



HR Toolkit[™]

FOR SMALL BUSINESS & HR 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>18</i>
<i>Company History.....</i>	<i>18</i>
<i>Organizational Chart.....</i>	<i>19</i>
Our Culture	20
<i>Core Values</i>	<i>20</i>
<i>Culture.....</i>	<i>20</i>
<i>Giving Back.....</i>	<i>22</i>
<i>Service Recognition Awards</i>	<i>23</i>
<i>Annual Recognition Awards</i>	<i>24</i>
<i>Recognizing & Celebrating Employee Personal Milestones</i>	<i>25</i>
<i>All-Hands Meetings.....</i>	<i>27</i>
<i>Lunch & Learns.....</i>	<i>28</i>
<i>Social Events.....</i>	<i>28</i>
<i>Treat Days</i>	<i>29</i>
Our Brand	30
<i>Our Brand.....</i>	<i>30</i>
<i>Elevator Pitch</i>	<i>30</i>
<i>Our Logos & Branding Guidelines</i>	<i>30</i>

HUMAN RESOURCES	32
Orientation & Onboarding.....	32
<i>New Employee Orientation</i>	<i>32</i>
Legislated Policies	32
<i>Health & Safety</i>	<i>32</i>
<i>Prevention of Harassment & Discrimination.....</i>	<i>35</i>
<i>Prevention of Workplace Violence</i>	<i>39</i>
<i>Impairment & Substance Dependency.....</i>	<i>42</i>
<i>Smoke-Free Workplace</i>	<i>45</i>
<i>Protected Grounds — Duty to Accommodate.....</i>	<i>45</i>
<i>AODA Integrated Accessibility Standards — Information & Communications, & Employment ..</i>	<i>46</i>
<i>AODA — Accessible Customer Service Standards</i>	<i>49</i>
<i>Pay Equity.....</i>	<i>54</i>
<i>Garnishments</i>	<i>55</i>
Legislated Leaves	56
<i>Continuing Benefits & Seniority While on Leave.....</i>	<i>56</i>
<i>Vacation</i>	<i>56</i>
<i>Public Holidays</i>	<i>59</i>
<i>Pregnancy & Parental Leave.....</i>	<i>61</i>
<i>Sick Leave</i>	<i>63</i>
<i>Family Medical Leave.....</i>	<i>64</i>
<i>Family Care Giver Leave.....</i>	<i>65</i>
<i>Family Responsibility Leave.....</i>	<i>66</i>
<i>Bereavement Leave.....</i>	<i>67</i>
<i>Domestic and Sexual Violence Leave</i>	<i>68</i>
<i>Critical Illness Leave</i>	<i>69</i>
<i>Crime-Related Child Death or Disappearance Leave</i>	<i>70</i>
<i>Organ Donor Leave</i>	<i>71</i>
<i>Reservist Leave.....</i>	<i>72</i>
<i>Declared Emergency Leave</i>	<i>72</i>
<i>Infectious Disease Emergency Leave.....</i>	<i>73</i>

<i>Time Off to Vote</i>	75
<i>Jury Duty</i>	76
Other Employee Leaves & Closures	77
<i>Incidental Illness & Personal Time</i>	77
<i>SPS Leave (Example Short Term Disability – (STD) Self-insured Program)</i>	79
<i>Short-Term Disability (STD) & Long-Term Disability (LTD) Benefits (Example Carrier Benefits)</i> ..	87
<i>Bereavement & Compassionate Leave</i>	89
<i>Unscheduled Office Closures</i>	90
<i>Personal Leave of Absence</i>	91
Rewards & Benefits	93
<i>Variable Pay Rewards</i>	93
<i>Health Care Benefits</i>	93
<i>Flexible Work Schedule</i>	95
<i>Company-Paid Parking & Mobile Device Benefits</i>	98
<i>Wellness Benefits</i>	98
<i>Retirement Plan</i>	100
<i>Job Descriptions</i>	102
Employee Development, Performance, & Exit	103
<i>Probationary Period</i>	103
<i>Performance Reviews</i>	103
<i>Performance Improvement Plan (PIP)</i>	104
<i>Training & Development</i>	105
<i>Computer Training</i>	109
<i>Professional Memberships</i>	109
<i>Employee Resignation & General Exit Procedures</i>	110
Hiring	112
<i>Applying for Open Job Postings</i>	112
<i>Candidate Referral Bonus Program</i>	113
<i>Re-Hiring Former Employees</i>	115
<i>Hiring Family Members & Friends</i>	116
OUR PRACTICES	118

Information Technology	118
<i>IT Technical Support.....</i>	<i>118</i>
<i>Computer Equipment Upgrade Cycles</i>	<i>119</i>
<i>Our Printers.....</i>	<i>119</i>
Communicating in the Workplace.....	121
<i>Conflict Resolution & Communication</i>	<i>121</i>
<i>Effective Email Communication & Etiquette</i>	<i>122</i>
<i>Email Signatures.....</i>	<i>126</i>
<i>Running Effective Meetings</i>	<i>126</i>
<i>Suggestions in the Workplace.....</i>	<i>130</i>
<i>Exit Interviews.....</i>	<i>130</i>
Security.....	131
<i>Emergency Contacts.....</i>	<i>131</i>
<i>Key Cards, Access to Premises, & Lock-Up</i>	<i>132</i>
<i>Visitors.....</i>	<i>134</i>
Expenses & Fiscal Responsibility.....	135
<i>Fiscal Responsibility.....</i>	<i>135</i>
<i>Expense Reporting.....</i>	<i>135</i>
<i>Accounts Payable & Expense Approval</i>	<i>136</i>
<i>Travel Expenses.....</i>	<i>138</i>
<i>Department Codes</i>	<i>144</i>
Facilities.....	146
<i>First Aid</i>	<i>146</i>
<i>Office Map.....</i>	<i>146</i>
<i>Our Lunchroom</i>	<i>146</i>
<i>Bulletin Boards</i>	<i>147</i>
<i>Our Individual Work Space.....</i>	<i>148</i>
<i>Nursing Mothers</i>	<i>150</i>
<i>Facility Temperature Control</i>	<i>150</i>
<i>Facility Lights.....</i>	<i>151</i>
<i>Shower Facilities.....</i>	<i>151</i>

<i>Parking Information & Safety</i>	152
Office Equipment & Phones	154
<i>Our Office Equipment</i>	154
<i>Telephone System & Voice Mail</i>	156
<i>Long Distance Calls</i>	157
<i>Conference Call Procedures</i>	158
Meeting Logistics	158
<i>Scheduling Internal Meetings</i>	158
<i>Meeting Rooms</i>	159
Other Office Services	162
<i>Associations & Subscriptions (Memberships)</i>	162
<i>Business Cards</i>	163
<i>Office Supplies</i>	164
<i>Mail & Couriers</i>	164
<i>Central Filing System</i>	165
<i>Swag</i>	165
<i>Fax Procedures</i>	166
External Services	167
<i>Taxi Cabs</i>	167
<i>Catering</i>	167
<i>Dry Cleaning Services</i>	168
STAFF POLICIES	169
Overview	169
<i>About Staff Policies</i>	169
Conditions of Your Engagement	171
<i>Sign-Off on Staff Policies</i>	171
<i>Consequences of Non-Adherence to ‘Staff Policies’</i>	171
<i>Workplace Privacy</i>	171
<i>PIPEDA Privacy Compliance Policy</i>	172
<i>Privacy of Employee Personal Information</i>	175
<i>COVID-19 Vaccination Policy – Option 1</i>	176

<i>COVID-19 Vaccination Policy – Option 2</i>	182
<i>When You Leave the Company</i>	185
<i>Employee Benefits Plan Participation & Long-Term Absence</i>	185
Conduct Expectations	187
<i>Diversity & Inclusion</i>	187
<i>Code of Conduct</i>	189
<i>Off-Duty Conduct</i>	189
<i>Confidentiality Agreement</i>	189
<i>Non-Competition</i>	192
<i>Non-Solicitation</i>	193
<i>Intellectual Property</i>	194
<i>Use of Technology Tools & Electronic Communication</i>	194
<i>Information Technology Security</i>	201
<i>Social Media Policy</i>	207
<i>Personal Activities in the Workplace</i>	208
<i>Impairment-Free Workplace</i>	210
<i>Insider Trading</i>	211
<i>Dating Co-Workers</i>	211
<i>Whistle-Blower Policy</i>	214
<i>Conflict of Interest</i>	215
<i>Teleworking Policy</i>	216
<i>Gifts & Gratuities</i>	218
<i>Solicitation on Company Premises</i>	219
<i>Appropriate Office Attire</i>	220
<i>Intoxication at Company Events</i>	221
<i>Use of Mobile Devices</i>	222
<i>Temporarily Borrowing or Taking Company Materials Off Premises</i>	224
<i>External Company Communications</i>	225
Attendance, Reporting Hours & Payroll	227
<i>Attendance</i>	227
<i>Lunch & Breaks</i>	227
<i>Overtime</i>	228

<i>Right to Disconnect</i>	229
<i>Approving, Communicating, & Recording Absences</i>	232
<i>Payroll & Pay Day</i>	236
Staff Policies Acknowledgement & Signed Agreement	237
FORMAL TERMS & DEFINITIONS	240
<i>AODA - Accessibility for Ontarians with Disabilities Act, 2000</i>	240
<i>Agency Staff</i>	240
<i>the Code</i>	240
<i>the Company</i>	241
<i>Company Materials</i>	241
<i>Company Stakeholders</i>	241
<i>Confidential Information</i>	242
<i>Consultant</i>	243
<i>Core Hours</i>	244
<i>Direct Reports</i>	244
<i>Discrimination</i>	244
<i>Electronic Communication(s)</i>	245
<i>employee</i>	245
<i>Engagement</i>	246
<i>Engagement Agreement</i>	246
<i>Everyone</i>	246
<i>Harassment & Workplace Harassment</i>	247
<i>Human Rights Code (the "Code")</i>	250
<i>ISAR - Integrated Accessibility Standards ("Regulation")</i>	250
<i>Independent Contractor</i>	250
<i>Intoxicated (Intoxication, Intoxicate)</i>	251
<i>Job Abandonment</i>	251
<i>Job Applicant</i>	251
<i>Just Cause</i>	251
<i>Legal Substance</i>	251
<i>Manager</i>	252

<i>Manual</i>	252
<i>Misconduct</i>	252
<i>Mobile Devices</i>	253
<i>Off-Duty Misconduct</i>	253
<i>Personal Activities</i>	254
<i>Protected Grounds</i>	254
<i>Reasonable Person</i>	255
<i>Regular Business Hours</i>	255
<i>Standard Work Week</i>	255
<i>Social Media</i>	256
<i>Staff</i>	256
<i>Staff Member</i>	257
<i>Staff Policies</i>	257
<i>Technology Tools</i>	257
<i>Undue Hardship</i>	258
<i>Volunteer</i>	258
<i>Workplace</i>	258
<i>Workplace Violence</i>	258
<i>Work Product</i>	259