**Team Handbook**

Last updated: December 2017

Please replace the above image with your company logo.

**Disclaimer:** This document is for illustrative purposes only. Please check with your legal counsel before use.

This document can be used by small to medium businesses in most sectors and industries to being to create their own company handbook. Note that some sections have been written per regulations in the Ontario Employment Standards Act or Canadian Labour Code.

You should carefully review each section and modify it to ensure that it complies to your individual organization’s needs, as well as your federal or regional employment standards legislation.

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# **Welcome!**

First off, let us say how thrilled we are to be working with you as we embark on this adventure.

We know there is a lot of information to take in on your first day. So, we put together this document to introduce you to life at [company name]. The following is a summary of the policies, procedures, and practices we abide by. We’ve also included some additional information about who we are, our company structure, and what you can expect as a member of our team.

If you have any questions whatsoever with regard to our policies, please contact:

[name of HR representative,

phone number,

email]

If you need anything, we will be available in case you need our support or help.

Best,

[name of CEO or HR representative]

[Signature]

[Date]

# **Your First Day**

If today is your very first day, welcome! Here is a brief schedule of what to expect:

1. Come into the office at the time communicated to you in your welcome email (typically 9:00am);
2. Be welcomed by **your onboarding buddy.** They will be your guide and go-to-person for any questions that you might have during your first week;
3. Get a quick tour of the office;
4. Sit down with **[name of HR manager]** to review onboarding documents and this handbook;
5. Meet with **your manager;**
6. Get set up at your desk or workstation;
7. At the end of the day, meet again with **[name of HR manager]** to sync up.

# **Getting Set Up**

These are the items you will need to help you do your job here at [company name]. We’re responsible for providing them to you. If you need any additional items or accommodation, please let us know.

**Physical:**

* Laptop
* Headset
* Photo card and key fob

**Digital:**

* Company email address
* Microsoft Office
* Google Drive access
* Intranet or chat log in (i.e. Slack)
* Collage HR account

# **Our Office**

You’ll find us at:

[Office address

City

Region

Postal Code

Door access code:

Phone number:

Building security number:

**Who we are**

[Insert paragraph with information about the organization’s history and purpose.]

**Vision**

[Insert vision statement here]

**Mission**

[Insert mission statement here]

**Values**

[Insert your core company values]

**Structure**

[Insert names and positions of leadership]

[Insert names of departments or teams within company. For example:

* Engineering
* Sales
* Marketing
* Account management
* Operations]

**Working at [Company Name]**

**Employment Equity**

[Company name] is an equal opportunity employer and employs personnel without regard to race, ethnic origin, place of origin, language, citizenship, creed, religion, gender identity, sexual orientation, age, marital status, physical and/or mental handicap or financial ability.

**Orientation**

All new employees shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or [Company name] an opportunity to ask any questions and to understand the performance expectations we have with regard to the role. They will be given a copy of this Team Handbook and will be expected to learn its contents. Any outstanding employee information, such as emergency contacts or tax information, is to be collected at this time.

**Employee Records**

[Company name] collects personal information from all employees for inclusion in employee records. This information is available to the employee, their direct manager, and the [Name of HR administrator]. This information is kept in a secure location, and is not shared with members of our Board or with other employees.

**Probation Policy**

The first 90 days from the start of employment are considered a probationary period. During this time, both parties may assess suitability of the role and employment. During this time, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice, except as may be prescribed by the Employment Standards Act of Ontario (“ESA”). Upon satisfaction of the requirements under the ESA, as amended, the Employer shall have satisfied any and all obligations to the employee, whether under the ESA, as amended, or at common law. At the completion of the probation period, the employee and employer shall meet and review progress to date. At this time one of three things will occur:

1. Probation will end
2. Probation may be extended for an additional six months
3. Employment will end

**Confidentiality Agreement and Privacy Policies**

Depending on your role, you may be exposed to confidential company and employee information. As a result, all [Company name] employees are required to sign the standard Confidentiality Agreement and Privacy Policy, which must be completed during your onboarding.

## **Code of Conduct and Workplace Behaviour**

## When representing [Company name], you are expected to behave in a way that ensures efficient business operations and protects the safety and well-being of everyone we do business with — including other employees, independent contractors, partners, colleagues, clients, and visitors.

We reserve the right to determine the appropriate level of disciplinary action for disruptive and/or inappropriate conduct. Disciplinary action can include written or verbal warnings, suspension with or without pay, and discharge. Each situation will be dealt with on an individual basis. In all cases, documentation will be included in the employees personnel file.

Examples of behavior that may result in disciplinary action, including possible termination, are:

* treating others in a discourteous manner;
* threatening or intimidating others;
* using abusive language;
* racist, sexist, or homophobic behavior;
* sexual or any other form of harassment;
* reporting for work under the influence of alcohol/drugs;
* violation of company policies or directives;
* failure to meet job performance standards;
* failing to report to work at assigned times or reporting to work ill-equipped or willfully unable to perform your duties as scheduled;

This list is not an exclusive list of inappropriate behavior. We retain complete discretion to administer disciplinary action for any behavior deemed appropriate.

## **Social Media**

Share and follow us on the following sites or social media networks:

* Linkedin (URL)
* Facebook (URL)
* Twitter (URL)
* Instagram (URL)

Your personal social media accounts are your own, to express your own opinions. However, everything you post online can affect the public image of our company. Be mindful of that. **Absolutely no racist, sexist, or homophobic behavior will be tolerated** on your personal social media accounts, just as it isn't tolerated within our company. We expect employees to use common sense and good judgement when representing our company, whether online or in person.

Have something to say that could be controversial? Check with [name of marketing manager] or your direct manager.

**Hours of Work & Time Away from Work**

**Hours of Work**

The regular office hours for [Company name] are 9:30 a.m. to 5:30 p.m. Monday through Friday inclusive (excluding holidays), however employees are permitted to work a flexible schedule, permitting they are present for any team-based, collaborative, or client work during the core working hours of the day. All employees are expected to work 7.5 hours per day. Employees may also be expected to work other hours as may be requested or required, from time to time. Employees hired on a part time basis will have schedules determined on a case by case basis.

**Vacations and Absences**

All employees are required to make a digital time off request in advance of any planned days away from the office. All time off requests must be approved by the employee’s manager. Unplanned absences should be reported to the employee’s direct supervisor as soon as reasonably possible.

All employees are entitled to:

* 15 days paid vacation;
* 10 days paid sick leave;
* discretionary personal emergency days.

Vacation will accumulate on the basis of 1.25 days per month to a maximum of fifteen (15) days per calendar year and will be paid on the basis of six percent (6%) of wages earned in the previous twelve-month period during which vacation time is earned. These figures will be pro-rated for part time staff.

Vacation is designed to give you a chance to rest and rejuvenate. We consider it extremely important, and encourage you to take all of your vacation days as needed during the year. Carry-over from one year to the next is only allowed for up to five (5) vacation days, and they must be used during the first 90 days of the new year.

Sick days are accumulated on the basis of 1 day per month. Accumulated sick leave will not be paid out upon resignation, retirement, or termination of employment.

**Statutory Holidays**

The Province of Ontario has twelve (12) public holidays and other days for which staff will be paid. They are:

New Year’s Day Civic Holiday

Family Day Labour Day

Good Friday Thanksgiving Day

Easter Monday Remembrance Day

Victoria Day Christmas Day

Canada Day Boxing Day

These days will have no impact on employee vacation or lieu time.

**Bereavement and Compassionate Leave**

If there is a loss of a family member, you are entitled to **10 non-prorated days** of paid personal emergency leave. Bereavement leave does not need to be taken on consecutive days. If additional time off is needed, please inform your manager or one of the designated contacts to begin working on a plan to prepare yourself and your team for your leave.

## **Personal Emergency Leave**

You are eligible for **10 non-prorated days** of paid personal emergency leave each calendar year. If you began working at [Company name] part way through the calendar year, you are still entitled to 10 emergency days during the remainder of that year. If additional time off is needed, please inform your manager or one of the designated contacts to begin working on a plan to prepare yourself and [Company name] for your leave. Personal emergency leave may be taken in case of:

* Personal illness, injury or medical emergency,
* Death, illness, injury, medical emergency or urgent matter relating to the following family members:
  + A spouse;
  + A parent, stepparent, foster parent, child, stepchild, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse;
  + The spouse of the employee's child;
  + A brother or sister of the employee;
  + A relative of the employee who is dependent on the employee for care or assistance.
* Urgent personal matters, for example:
  + The employee's babysitter calls in sick.
  + The employee has an appointment to meet with his or her child's counsellor to discuss behavioural problems at school. The appointment could not be scheduled outside the employee's working hours.

Emergency leave does not need to be taken on consecutive days.

**Jury Duty**

You are entitled to unpaid leave for the **entirety of the duration of your jury duty**. If you believe your absence will severely inconvenience [Company name], please inform your manager or one of the designated contacts above to apply in writing to have your jury duty postponed.

## **Family Medical/Compassionate Care Leave**

You are eligible to **8 weeks** of unpaid family medical/compassionate leave to provide care and support to a specified, seriously ill family member who is at a significant risk of death within 26 weeks.

A certificate from a qualified health practitioner confirming the condition and risk of death must be provided to us as soon as possible to be granted leave. If the family member does not pass away within the 26-week period, an additional **8 weeks** is available with an updated medical certificate. Here is a link to the [Medical Certificate to Support Entitlement to Family Caregiver Leave, Family Medical Leave, and/or Critically Ill Child Care Leave](https://www.labour.gov.on.ca/english/es/pdf/medcert.pdf).

More details on OESA’s family medical/compassionate care leave guidelines [here](https://www.labour.gov.on.ca/english/es/pubs/guide/emergency.php).

**Pregnancy and Maternity/Parental Leaves**

### **Pregnancy Leave**

You are eligible to take **17 weeks** of an unpaidpregnancy leave. This leave may be taken at any point in the pregnancy, although it is usually requested to begin at or near the date of delivery, but can begin earlier if you or your doctor determines it is appropriate.

Full-time, part-time, and contract employees are eligible for this leave of absence provided they were hired at least 13 weeks preceding the estimated date of delivery.

If you are expecting, please inform your manager or one of the designated contacts as soon as possible to begin working on a transition plan to prepare yourself and [Company name] for your leave.

More details on OESA’s pregnancy and parental leave guidelines [here](https://www.labour.gov.on.ca/english/es/pubs/guide/pregnancy.php).

### **Maternity/Parental Leave**

As parents of a new child, you and your spouse are eligible for **35 to 37** weeks of unpaid maternity/parental leave, over and above the pregnancy leave offered to birth mothers. Full-time, part-time, and contract employees are eligible for this type of leave of absence.

A "parent" includes:

* a birth parent;
* an adoptive parent (whether or not the adoption has been legally finalized); or
* a person who is in a relationship of some permanence with a parent of the child and who plans on treating the child as his or her own. This includes same-sex couples.

The full 35 to 37 week maternity/parental leave can be taken by one parent, or shared between both parents at any time within 52 weeks of the birth. For example, a birth father may take parental leave while the mother is on pregnancy leave, or after she returns to work.

Throughout pregnancy and maternity/parental leaves, you must maintain the employee contract as though you were still at work and will experience no penalty. Throughout the leave, you will continue to accrue service and your benefits will be maintained. Upon your return from leave, you will be reinstated to the position you held before maternity/paternity leave or a comparable position if the position no longer exists within the company.

In Ontario, pay during pregnancy and maternity/parental leaves is administered by [Employment Insurance](http://www.servicecanada.gc.ca/eng/lifeevents/baby.shtml), a federally managed program.

If you expect to go on maternity/paternity leave, please inform your manager or one of the designated contacts as soon as possible to begin working on a transition plan to prepare yourself and [Company name] for your leave.

More details on OESA’s pregnancy and parental leave guidelines [here](https://www.labour.gov.on.ca/english/es/pubs/guide/pregnancy.php).

**Compensation and Benefits**

**Salary**

Salaries are determined by [name of CEO or Executive Director] and [name of HR Representative] based on budget considerations and corresponding to the experience of the employee in question. [Company name] pays employees on a bi-weekly basis via direct deposit to their bank account. Currently, payday occurs every second Thursday and covers the pay period ended the previous Saturday.

**Bonuses, Promotions, and Raises**

You can expect to receive an annual increase of your total compensation, in-line with your performance and the growth of the company as a whole.

For salespeople, commission at [Company name] is considered to be a performance bonus. It is paid out mid-month based on the prior month’s performance.

**Group Benefits Plan**

[Company name] offers all full-time employees group benefits provided by [insert provider]. Your benefits start date is the same as your employment start date. Our group benefits plan includes: medical, dental, vision, and AD&D. For additional details, please log into your [benefits portal](https://secure.collage.co/user_session/new).

**Group RRSP**

Employees can begin participation in our Group RRSP plan after completing 90 days of employment. The contribution amount by each employee is at their discretion, and is deducted from their paycheque. This is amount matched by the employer to a maximum of four percent (4%). Withdrawals from the Group RRSP plan are restricted for the duration of employment with [Company name], unless permission is granted by the Executive Director, and is received in writing.

**Growth and Professional Development**

We encourage employees to attend conferences, courses, seminars and meetings which may be beneficial to their growth and professional development. If these opportunities are directly related to the employee’s position, or are suggested by the Executive Director, then [Company name] will cover the cost of registration, course materials and some travel expenses. If [Company name] has agreed to pay for a course the fees will be paid on evidence of successful completion.

## **Eligible Expenses**

The following expenses are eligible for reimbursement if they were incurred for work:

* Accommodations
* Travel

These expenses are only eligible if they were incurred for work. In order to be reimbursed, please keep an original copy of every receipt and submit it to [name of HR Representative] within 30 days of the date on the receipt.

**Departing [Company name]**

**Termination for Cause**

An employment contract may be terminated by [Company name] at any time for cause, without notice, payment in lieu of notice, or severance pay, except payment of outstanding wages, overtime and vacation pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

**Termination Without Cause**

An Employment Contract may be terminated by [Company name] at any time and for any reason on a without cause basis, upon the provision of notice and severance pay if applicable, as is minimally required by the ESA. In addition to notice, and pursuant to the ESA, the employee shall be entitled to an additional one (1) week’s notice or payment in lieu of notice for every year of completed service (severance pay) with the Employer to a maximum of sixteen (16) weeks’ notice inclusive of the notice requirements under the ESA. The notice as described in this paragraph is inclusive of all statutory and common law entitlements to notice or payment in lieu of notice. Upon satisfaction of the requirements under this paragraph, the Employer shall have satisfied any and all obligations to the employee, whether under the ESA, as amended, or at common law. The notice requirement contained in this clause constitutes a material inducement to the Employer to enter this agreement.

**Resignation**

After completion of the first ninety (90) days of the probationary period, employees must give their direct supervisor two (2) weeks’ notice of resignation. The Employer may waive the resignation notice period in whole or in part at any time by providing payment of regular wages for the period so waived.

**Employer Property**

Upon termination of employment for any reason, employees must return all items furnished by [Company name], including but not limited to: computers and laptops, monitors, keyboards, reports, files, literature, headsets and cables. These items must be returned in good condition. All digital accounts associated with [Company name] and their content will be deleted within 24 hours.