</i>	150
<i>Parking Information & Safety</i>	150
Office Equipment & Phones	153
<i>Our Office Equipment</i>	153
<i>Telephone System & Voice Mail</i>	155
<i>Long Distance Calls</i>	156
<i>Conference Call Procedures</i>	157
Meeting Logistics	157
<i>Scheduling Internal Meetings</i>	157
<i>Meeting Rooms</i>	158
Other Office Services	161
<i>Associations & Subscriptions (Memberships)</i>	161
<i>Business Cards</i>	162
<i>Office Supplies</i>	162
<i>Mail & Couriers</i>	163
<i>Central Filing System</i>	163
<i>Swag</i>	164
<i>Fax Procedures</i>	165
External Services	166
<i>Taxi Cabs</i>	166
<i>Catering</i>	166
<i>Dry Cleaning Services</i>	167
STAFF POLICIES	168
Overview	168
<i>About Staff Policies</i>	168
Conditions of Your Engagement	169
<i>Sign-Off on Staff Policies</i>	169
<i>Consequences of Non-Adherence to ‘Staff Policies’</i>	169
<i>Workplace Privacy</i>	169

<i>When You Leave the Company</i>	170
<i>Employee Benefits Plan Participation & Long-Term Absence</i>	170
Conduct Expectations	172
<i>Code of Conduct</i>	172
<i>Off-Duty Conduct</i>	172
<i>Confidentiality Agreement</i>	173
<i>Non-Competition</i>	175
<i>Non-Solicitation</i>	176
<i>Intellectual Property</i>	177
<i>Use of Technology Tools & Electronic Communication</i>	177
<i>Information Technology Security</i>	184
<i>Social Media Policy</i>	189
<i>Personal Activities in the Workplace</i>	191
<i>Impairment-Free Workplace</i>	192
<i>Insider Trading</i>	193
<i>Dating Co-Workers</i>	194
<i>Whistle-Blower Policy</i>	197
<i>Conflict of Interest</i>	198
<i>Teleworking Policy</i>	199
<i>Gifts & Gratuities</i>	201
<i>Solicitation on Company Premises</i>	202
<i>Appropriate Office Attire</i>	203
<i>Intoxication at Company Events</i>	204
<i>Use of Mobile Devices</i>	205
<i>Temporarily Borrowing or Taking Company Materials Off Premises</i>	206
<i>External Company Communications</i>	207
Staff Policies Acknowledgement & Signed Agreement	209
FORMAL TERMS & DEFINITIONS	212
<i>AODA - Accessibility for Ontarians with Disabilities Act, 2000</i>	212
<i>Agency Staff</i>	212
<i>the Code</i>	212
<i>the Company</i>	213

<i>Company Materials</i>	213
<i>Company Stakeholders</i>	213
<i>Confidential Information</i>	214
<i>Consultant</i>	215
<i>Core Hours</i>	215
<i>Direct Reports</i>	216
<i>Discrimination</i>	216
<i>Electronic Communication(s)</i>	217
<i>employee</i>	217
<i>Engagement</i>	218
<i>Engagement Agreement</i>	218
<i>Everyone</i>	218
<i>Harassment & Workplace Harassment</i>	219
<i>Human Rights Code (the "Code")</i>	222
<i>ISAR - Integrated Accessibility Standards ("Regulation")</i>	222
<i>Independent Contractor</i>	222
<i>Intoxicated (Intoxication, Intoxicate)</i>	222
<i>Job Abandonment</i>	222
<i>Job Applicant</i>	223
<i>Just Cause</i>	223
<i>Legal Substance</i>	223
<i>Manager</i>	223
<i>Manual</i>	223
<i>Misconduct</i>	224
<i>Mobile Devices</i>	224
<i>Off-Duty Misconduct</i>	225
<i>Personal Activities</i>	225
<i>Protected Grounds</i>	226
<i>Reasonable Person</i>	226
<i>Regular Business Hours</i>	227
<i>Standard Work Week</i>	227
<i>Social Media</i>	227
<i>Staff</i>	228

<i>Staff Member</i>	228
<i>Staff Policies</i>	228
<i>Technology Tools</i>	228
<i>Undue Hardship</i>	229
<i>Volunteer</i>	229
<i>Workplace</i>	229
<i>Workplace Violence</i>	230
<i>Work Product</i>	231