

Revised August 1 2013

Sharpe's Policies and Procedure Manual

To all employees:

The following outlines our standards regarding compensation, benefits and general working conditions.

Management reserves the right to change, alter and revise such policies as required.

Company Philosophy

We are a full service family food store dedicated to providing quality products at competitive prices, with a special emphasis on customer service in all areas of our operation.

Compensation Policy

We have both salaried and hourly paid employees. The rate of pay is established on hire and is based on the position filled. Payroll period is Saturday to Friday, and payroll cheques are issued bi-weekly on Thursday. Friday after a Holiday.

Hours of Work

Full Time Staff: full time staff work 40 hours a week.

Part Time Staff: hours are scheduled by the appropriate department supervisor and are to be posted on or before the **preceding Friday**. Work time sheets are to show the actual hours worked by all employees.

Overtime Pay

Overtime pay is 1 & ½ times the hourly rate for hours worked over 44 hours in any pay period for all hourly employees. Overtime pay for salaried employees may be paid only upon prior approval of the President.

Performance Evaluations

Annual performance evaluations shall be completed by each employee and their supervisor on an annual basis and generally around the same time each year.

Salary Increases

Part Time Staff: start at base rate as set. Increases of 25 cents an hour are granted annually for each year of service to a maximum of 2 years.

Full Time Staff: salaries and hour rates are reviewed annually and adjusted for each employee based

on personal performance, economic considerations and company performance.

Holiday Pay

1. Paid holidays include all statutory holidays for all staff
2. Full time staff who have been with the company from 1-10 years are entitled to 2 weeks holidays with holiday pay representing 4% of annual pay. Full time staff who have been with the company for over ten years are entitled to 3 weeks holidays with holiday pay representing 6% of annual pay. Full time staff who have been with the company for over fifteen years are entitled to 4 weeks holiday pay representing 8% of annual pay.
3. Allocation of holidays is based on a FIRST come FIRST serve basis, and it is the responsibility of each employee to advise their superior of requested holiday dates.
4. Although we would like to accommodate all holiday bookings, it must be stressed that due to restrictions on customer service, some requests may be declined. In order to insure your dates, the more advanced notice you give, the more flexible we are. We therefore request a minimum notice of 2 weeks for bookings.

Days Off

All full time staff are entitled to 2 days off between Saturday and Friday. The day allocated is determined by the relevant department supervisor. Scheduled days off may be changed with the approval of the department supervisor upon receipt of at least 2 days notice.

Compassionate Leave

All full time staff are entitled to Compassionate leave due to death, 3 days for immediate family (Spouse, Mother, Father, Son, Daughter), 1 day for immediate relatives (Aunt, Uncle, Grandparents).

Sick Leave

Paid sick leave is granted for all full time staff for any illness over 1 week in duration, as provided by Company insurance coverage.

Maternity Leave

Granted as required by existing labour statutes.

Leave of Absence

All leaves of absence will be considered based on their merits. However, granting of leave rests with the President.

Coffee Breaks

Employees are entitled to a 15 minute break.

Timing of breaks are established by the employees direct supervisor. Break time is calculated from the time the employee leaves his/her work station. No employee is allowed to leave for their break until the prior scheduled group returns to their work stations in each department.

Reporting to Work and Absenteeism

It is important to our business that employees report to work on time for their scheduled shift. However, if you are unable to report to work due to illness or some unforeseen circumstances you are expected to contact your immediate supervisor as soon as possible prior to the start of your shift.

It is important to state your illness and expected length of time off so necessary changes to the schedule can be made.

Employees who are absent due to illness of 3 days or more are expected to provide a Doctor's note or form stating the reason for the illness, the date(s) of visit(s) and expected return to work date.

Failure to follow these policies will result in a warning followed by further discipline up to and including dismissal.

Benefits

Any full time employee hired after September 30, 1989 is subject to pay deductible. All benefits are terminated at age 65.

Leaving Work

All employees who have completed their work shift must leave the premises through the Front Entrance. If an employee has a relief, they must not leave their work station until the relief worker

has arrived, without approval of their department supervisor.

Employee Purchase Policy

All purchases must have a receipt. All products consumed or used by employees in the store must be paid for before consuming and employees must be able to produce a receipt if requested.

The store provides coffee and tea for breaks.

The store does not supply any other product for employee consumption. This includes such items as food, drink, reading material, combs, etc.. Damaged goods are not to be consumed by employees without supervisor permission.

For their own protection, cashiers should not check out family through their own register. If this should occur simply contact the manager before starting to process the order.

Employees eating food on the premises are entitled to a discount from the Deli, Bake and Produce departments, prices will be posted in the departments.

Purchases for outside consumption are to be rung through in the usual manner at the end of an employee's shift. If an employee wishes to make a purchase on lunch or supper break then the purchase is rung through and the bags are to be sealed and the receipt is to be attached and the items are stored in a designated area until the employee's shift is over.

Failure to follow any part of the Employee Purchase Policy will result in immediate dismissal.

Dress Regulations

All staff are to wear the official company uniform while on the job.

All employees must be clean, neat and well groomed in their personal appearance.

Sharpe's – Dress Code

Each employee will be issued a Sharpe's shirt, the black pants are to be supplied by the employees (no jeans). It is the employee's responsibility to ensure they are properly laundered.

Upon termination of the employment, the above items (supplied by the store) must be returned.

The above may be changed in the departmental procedure manual.

Department

Staff must always be courteous, well mannered, friendly and helpful in relations with customers, staff and other individuals which are dealing with our company.

Cell Phones

All cell phones are to be turned off during your shift. If you are caught using your cell phone during your shift it could result in dismissal. Cell phones are to be locked in your lockers or can be locked at the courtesy counter.

Personal Effects

Lockers are provided for personal effects. It is your responsibility to put a lock on it. Sharpe's Food Market is not responsible for lost or stolen items.

Theft

Any employee will be subject to dismissal for theft of company product, assets or services.

This includes:

- a. Removal for personal use, or
- b. Removal for resale, or
- c. Allowing others to remove, or
- d. Consuming while at work,

any product, asset or services without approval or authorization of designated managerial personnel.

Insubordination or Policies Violation

First Offence – verbal warning

Second Offence – Written warning, with copy to the President

Third Offence – Dismissal

Drugs and Alcohol

Any employee who, while performing work for the company or while on company premises,

- a. Consumes or otherwise uses, or
- b. Is under the influence of, or

c. Is in possession of,

Any alcoholic beverage, narcotic, or other drug, unless prescribed by a licensed physician, will be subject to severe disciplinary action or dismissal.

Service

Customer service is the company's first priority. All other tasks and duties are secondary. Therefore it is each employee's responsibility to assist customers on a priority basis.

Store Security

It is the responsibility of all staff to insure company stock is protected against theft and damage, and due care and attention given at all times.

Safety

To protect against injury, it is mandatory that all safety equipment provided by the Store be worn at all times. Knowing the safe way to perform your job and always doing it that way is imperative.

Recognition and awareness of hazards will allow you to avoid them.

If you sustain a work injury, no matter how slight, immediately notify the store manager or member of Joint Health and Safety.

Workplace Harassment Policy

The management of Sharpe's Food Market is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, and workers are expected to uphold this policy, and will be held accountable by the employer.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace – a comment or conduct that is known or ought reasonably to be known to be unwelcome.

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but not limited to.

This policy is not intended to limit or constrain the reasonable exercise of management functions in

the workplace.

Workers are encouraged to report any incidents of workplace harassment.

Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible.

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.

Sharpe's Food Market's Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Sharpe's Food Market is committed to excellence in serving all customers including people with disabilities.

The plan can be viewed at

<http://www.sharpesfoodmarket.ca>

Any revisions to the Policy Manual will be posted in the break room.

I acknowledge that I have received, read and understand the Company Policies and I also understand that they may be revised and updated as required.

Name:

Signature:

Date:

Manager:

Signature:

Date: