



## 7.0 PRIVACY POLICY

### 7.1 Purpose

The purpose of this policy is to outline how “Insert Company Name Here” gathers, uses, discloses, and manages a customer or client's data.

### 7.2 Policy

1. “Insert Company Name Here” recognizes its employees’ and members’ right to privacy, pursuant to the Personal Information Protection Policy, and in compliance with PIPA, which outlines the principles and practices “Insert Company Name Here” follow in protecting personal information.
2. “Insert Company Name Here” ’s privacy commitment includes ensuring the accuracy, confidentiality, and security of its employees’ personal information and allowing employees and clients to request access to, and correction of, their personal information.
3. In achieving this goal, “Insert Company Name Here” adopts these basic principles with regards to privacy:
  - a. The collection of employee information will be limited to that which “Insert Company Name Here” needs for its business and legal purposes.
  - b. The confidentiality of all personal information in our records and employee files be protected.
  - c. Any employees involved in maintaining records be required to adhere to these policies and practices. Violations of this policy result in disciplinary action.
  - d. Internal access to “Insert Company Name Here” records will be limited to those with an authorized, business related need-to-know. Access may also be given to third parties, including government agencies, pursuant to court order or subpoena.
  - e. “Insert Company Name Here” refuses to release personal information to outside sources without the employee’s written approval, unless legally required to do so.

### 7.3 Consent

1. We require the consent of individuals to collect, use or disclose personal information.
2. Unless required by law or otherwise authorized by the Act, we will not use or disclose personal information already collected for other purposes unless we obtain the consent of the individual to whom it belongs.
3. Generally, we will seek consent to use and disclose personal information at the same time as we collect the information. We will affirmatively ask to join our mailing lists using the forms provided on this website or other means expressly sanctioned by us.



## 10.0 NO SMOKING POLICY

### 10.1 Purpose

“Insert Company Name Here” is committed to providing a healthy, comfortable and productive work environment for our employees.

This policy is designed to prevent employee exposure to environmental tobacco and e-cigarette smoke/vapor and to provide a safe and healthy work environment by means of controlling and/or eliminating second-hand tobacco smoke.

### 10.2 Policy

1. Smoking of tobacco containing cigarettes is prohibited inside all “Insert Company Name Here” company buildings, parts of buildings and inside company vehicles.
2. Smoking of e-cigarettes and/or vapor cigarettes is prohibited inside all “Insert Company Name Here” company buildings, parts of buildings and inside company vehicles.
3. All indoor “No-Smoking” signs must be adhered to at all times, including various outdoor locations around the “Insert Company Name Here” site(s).
4. All employees, contractors and visitors must comply with this policy.

### 10.3 Designated Smoking Areas

1. Smoking will only occur in the workplace at outdoor designated smoking areas located around various company sites.
2. The following criteria will be followed in determining safe outdoor designated smoking areas:

**Smoking will be restricted to a safe outdoor location that is a minimum of 6 meters from a doorway, window or air intake of an indoor place.**

3. Ensure cigarette butts are put out (extinguished) in a safe manner and discarded of in the ashtrays provided in each smoking area.



## 18.5 Pictograms (2015)

Chemicals that fell under the 1988 WHMIS legislation were called “controlled Products”. However, under the 2015 WHMIS legislation “Controlled Products” will now be called “**Hazardous Products**”. The 2015 hazard symbols are now called **PICTOGRAMS** and will be enclosed inside of a **RED** colored **DIAMOND** shape.

In 2015 three symbols have changed their representation/identity compared to the 1988 WHMIS legislation. These three symbols are “Exploding Bomb”, “Health Hazard” and “Exclamation Mark”. The “Biohazardous Infectious Materials” symbol will still remain the same and will still be enclosed inside of a **BLACK** colored **CIRCLE** shape.

The “Environment” symbol has been added to the 2015 WHMIS legislation which means the hazardous product may cause damage to the aquatic environment (i.e. spray painting, accidental spill, etc.)

	<b>Exploding bomb</b> (for explosion or reactivity hazards)		<b>Flame</b> (for fire hazards)		<b>Flame over circle</b> (for oxidizing hazards)
	<b>Gas cylinder</b> (for gases under pressure)		<b>Corrosion</b> (for corrosive damage to metals, as well as skin, eyes)		<b>Skull and Crossbones</b> (can cause death or toxicity with short exposure to small amounts)
	<b>Health hazard</b> (may cause or suspected of causing serious health effects)		<b>Exclamation mark</b> (may cause less serious health effects or damage the ozone layer*)		<b>Environment*</b> (may cause damage to the aquatic environment)
	<b>Biohazardous Infectious Materials</b> (for organisms or toxins that can cause diseases in people or animals)				

\* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

## 18.6 Safety Data Sheets – SDS (2015)

Under the 2015 WHMIS legislation, Safety Data Sheets will **NOT** be required to be updated every 3 years. Instead, SDS’s will be updated when significant new data become available.



In the 1988 WHMIS legislation, the minimum sections required in a Safety Data Sheet were 9 sections. In the 2015 WHMIS legislation, the minimum sections required in a Safety Data Sheet will be **16 sections**.

1. Identification (product and supplier)	9. Physical and chemical properties
2. Hazard identification	10. Stability and reactivity
3. Composition/information on ingredients	11. Toxicological information
4. First-aid measures	12. Ecological information*
5. Fire-fighting measures	13. Disposal considerations*
6. Accidental release measures	14. Transport information*
7. Handling and storage	15. Regulatory information*
8. Exposure controls/ personal protection	16. Other information

\* Sections 12 to 15 require the headings to be present. The supplier has the option to not provide information in these sections.

### **Muster Station**

It is the site Supervisors responsibility to ensure all employees are educated on the location of the muster station during the safety orientation process.

### **PPE - Eye/Face/Body/Feet Protection**

1. All PPE being worn must be Canadian Standard Association Approved (CSA).
2. The location of all PPE equipment will be shown to you during the orientation session.
3. Ensure you are trained in the safe usage of PPE prior to using. Ask your Supervisor if you are unsure on how to use or when to wear PPE.

### **Respiratory Protection**

1. All workers who are exposed to unhealthy air contaminants must wear proper C.S.A. or N.I.O.S.H. approved protective respiratory equipment.
2. Respiratory protection must be worn when exposed to the following air contaminants and/or breathing hazards:
  - a) Particulate contaminants (dusts, fibers, mists, fumes, and airborne biological contaminants).
  - b) Gas and vapour contaminants (i.e. fuel, solvents, degreasers or paint).
  - c) Oxygen deficiency (air low in oxygen).
  - d) Any of the above hazards in combination.
3. Workers required to wear respiratory equipment must be clean-shaven where the respirator seals with the face.



4. "Insert Company Name Here" will issue the proper respiratory protection for the task being performed and will provide each worker with a fit test.
5. A proper fit test for respiratory protection must be conducted by your Supervisor. A fit test record will then be completed by the Supervisor and filed.

### **Hearing Protection**

1. Signs around the site areas will indicate if hearing protection is required. Please ensure hearing protection is worn in areas when hearing protection signs indicate that it is a requirement.
2. Hearing protection must be worn when noise levels reach a threshold of 85 decibels or above.



## **8.0 CONFIDENTIALITY INFORMATION POLICY**

### **8.1 Purpose**

The purpose in establishing this policy is the protection of all forms of communications, related to clients, providers, staff and their families, at all times. The obtaining and storing of information must be relevant to the service being offered. Information is to be shared behind closed doors on a need to know basis only.

### **8.2 Policy**

1. Confidentiality is an integral part of "Insert Company Name Here" as it offers safety and privacy. Staff are expected to exercise care to keep safe all documentary or other material containing confidential information.
2. Team members may not use or disclose "Insert Company Name Here" proprietary or confidential information for their personal or non-company purposes. Allowing access to any proprietary or confidential "Insert Company Name Here" data by anyone without a legitimate business need to know is prohibited.
3. Any unauthorized disclosure of confidential team member information, including but not limited to the disclosure of a staff member's telephone number, home addresses, and email addresses or other contact information, is prohibited unless required by law.
4. Any unauthorized disclosure of confidential "Insert Company Name Here" information, including but not limited to the disclosure of financial information, personnel issues, and keys is prohibited unless required by law.
5. Any disclosure of proprietary vendor information to anyone who does not have a need to know is prohibited.
6. Employees may not answer questions from or speak on behalf of "Insert Company Name Here" to the press or third parties except when specifically authorized to do so or unless otherwise permitted by law. Any such requests from the press or other third parties should be directed to Management.



- a. Robbery and Assault
- b. Abusive and Difficult Clients and Visitors
- c. Unwelcome Members of the Public

#### **4.6 Policy**

Ensure you always **DO** the following:

1. Be polite and friendly to all clients and visitors.
2. Make eye contact and greet clients and visitors as they enter the building.
3. Look for signs that clients and visitors are upset or under the influence of alcohol or drugs.
4. Encourage clients and visitors who are angry or upset to talk to the manager. If the manager is not available, give the clients and visitors a phone number to call.
5. Stay Calm. Listen to clients and visitors and respond calmly. If the clients and visitors is still verbally abusive and irritated, and it is safe to do so, move to a quieter location possibly with the help of a co-worker.
6. Make sure all important signs stay posted. (i.e. the front door might have signs that say: "Building has limited cash after dark").
7. Keep emergency numbers on hand. Post them on or beside each phone in the workplace.
8. Report to your Supervisor immediately if the situation is escalating and you feel threatened in any shape, way or form.

Ensure you **NEVER DO** the following:

1. Trade insults with clients and visitors or react to their anger.
2. Take clients and visitors complaints personally.
3. Talk down to clients and visitors.
4. Try and physically stop or hold someone (i.e. robber or shoplifter).
5. Never deal with escalating violent situations alone. Always ask for assistance.

#### **4.7 Abusive and Difficult Clients / Visitors**

1. Encourage clients and visitors who are angry or upset to talk to the manager.
2. If the manager is not available, give the clients and visitors a phone number to call
3. Stay Calm. Listen to clients and visitors and respond calmly
4. If the clients and visitors is still verbally abusive and irritated, and it is safe to do so, move to a quieter location possibly with the help of a co-worker.

#### **4.8 Robbery and Assault**

1. If someone tries to rob the building during working hours; don't be a hero.
2. Cooperate; give up the money and never resist.



## 5.0 SEXUAL HARASSMENT POLICY

### 5.1 Purpose

The purpose of this policy is to communicate “Insert Company Name Here” approach to addressing sexual harassment in the workplace and to establish a “zero tolerance” policy for such behavior.

### 5.2 Definitions

1. **Sex discrimination** is the act of treating an individual differently than others because of their sex, sexual orientation or gender identification. Sex discrimination includes any form of harassment, abuse of authority, social exclusion, or denial of services, promotion, work benefits or rights.
2. **Sexual exploitation** occurs when an individual in a position of trust and/or authority attempts to coerce someone else into performing sexual favours or other forms of humiliating, degrading or exploitative behaviour of a sexual nature, in exchange for assistance, money, employment, goods or services. This occurs without permission, consent or invitation.
3. **Sexual abuse** is sexual behaviour or a sexual act threatened or forced upon a person without their explicit permission, consent or invitation.<sup>4</sup> Consent must be verbal: silence or passivity as a response to this behaviour does not equal consent. Sexual abuse is an act of violence that negatively affects a person’s mental, physical and psychological wellbeing for the rest of their life. It is a serious offence that is punishable under the Criminal Code of Canada. Sexual abuse includes all unwanted sexual touching, grabbing, kissing, fondling, rape, sodomy and stalking.
4. **Sexual harassment** is any unwanted physical or verbal sexual behaviour that makes a person feel embarrassed, offended, humiliated, intimidated or unsafe. It often involves someone from a position of power being hostile, rejecting or bullying a person they perceive as weaker than them and it should not be ignored.
5. **Gender-based harassment** is a type of bullying used to force masculine and feminine stereotypes on people who do not conform to traditional gender norms.<sup>8</sup> Its purpose is to make the target feel unwelcome or ridiculed because of their sexual orientation, gender identity or gender expression. Examples of gender-based harassment include social exclusion, sexist jokes, pranks, unwelcome and humiliating comments/slurs and unsolicited advice or advances.

### 5.3 Policy

1. “Insert Company Name Here” recognizes its responsibility in maintaining an environment free from sexual harassment, exploitation and abuse.





## **12.5 Statutory Holidays**

1. "Insert Company Name Here" does operate on some statutory holidays. There will be employees that have to work on some of the statutory holidays.
2. Eligible employees working on stat holidays will receive their hourly rate at time and one half.
3. The following are the statutory holidays in BC:
  - a. New Year's Day
  - b. Family Day
  - c. Good Friday
  - d. Victoria Day
  - e. Canada Day
  - f. B.C. Day
  - g. Labour Day
  - h. Thanksgiving Day
  - i. Remembrance Day
  - j. Christmas Day
4. Easter Sunday, Easter Monday and Boxing Day are not statutory holidays.
5. To qualify for statutory holiday pay employees must have been employed for at least 30 calendar days and have worked on at least 15 of the 30 days before the statutory holiday.
6. The employer may substitute another day for a statutory holiday. The substitute day will be treated the same as a statutory holiday.



1. All vacation pay that is owed to an employee must be paid on their last pay cheque. If an employee works for less than a year, they need to be paid four percent annual vacation pay. Employees who are employed for five calendar days or less are not entitled to be paid annual vacation pay.

### **12.3 Granting of Early Leave**

1. The “Insert Company Name Here” recognizes that an employee may want or need some time off in the first year of employment.
2. After the 90-day probationary period has been passed successfully, the employee may request a maximum of 2 periods of one week each, in the first year of employment. Granting of Leave in the first year of employment is at the discretion of the employer and will be based on operational considerations of the business.
3. Prior to signing the employment contract and agreeing to work at “Insert Company Name Here”, it is the responsibility of the employee to negotiate time away during the first 90 days if they have a previous commitment that cannot be changed. If the time away has not been agreed upon as a condition of hiring, time away will not be approved within the probationary period.
4. All staff must submit vacation requests at a minimum of 3 weeks in advance in order to allow for appropriate scheduling of staff to meet the needs of the business.
5. Corporate staff must submit vacation requests in writing via email.

### **12.4 Vacation Pay**

1. As per BCESA, “Insert Company Name Here” will pay vacation pay at the rate of:
  - a. after 5 calendar days of employment, 4% of the employee's total wages during the year of employment entitling the employee to the vacation pay;
  - b. after 5 consecutive years of employment, at least 6% of the employee's total wages during the year of employment entitling the employee to the vacation pay.
2. Vacation pay will be added to the employees pay each pay period and will be identified on the employee’s pay stub.
3. Any vacation pay an employee is entitled to when the employment terminates will be paid out in the full amount.