



# Saskatoon Co-op Employee Handbook

Available at our Employee Website  
[www.yxecoopnews.com](http://www.yxecoopnews.com)

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## **MESSAGE FROM THE CEO**

Welcome to Saskatoon Co-op!

We are pleased to have you join of our team of over 1,300 employees who provide quality service and products to more than 116,000 Co-op members in Saskatoon and surrounding areas.

To be successful as an organization, every employee of the Co-op must be committed to our mission and vision. We must conduct our work by living our company values in our daily work, and by committing to provide excellent customer service in each and every interaction with each other and with our members and customers. Every employee of the Co-op is expected to play a key role in providing exceptional service, whether we are on the front line or work behind the scenes. Your positive attitude toward your work and our Co-op, as well as your support of the Co-op, is critical to our success.

I look forward to working with you in providing value and service to our members.

Grant Wicks, CEO

## MISSION, VISION AND VALUES

**Our Mission:** To provide quality retail products and exceptional service to our members and customers, delivered by a knowledgeable, engaged team within a sustainable, co-operative model.

**Our Vision:** To set the standard for excellence in co-operative retailing.

### Our Values:

- **Integrity:** Present an open and ethical company  
Bring a reliable and honest approach to business; treat people with respect; be accountable for all decisions; deliver sustainable returns and growth
- **Develop People:** Dedication to healthy work environments  
Provide valuable employment; work co-operatively as a team; sustain high morale; facilitate employee achievement and development
- **Community:** Strengthen our community  
Care for our environment; support our neighborhoods; contribute positively to our local economy

## **STATEMENT OF EXPECTATIONS**

As an employee, you will find that you have certain expectations of your co-operative. Similarly, your co-operative will have expectations of you. The following Statement of Expectations was created to reflect both these attitudes.

### **What You Can Expect From Your Co-operative**

- To provide a safe working environment
- To communicate clearly defined objectives, goals and plans
- To provide feedback on the level of performance achieved based on clearly defined goals and job responsibilities
- To provide and encourage opportunities for individual growth and development
- To consistently apply company policies and procedures equitably and without prejudice
- To provide sound leadership and direction
- To practice integrity in the work place and to adhere to high ethical standards
- To provide a harassment-free work environment
- To provide an atmosphere that encourages open communication, innovation, individual initiative, as well as co-operation amongst employees
- To ensure the Co-operative's operations are carried out in an environmentally responsible manner

### **What the Co-operative Expects From the Employee**

- To live the values of Saskatoon Co-op through your actions, interactions with others, and in decision making
- To take personal responsibility and pride in the safety of yourself, your co-workers, and the public
- To achieve a level of performance that will meet or exceed clearly defined goals and job responsibilities
- To use innovative approaches in the achievement of goals, and to accept individual responsibility and accountability for your performance, actions and end results
- To be knowledgeable of and to adhere to the Co-operative's policies as published and amended
- To communicate openly at all times
- To practice integrity in the work place and to adhere to high ethical standards
- To contribute to the process of constructive change
- To take personal initiative for self-development
- To protect the Co-operative's assets
- To project a positive image of the Co-operative
- To assist in carrying out the Co-operative's operation in an environmentally responsible manner
- To actively support retail co-operative organizations through membership and purchase of merchandise and services

## A VIEW OF SASKATOON CO-OP LOCATIONS

Job opportunities in the Co-operative Retailing System are plentiful and varied, because of the diversity of the System itself. The System is a network of approximately 170 retail co-operatives serving approximately 750,000 member/owners in nearly 600 communities in Western Canada. Each retail co-operative is an autonomous unit owned by the members it serves. Each member has one vote in electing the Co-op's Board of Directors. The Board in turn hires a CEO to run the affairs of the co-operative.

Retail facilities vary greatly according to the members' needs. The following offers a breakdown of the locations at the Saskatoon Co-operative Association Limited:

<b>Food Stores:</b>	Westview	33rd Street & Avenue P
	Attridge	Ludlow Street & Attridge Drive
	Stonebridge	Wellman Crescent & Clarence Avenue
	The Centre	8 <sup>th</sup> Street & Circle Drive
	Warman	Centennial Blvd
	Martensville	Centennial Drive
	Watrous	107 2nd Avenue West
<b>Home Centres:</b>	Avenue C	Avenue C & Circle Drive
	Greystone	2010 8 <sup>th</sup> Street East
<b>Liquor Stores:</b>	Blairmore	319 Shillington Crescent
	Meadows	3020 Meadows Parkway
	8 <sup>th</sup> Street	2010 8 <sup>th</sup> Street East
<b>Gas Bar &amp; Convenience Stores:</b> (*with car wash)	Greystone*	8th Street & Emerson Drive
	Avenue C*	Avenue C & Circle Drive
	Attridge*	Ludlow Street & Attridge Drive
	Preston*	Preston Crossing
	Stonebridge*	Stonebridge
	51 <sup>st</sup> Street*	51 <sup>st</sup> Street. & Millar Avenue
	Blairmore*	104 Molland Lane
	Westview	33rd Street & Avenue P
	22 <sup>nd</sup> Street	22 <sup>nd</sup> St. & Avenue D
	Martensville	Martensville
	Fairhaven	Fairlight Drive & Diefenbaker
	Warman	Warman
	The Centre	8 <sup>th</sup> Street & Circle Drive
	Watrous	104 1st Avenue West
	Waldheim	405 1 <sup>st</sup> Street N
<b>Agro Centres:</b>	Rosthern	900 Saskatchewan Street
	Dalmeny	510 HWY#305 South
	Saskatoon	1327 North Service Road, HWY#16 West
	Watrous	410 1st Ave W, HWY#2
<b>Pharmacies:</b>	Hepburn Fertilizer	HWY#12 & Grid Road 785
	Westview	33rd Street & Avenue P
	Attridge	Ludlow Street & Attridge Drive
	Stonebridge	Wellman Crescent & Clarence Avenue
	The Centre	8 <sup>th</sup> Street & Circle Drive
	Warman	Bay 1, 620 Central Street W
<b>Hybrid Stores:</b>	Colonsay	500 Torran Street
	Hepburn	415 Main Street
<b>Administration and Human Resources:</b>	Administration Building at Stonebridge	201 - 503 Wellman Crescent
<b>Maintenance:</b>	Maintenance Shop	15-2834 Millar Avenue

## **A. EMPLOYMENT POLICY**

### **1. General**

In the employment of personnel, it is recognized as a fundamental principal that all persons are equal in dignity and human rights, without regard to race, creed, religion, colour, sex, marital status, physical disability, age, nationality, ancestry, place of origin, or to convictions for which a pardon has been granted.

### **2. Employment Guidelines**

In addition to this general statement of policy, some of the more specific guidelines we use are:

- No two members of one family can work in situations where one exercises line authority over the other.
- The minimum hiring age for employees shall be sixteen years of age.
- All employees must be bondable.
- Other things being equal, a candidate with a Co-operative background shall be given preference.

### **3. Employee Files**

The Human Resources Department maintains an employee file for each employee. Information contained in these files is to be current and/or relevant, and should be information the employee is aware of. An employee may review his/her file in accordance with the procedures set down by the Human Resources Department.

Any change of address or telephone number must be reported to the Human Resources Department in order that employee information records are current.

Any change of marital status or number of dependents can affect your income tax exemptions and entitlement to insurance coverage and other benefit programs. It is your responsibility to report such changes to the Human Resources Department promptly in order that such forms as the TD1, Declaration of Dependents form, change of Beneficiary, etc., can be updated.



## **B. CONDITIONS OF EMPLOYMENT**

### **1. Probation Period**

All new employees will serve a probationary period. This time will vary in length depending upon the job and location.

The purpose of the probationary period is to provide the company with the opportunity to assess a new employee's ability while on the job, as well as providing the employee with a reasonable amount of time to become familiar with the company and prove his or her ability to perform the requirements of the new position.

The probationary period for non-management employees is determined through the provisions of the Collective Agreement (if applicable) or by employee policies. A six (6) month probationary period must be served by all management employees.

Following successful completion of the probationary period, the new employee will then achieve permanent status.

### **2. Hours of Work**

Non-unionized employees shall have a workweek consisting of forty (40) hours, five (5) days per week and not exceeding eight (8) hours per day.

Unionized employees shall have the following workweek as outlined in the applicable collective agreement:

- Administration Department (members covered by UFCW)

The basic workweek for full-time employees shall be thirty-seven and one-half (37½) hours consisting of five (5) seven and one-half (7½) hour days as scheduled by management.

- Store and Services Department (members covered by UFCW)

The basic workweek shall be thirty-eight (38) hours consisting of either three (3) days at eight (8) hours and two (2) days at seven (7) hours or four (4) days at eight (8) hours and one (1) day at six (6) hours as scheduled by management.

- Store and Services Department (members covered by RWDSU)

The basic workweek shall be forty (40) hours, five (5) days per week and not exceeding eight (8) hours per day

- All Other Departments (members covered by UFCW)  
(Gas Bars, Agro Centre, Home Centres)

The basic workweek shall be forty (40) hours, five (5) days per week not exceeding eight (8) hours per day.

### **3. Punctuality and Attendance**

A contract of employment with a company implies that regular attendance is the responsibility of, and is expected of, every employee. Since each employee performs a valuable service for the company and plays a vital role in its overall success, absences from work will always have a significant effect on an individual department's ability to operate efficiently.

Employees are expected to be ready for work at the designated starting time. It is important to understand that frequent lateness is a form of absenteeism and will be treated as such by the company. Lateness by a few employees results in morale problems among other employees who are regularly at work on time.

#### **4. Dress Regulations, Grooming and Personal Hygiene**

The Saskatoon Co-op is a service-oriented company and all employees are expected to portray a conservative business-like appearance.

The standard uniform required to be worn is supplied by the company. Appropriate footwear as outlined in company policy is the responsibility of the employee.

Nametags are also provided to each employee and to be worn while at work in order to ensure an inviting, professional image is provided to customers.

Employees should also ensure that their personal grooming, such as hair, make-up, facial hair, jewelry and scented substances, are of a conservative business-like appearance.

Employees working in fresh food areas such as deli departments should be even more concerned with their personal grooming and hygiene. Company policies regarding personal grooming and hygiene should be followed at all times.

#### **5. Unions and Union Dues**

If your job is covered under a collective agreement, union membership is a requirement. A copy of the collective agreement is available from your Shop Steward.

Union dues, initiation fees or other assessments are established by the Union. The Saskatoon Co-op deducts these amounts from each paycheque and forwards the funds to the Union.

#### **6. Discipline**

##### **(a) General**

Employees should recognize that the employer must expect certain standards of performance in order to ensure the safety, morale and well-being of all employees; the protection of its property and equipment; and its ability to control production.

In your employer's opinion, certain types of conduct undermine this and warrant discipline.

At Saskatoon Co-op, progressive discipline will be used as a positive attempt to correct misdemeanors which interfere with operations, unless an employee's actions are such that progressive discipline is deemed not appropriate.

##### **(b) Types of discipline**

###### Verbal Reprimand

A verbal reprimand may be given by the employee's supervisor in private for minor offences. Such a reprimand will not become a part of the employee's file and, therefore, the matter is closed when the constructive two-way discussion has been finalized.

### Letter of Reprimand

When a more serious infraction occurs, the employee's supervisor will write a letter to the employee stating the infraction and warning him/her against further misbehaviour. A copy of this letter will be retained in the personnel file and, for the employees covered under a collective agreement, a copy of the letter shall be forwarded to the Union or Shop Steward. Employees being disciplined will be, where practical, accompanied by the Shop Steward or another officer of the union.

### Suspension

An employee may be suspended for a period of up to ten (10) shifts, depending on the seriousness of the offence. Normally, the employee will be permitted to carry on his/her normal duties while his/her case is being investigated. In some cases, however, it may be necessary to bar the employee from the premises until the case has been investigated. In such an instance the employee will be notified in writing. Unionized employees being suspended will be, where practical, accompanied by the Shop Steward or another officer of the union.

### Dismissal

Dismissal will only be used when all other corrective actions have failed or are not applicable. An example of where the Co-operative considers progressive discipline to be not appropriate is in the failure by a new employee to pass their initial probationary period or serious violation of policy. Absolutely no theft, pilferage or any other form of internal theft will be tolerated.

Unionized employees being dismissed will be, where practical, accompanied by the Shop Steward or another officer of the Union.

### **(c) Definitions of Violations**

The employer, as a means of ensuring the safety, morale and well-being of all employees, the protection of its property and equipment, and its ability to control production must expect certain standards of performance from its employees. There are certain types of conduct that, in the employer's opinion, undermine the above and warrant discipline.

In certain cases, incidents will occur which require an investigation of the facts, but **IN ALL CASES IN WHICH THERE IS A VIOLATION OF THE MAJOR RULES, SUSPENSION OR DISMISSAL WILL RESULT.** Therefore, the closest adherence to these rules by all employees is expected.

### **Major Rule Violations**

Major offences are any violations of Saskatoon Co-op policies or safety rules to such a degree that the prime consideration is to immediately suspend the employee, pending advice from the Manager and the Human Resources Department as to the duration of the suspension or the conversion of the suspension to discharge.

Major rule violations include but are not limited to the following:

- a) Violation of Loss Prevention/ Internal Theft policies

- b) Giving false information either verbally or written, including on any application form
- c) Introduction or use of alcohol, intoxicating liquors or inhibiting drugs on the employer's premises, or being under the influence of any of the above during working hours
- d) Driving or operating any of the employer's vehicles or equipment while under the influence of alcohol or inhibiting drugs, except as provided in the Automobile Policy regarding executive autos and assigned autos
- e) Insubordination or disobedience of instructions or directions issued by supervisory personnel of the employer
- f) Fighting or threatening bodily harm to another employee or person
- g) Reckless damage of the employer's equipment, property or merchandise
- h) Deliberately delaying or restricting production or inciting other employees to do the same
- i) Failure to return to work on expiration of vacation or a leave of absence without a reasonable or bona fide excuse
- j) Breach of the Discrimination & Harassment Policy, including engaging in Disruptive Workplace Conduct (as outlined in the policy)
- k) For supervisory employees, any violation in the administration of the Co-operative's policies or in the principles enunciated under these policies
- l) Failure to meet the bonding criteria required for new or continued employment
- m) Conduct after working hours that does, or may have a tendency to, discredit the employer in the eyes of the general public, customers or other employees
- n) Using, without permission, the employer's name for purchasing from wholesale or other sources
- o) Failure to observe regulations for safety, equipment operation, accident prevention and fire prevention
- p) Falsifying a company document for personal gain or for the gain of others
- q) Making personal long distance telephone calls at company expense
- r) Violation of conflict of interest and confidentiality policy of the Co-operative
- s) Smoking/vaping in the vicinity of bulk plant or while unloading petroleum products, or while fueling vehicles or equipment.

- t) Removing merchandise from the stock area, or allowing others to do so, without an order or without completing and processing a bona fide sale therefore
- u) Willfully concealing while on duty, any known infections, contagious or communicable disease or illness, especially in food preparation areas
- v) Crediting member and non-member sales to his/her own or other member accounts.
- w) Operating or driving any of the Co-operative's vehicles or equipment without permission
- x) Failure to adhere to company policy (e.g. cheque cashing, etc.) resulting in monetary loss to the Co-operative
- y) Selling of tobacco products to minors

### **Minor Rule Violations**

Minor offences are to be dealt with using progressive stages of discipline in order to give the employee a reasonable and adequate opportunity to correct actions, behaviours and attitudes that are contrary to company expectations.

Minor rule violations include, but are not limited to the following:

- a) Violation of smoking rules in areas where NO SMOKING signs are posted
- b) Using profane or abusive language during working hours that is directed toward supervisor, other fellow employees, customers, retail co-operative employees or elected officials.
- c) Failure to be at assigned working place, ready for work at the designated starting time.
- d) Absences from assigned work or working place or from work area between designated starting and quitting times without adequate notice to and permission from the supervisor or manager.
- e) Failure of a person, unavoidably prevented from reporting to work, to notify promptly the supervisor or manager stating his/her reason for the absence.
- f) Failure to use reasonable care in protecting the employer's equipment, property or merchandise.
- g) Failure to observe regulations for good housekeeping and sanitation.
- h) Failure to meet the production standards or job requirements that are reasonably expected of employees.
- i) Deliberate loitering on the job, idling in washroom and elsewhere, or needless private conversation with other staff.
- j) Political campaigning of any kind during working hours.

- k) Unauthorized petitioning or canvassing during working hours.
- l) Failure to adhere to company policy concerning the provision of high quality customer service.

## **7. Staff Extra Curricular Activities and Conflict of Interest**

Employees are not permitted to engage in any extra-curricular business activities of any kind, which will hinder them from satisfactorily carrying out their duties.

### **Conflict of Interest:**

#### **(a) Business Ownership Interests**

Unless the employee has written consent from the CEO, no employee may be involved in any business ownership in which they are actively or passively in competition with the Co-operative.

#### **(b) Employment Interests**

In the case where an employee wishes to work for the Co-operative and a competitor at the same time, the employee must receive prior approval to do so from the CEO or his designate. The employee must submit a written request to the CEO or his designate outlining the terms of employment with the competitor.

NOTE: "Competitor" is defined as a business entity in the trading area providing similar commodities and services.

#### **(c) Monetary Interests**

No employee may have a monetary interest, actively or passively, in any business which provides goods, merchandise or services to the Co-operative. Investments and shares, bonds or debentures of publicly owned companies are excluded.

#### **(d) Confidentiality**

No employee shall divulge to others any information which the employee may obtain or develop during the course of employment with the Company relating to strategic business information and operational activities.

## **C. GENERAL POLICIES**

### **1. Compensation**

#### **(a) Pay Periods**

All employees are paid biweekly (every second Friday).

Pay is deposited automatically in the account at a financial institution of the employee's choice. All new employees are to provide this information to the Human Resources Department at the time of hire.

No deductions may be made from an employee's pay, other than those required by government regulations, Court Orders, (i.e. Garnishee), conditions of employment, or any overdue accounts receivables with the Saskatoon Co-op, unless written authorization is given by the employee.

An earnings statement is issued to you each payday, indicating deductions and exact amounts deposited.

#### **(b) Overtime**

From time to time the need may arise to work overtime. All non-management employees are entitled to pay for overtime in accordance with the Collective Agreement, company policy or provincial legislation as applicable. Overtime for non-management employees must be authorized and scheduled by management.

#### **(c) Salary Adjustments**

##### **i) Non-Management**

In most cases, the wage schedule provides for adjustments to pay on regular intervals until the employee reaches the top of the salary range for the position held.

##### **ii) Management**

Management salaries are reviewed annually, typically in May. Adjustments are related to performance accomplished in accordance with a work plan and as agreed to between the employee and his/her immediate supervisor.

Management salaries will be reviewed on the basis of job performance and placement within the salary range. The ranges will be determined by the CEO and approved by the Board of Directors.

#### **(d) Rest Periods**

The length of rest periods and meal periods are determined as outlined in the Collective Agreement and/or provincial legislation for non-management employees. Rest and mealtimes will be established by management.

## **2. Seniority**

Seniority is accumulated based on continuous service. In the Co-operative Retailing System, we refer to your system seniority date as the date you last entered the service of a co-operative in the Co-operative Retailing System in the area serviced by FCL. Your Saskatoon Co-op seniority date is the date you last entered the service of Saskatoon Co-op and your Co-operative seniority date is the date you last entered the service of a co-operative that is a member of the Co-operative Union of Canada. These three dates are used in the administration of personnel policies, which refer to seniority.

## **3. Discrimination & Harassment Policy**

The Co-operative, in exercising its responsibility, endeavors at all times to provide a respectful and positive work environment that is free of discrimination and harassment and commits to make every reasonable effort to ensure no worker is subject to discrimination or harassment. To this extent, the Co-operative has developed this policy with the intention of preventing discrimination and harassment within the workplace, and to deal quickly and effectively with an allegation of discrimination and/or harassment.

Discrimination and harassment is not tolerated in the workplace. Every worker is entitled to employment free of harassment or discrimination. Employees who are found to have discriminated against or harassed co-workers or other individuals at work or in work-related situations will be subject to corrective and/or disciplinary action up to and including termination of employment.

Employees are encouraged to use the procedure set out herein. This policy is not intended to prevent an employee from exercising other legal rights. Discriminatory practices in employment based on protected grounds of discrimination are also prohibited by The Saskatchewan Human Rights Code (including without limitation sections 9, 12, and 16). Employees have the right to file complaints to the Saskatchewan Human Rights Commission. Employees have the right to request the assistance of an occupational health and safety officer to resolve a complaint of harassment in accordance with the harassment provisions and sections 3-1, 3-8, 3-9, 3-10, and 3-54 of The Saskatchewan Employment Act.

This policy supersedes any and all previous policies of the Co-operative with respect to sexual harassment and/or personal harassment.

### **A. Definitions**

#### **1. Discrimination**

Any differential treatment, inappropriate conduct, comment, display, action or gesture by a person (intentional or unintentional) that is based on the following prohibited grounds or the perception of the prohibited grounds: religion, creed, marital status, family status, sex (including: gender expression, gender identity and two spirit identity), sexual orientation, disability, age, color, ancestry, nationality, place of origin, race, and receipt of public assistance.



## 2. **Harassment**

Any inappropriate conduct, comment, display, action or gesture by a person:

(a) that either:

- i) is based on race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; or,
- ii) adversely affects the worker's psychological or physical well-being and that the person knows or ought to reasonably know would cause a worker to be humiliated or intimidated; and,

(b) that constitutes a threat to the health or safety of the workers.

This can include:

- (a) repeated conduct, comments, displays, actions or gestures;
- (b) a single, serious occurrence of conduct, or a single, serious comment, display, action or gesture that has a lasting, harmful effect on the worker; or,
- (c) comments, displays, actions or gestures made through electronic means (i.e., social media, email).

### *Sexual Harassment*

Unwelcome conduct, comments, gestures or contact of a sexual nature constitutes sexual harassment when:

- (a) submission to, or rejection of, such conduct is implicitly or explicitly made a term or condition or an individual's employment status;
- (b) such conduct is used as a basis for making decisions relating to an individual's employment or welfare as an employee;
- (c) the unwanted conduct, comments, gestures or contact creates a hostile or intimidating environment for working; or
- (d) the workplace becomes inappropriately "sexualized" through actions or conduct.

Harassment and Sexual Harassment may be established regardless of the intentions of the harassing individual and can encompass a broad range of behaviours.

## 3. **What is Not Harassment**

Harassment does not include any reasonable action that is taken by the Co-operative, or a manager or supervisor employed or engaged by the Co-operative, relating to the management and direction of the Co-operative's workers or the place of employment. This includes day-to-day management or supervisory decisions, job assessment and evaluation, performance

discussions, expectations for work productivity and quality, and disciplinary action.

## **B. Other Prohibited Behaviour**

### **1. Disruptive Workplace Conduct**

The Co-operative does not condone behaviour that interferes with the provision of a respectful, productive work environment, but is not pervasive or significant enough to meet the definitions of harassment described above. Depending on the situation, examples of behaviour that may fall into this category include, but are not limited to, spreading negative rumours, mean-spirited pranks or practical jokes, yelling or swearing at someone, bullying, and other behaviors that are demeaning, intimidating or threatening. The Co-operative has an obligation to address reports of disruptive workplace conduct, and provide corrective and/or disciplinary action as appropriate.

### **2. Retaliation and Intentionally False Complaints**

The Co-operative does not condone acts of retaliation against a person who has filed a complaint or participated in any manner in the investigation or resolution of a report of discrimination or harassment. Intentionally false accusations of discrimination or harassment (complaints that are made in bad faith) are also not condoned. Intentionally false accusations do not include reports made in good faith, even if the facts alleged in the report cannot be substantiated through an investigation. Allegations that a complaint has been made in bad faith or that retaliation has occurred may be investigated using the same procedure that is used to investigate complaints of discrimination and/or harassment. Individuals who are found to have engaged in retaliation or made deliberately false accusations of discrimination and/or harassment will be subject to corrective and/or disciplinary action up to and including termination of employment.

## **C. Procedure for Making a Complaint**

If the employee feels able, inform the individual that their behavior is unwelcome. If this is not an option or in addition to this option, employees who believe they have been subject to behavior that violates this policy should:

1. Report the incident(s) to one or any of the following:
  - (a) their supervisor;
  - (b) their organizational leader/director;
  - (c) the Human Resources Department;
  - (d) a union representative (if applicable); and/or,
  - (e) a member of the Occupational Health & Safety Committee.
2. The supervisor and/or the employee (as applicable) should make written notes about the incident and the events leading to the incident(s). This includes: the date and location of the occurrence; witnesses to the event; what was said; specific

actions and behavior; and any conversations informing the individual that his/her behavior is unwelcome. Articulate how the behavior caused embarrassment, humiliation, made the employee feel demeaned or otherwise bothered by what the individual did or said. Retain all documents and materials that relate to the situation. Any supervisor or manager who is made aware of either a verbal or written complaint is expected to take action by seeking support from Human Resources.

#### **D. Time Period for Reporting Complaints**

Barring exceptional circumstances, a complaint should be made as soon as practicable after the incident(s) occurred.

#### **E. Process for Dealing with a Complaint**

1. When a complaint is received, it will be kept strictly confidential. The names of the complainant or the respondent, or any circumstances related to a complaint will not be disclosed to anyone, except as is necessary to investigate the complaint and/or take disciplinary action related to the complaint or as required by law. Employees involved with a complaint will be asked and expected to keep all information confidential.
2. An investigation will be undertaken immediately by an identified investigator. An investigator will typically be identified by Human Resources, and must be a neutral party to the individuals being investigated. A neutral party does not necessarily mean that a third-party investigator will be utilized (most investigations will use internal Saskatoon Co-op personnel as investigators).
3. The complainant and the respondent will both be interviewed along with any individuals who may be able to provide relevant information. If deemed necessary, reporting relationships may need to be adjusted for the duration of the investigation.
4. Complaints of discrimination and harassment will be given the highest priority and every reasonable effort will be made to address complaints in a timely manner. Upon receipt of a complaint, an investigation will be completed within fifteen working days or as soon as reasonably practicable. A written report containing a summary of events and the findings of the investigation will be completed within ten working days of the conclusion of the investigation and provided to both the complainant and the respondent or as soon as reasonably practicable. If more time is required, the complainant and respondent will be notified.
5. If the investigation reveals evidence to substantiate a discrimination and/or harassment complaint, appropriate corrective action and/or discipline will be determined. Such discipline may include a written reprimand, suspension, or dismissal. Written documentation to this effect shall be included in the respondent's employee file.

6. All documentation relating to the investigation (i.e., complaint, interview notes, and investigator's report) is confidential and will be retained by Human Resources in accordance with document retention policies.

## **F. Rights**

### **1. Rights of the Complainant**

An employee making a complaint has the right to have their complaint addressed promptly, without fear of embarrassment or retaliation. They will be expected to co-operate in the investigation, and provide a truthful account about what occurred. A union representative will be invited to attend if the complainant is covered under a bargaining agreement. The complainant shall be informed about the process, timeline, and the outcome of the investigation including any corrective measures being taken. The complainant shall receive respectful treatment throughout the process. No documentation relating to the complaint or the investigation shall be placed on the complainant's employee file, provided the complaint was made in good faith.

### **2. Rights of the Respondent**

The employee accused of discrimination and/or harassment will be informed about the investigation process, timeline, and will be expected to participate in the ensuing investigation. The respondent may seek advice from a manager and/or a union representative (as appropriate). They will be expected to provide a truthful account of what occurred. A union representative will be invited to attend if the respondent is covered under a bargaining agreement. The respondent shall be informed about the outcome of the investigation. The respondent shall receive respectful treatment throughout the process.

### **3. Rights of Those Participating in an Investigation**

Those required to provide information as part of a discrimination and/or harassment investigation will be protected from any form of retaliation by either co-workers or management. They will be expected to provide a truthful account of what occurred, and will be expected to maintain confidentiality.

## **G. Remedies and Corrective Action**

### **1. Remedies for the Complainant**

The Co-operative will make every reasonable effort to remedy the effects of the discrimination and/or harassment in the workplace. Remedial action may or may not include an oral or written apology from the respondent and the Co-operative and any other measures deemed necessary by the Co-operative to make the complainant whole.

### **2. Corrective Action for the Respondent**

If the investigation reveals evidence to substantiate a discrimination and/or

harassment complaint, corrective action could be, but is not limited to:

- written reprimand;
- suspension without pay;
- transfer, if it is not reasonable for the parties involved to continue working together;
- demotion;
- dismissal for cause;
- counseling; and/or,
- training.

#### **H. Responsibility of Management**

All management employees understand the Co-operative's lack of tolerance for discriminatory and harassing behavior, including disruptive workplace conduct. It is therefore the responsibility of every individual in a managerial capacity to take immediate and appropriate action to report incidents of discrimination and harassment whether brought to their attention or personally observed. Under no circumstances should a complaint be dismissed, downplayed, or the complainant told to deal with it themselves.

Managers will:

- treat all allegations of discrimination and harassment seriously, and report them promptly to Human Resources;
- address all instances of discrimination and harassment as soon as they become evident, even if no formal complaint has been made;
- ensure all employees understand the requirements for a respectful and positive work environment through onboarding (i.e., policy review), training, and conversation; and,
- cultivate an environment of trust and openness whereby employees feel comfortable discussing and reporting workplace concerns.

#### **4. Violence in the Workplace Policy**

The Saskatoon Co-op endeavours at all times to provide a work environment that is supportive of both the health and safety of every employee. The purpose of this policy is to prevent violence in the workplace and deal quickly and effectively with any incident involving workplace violence.

Violence is not allowed in this workplace. Employees who violate this policy will be subject to discipline as well as potentially violating the Saskatchewan Employment Act, the Human Rights Code and the Criminal Law.

Employees have an obligation to promptly report to their manager or supervisor any and all incidents of violence, including threats as well as physical acts of violence.

## 1. Definition

**Violence** "means the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that the worker is at risk of injury." Incidents are considered workplace violence if they arise out of the worker's employment. This means that incidents of violence may occur on or off the work site. Similarly, workplace violence may be committed by:

- i. Employee on employee;
- ii. Customer on employee;
- iii. Employee on customer;
- iv. Stranger on employee.

## 2. Commitment to Prevention of Violence in the Workplace

The Saskatoon Co-op recognizes the potential for violent acts or threats directed against its employees by other persons. The Saskatoon Co-op, in co-operation with its employees and its occupational health and safety program, has endeavoured to develop procedures that will minimize or eliminate the risks of violence to its employees.

The Saskatoon Co-op has initiated and will continue to promote awareness of workplace hazards and employee training in the proper procedures for protection of employees from acts or threats of violence.

Commitment to the prevention of violence is an expectation of employees at the Saskatoon Co-op. This can be accomplished by following the procedures developed and implemented for their protection and by immediately reporting all incidents of violence.

## 3. Risks of Violence

The job duties of an employee and the location of a workstation may affect the risk of violence occurring. Employees at the greatest risk include those who have regular contact with customers, suppliers, co-workers and the general public, such as cashier/till areas, pump islands, sales floors, service counters, human resources, and administration.

## 4. Procedures to Follow

Employees should obtain a copy of the procedures to be followed for preventing or dealing with incidents of violence in their workplace. Saskatoon Co-op will advise employees of any specific individuals whom they may encounter in the course of their work who are known to Saskatoon Co-op to have a history of violent behaviour, provided disclosure is not prohibited by law.

## 5. Elimination of Risk

While it will be impossible to entirely eliminate the risk of a violent incident, the Saskatoon Co-op will endeavour to take the necessary steps to minimize the risk of

workplace violence. Specifically:

- i. Adequate lighting levels;
- ii. Adequate staffing levels;
- iii. Adequate management and staff training of Work Place Violence Management.

Supervisors shall immediately investigate the reported incident of violence. A copy of the "Incident Report Form" and the supervisor's investigation report (together with any recommendations for changes to procedures for the prevention or minimization of repeat incidents) shall be provided to the Human Resources Department, the Operations Manager and the Occupational Health and Safety Committee and Worker's Compensation (if appropriate).

Any employee who has been affected by violence may choose to consult a physician. The Employee and Family Assistance Program (EFAP) is available as a support resource.

## **5. Working Alone Policy**

Working alone refers to situations where assistance is not readily available to an employee. This can mean being the only employee on a work site or working with other people, but not readily visible to others. If there are employees working alone in a retail facility:

- The cashier area must be in a visible location;
- There should be limited cash available, particularly at night, and a sign should be posted advertising this fact;
- The number of customer access doors from the facility should be limited - any back or side doors should be locked;
- A security system will be installed and information will be clearly posed indicating that the premise has an active security system;
- Employee should be trained in robbery awareness procedures.

All employees working alone away from the office or work area must be equipped with or be in proximity to a communications device, whether it is a radio or a phone. Where there is some difficulty for employees to be in close proximity to a telephone device, the Department Manager will look at the options available to ensure the employee has access or has proximity to a communication device (i.e. radio and/or cell phone). Where there is limited cellular phone or radio coverage; there will be a predetermined phone-in time with the cost of the call paid by the employer.

Safety sensitive positions (such as delivery truck drivers) will have set call in times. If the supervisor or designate receives no call by the designated times, he or she will call the employee to ensure that the employee is safe.

Where there are a small number of employees working in a larger site, such that they may not see or otherwise be in contact with another employee for a period of time, then these employees should also be in possession of a communications device, such as a two-way radio or be close to a telephone.

All employees who come into the office or work facility outside of normal business hours will sign in and out on a board or sheet at the designated location. The employee last to enter the workplace will make personal contact with the employee who is already at the worksite.

Vice versa, an employee leaving the workplace should make personal contact with the individual who is still at the worksite prior to their departure. This is a measure for the employee's safety, so that the Co-operative and other employees in the facility are aware of the location where any employee may be contacted.

Where an employee has a shift that begins or ends outside normal business hours, efforts will be made to ensure that he or she is working with another person. Where this is not possible, then the Co-operative will ensure that the individual will be equipped or in close proximity to a communication device.

Any incidents that may affect the safety of the employee must be reported to the supervisor. Incidents where violence is involved will be reported in accordance with the Violence in the Workplace policy.

## **6. Electronic Communication Equipment/Devices**

Devices covered in this policy include, but are not limited to, cell phones, two-way radios, and other wireless devices.

1. This policy will apply to all employees, leased operators, contractors, consultants, temporary workers and other workers at the Co-operative, including all individuals affiliated with third parties working at or out of the Co-operative's facilities.
2. This policy applies to all employee-related activities including, but not limited to, driving to and from work and performing job-related activities, whether such vehicles are owned by the Co-operative or the individual.
3. This policy applies to all data and voice transmissions, personal or business related.
4. While in the workplace during regular work hours, employees are expected to focus on performing their duties and may not use any device for inappropriate purposes including, but not limited to:
  - (a) engaging in personal conversations, email or text messages (except for emergencies);
  - (b) playing games;
  - (c) surfing the Internet for personal information; and
  - (d) accessing Facebook, Twitter or other similar accounts.
5. Devices are not allowed to be used at any time while operating mobile equipment or machinery of any kind.
6. Unless hands-free technology is used when operating a vehicle, employees may not answer or initiate a call on a communication device unless and until they pull over in a safe location or a passenger answers the call if it is urgent. Employees may accept or return the call provided that they remain parked in a safe location. They may not resume driving until their conversation ends. The Co-operative will not provide hands-free devices in vehicles owned by the Co-operative or by the individual.
7. Violation of this policy is a major rule violation and will be dealt with as described in "Discipline".



## **7. Privacy Policy**

The purpose of this policy is to outline the Privacy policies for individuals, which are to apply to the Saskatoon Co-op.

'Personal information' is defined as 'information about an identifiable individual'. Examples include: race, ethnic origin, colour, age, marital status, religion, education, medical information, criminal record, employment history, financial records, address, telephone number, email address, Social Insurance Number, fingerprints, blood type, or biological samples.

Information about an identifiable individual does not include name, title, or business address or business telephone number of an employee.

'Commercial Activity' is any activity that is of a commercial character (i.e. sales, purchases, leases, barter, and exchanges, etc.).

'Consent' is defined as 'voluntary agreement with what is being done or proposed'. Consent can be either expressed or implied. Express consent is given explicitly, either orally or in writing.

### **1. General**

At the Saskatoon Co-op, privacy in the collection, use and disclosure of personal information is important. This applies to personal information collected, used, and disclosed in the course of commercial and employment activities.

The Saskatoon Co-op will govern itself in accordance with the following ten (10) interrelated privacy principles, which are based upon Canada's Personal Information Protection and Electronic Documents Act:

1. Accountability
2. Identifying Purposes
3. Consent
4. Limiting Collection
5. Limiting Use, Disclosure, and Retention
6. Accuracy
7. Safeguards
8. Openness
9. Individual Access
10. Challenging Compliance

The CEO is designated as the individual who will be accountable for ensuring that the Saskatoon Co-op complies with the Ten Privacy Principles (Chief Compliance Officer). Other individuals within the organization may be accountable for the day-to-day collection and processing of personal information or to act on behalf of the Chief Compliance Officer.

## **2. Practice**

The Saskatoon Co-op will adopt the following practices in compliance with the Ten Privacy Principles:

- The Saskatoon Co-op will obtain an individual's consent prior to collecting, using or disclosing personal information from or about the individual, except where required or permitted by law.
- The Saskatoon Co-op will disclose to the individual the reason the Saskatoon Co-op is collecting the personal information before or at the time it is collected, how the Saskatoon Co-op intends to use this information and how the Saskatoon Co-op will obtain the individual's consent to such use.
- The Saskatoon Co-op will disclose to the individual the names or classes of persons to whom the Saskatoon Co-op intends to disclose the personal information and how the Saskatoon Co-op intends to obtain the individual's consent to the disclosure of such information.
- The Saskatoon Co-op will implement a system to record personal information collected, the individual's consent, the uses to which the individual has consented, the persons to whom personal information may be disclosed, and other matters such as how the Saskatoon Co-op obtained consent, any withdrawal of consent, any legal or contractual restrictions an individual has placed on withdrawal of consent, and the implications of withdrawal of consent with respect to any use of the information.
- The Saskatoon Co-op will avoid collecting personal information indiscriminately or through deception.
- The Saskatoon Co-op will implement security measures and safeguards appropriate to the sensitivity of the personal information to ensure the protection of the personal information (i.e. use of computer passwords, locked filing cabinets, restricted access areas, etc. if appropriate).
- The Saskatoon Co-op will set up procedures to respond to complaints from individuals about their personal information and to inform complainants of the existence of the Saskatoon Co-op's complaint procedure.
- The Saskatoon Co-op will investigate complaints made about an individual's personal information and if a complaint is justified, take action to remedy the complaint.
- The Saskatoon Co-op will ensure that personal information under its control will only be transferred to third parties that provide a level of protection that is comparable to the Saskatoon Co-op.

The Saskatoon Co-op will not punish an employee for:

- Reporting the Saskatoon Co-op to the Commissioner for contravening the Act;
- Refusing to do anything that would contravene the Act; or
- Taking action to prevent the Saskatoon Co-op from contravening the Act.

This protection prohibits dismissal, suspension, demotion, discipline, harassment, disadvantage or other denial benefit of employment by the Saskatoon Co-op.

## **3. Guidelines for Access and Access Requests**

The Chief Compliance Officer or designate will have 30 days from the date of a written

request to respond to the request. In exceptional circumstances, the Saskatoon Co-op may advise the requester in writing of the need for an extension of a further 30 days.

Once an access request has been made, the Saskatoon Co-op is prevented from disposing of personal information that is the subject of a request until such time as the request is fully resolved and any appeal period has expired (i.e. where the Saskatoon Co-op denies the request).

#### **4. Grounds for Denial or Restriction**

- a. Providing access would likely reveal personal information about a third party unless such information can be severed from the record or the third party consents to the disclosure, or the information is needed due to a threat to life, health or security.
- b. The personal information has been requested by a government institution for the purposes of enforcing any law of Canada, a province or a foreign jurisdiction, carrying out any investigation related to the enforcement of any law, the administration of any law, the protection of national security, the defence of Canada or the conduct of international affairs.
- c. The information is protected by solicitor-client privilege.
- d. Providing access would reveal confidential commercial information, provided this information cannot be severed from the file containing other information requested by the individual.
- e. Providing access could reasonably be expected to threaten the life or security of another individual, provided this information cannot be severed from the file containing other information requested by the individual.
- f. The information was collected without the knowledge or consent of the individual for purposes related to investigating a breach of an agreement or a contravention of the laws of Canada or a province.
- g. The information was generated in the course of a formal dispute resolution process.

#### **5. Access Granted**

The Chief Compliance Officer or Designate should ensure that all copies of files, all multi-media files, all physically dispersed files and all derivative files are taken into account before supplying access to the requester.

The Saskatoon Co-op is permitted to copy personal information and provide the copy to the requester. The company is not obligated to allow the requester access to the original file. If the Chief Compliance Officer or designate chooses to allow access to the original file, such access should only be provided under supervision.

Any reasonable expenses incurred by the company in providing access to personal information may be charged to the requester (e.g. transcription costs and other administrative costs). The requester must be made aware up-front of any costs payable by them in granting their access request.

## **6. Access Denied**

If the company refuses access to information, the Chief Compliance Officer or designate will give the reasons in writing, except where prohibited by law, and inform the requester of his/her recourse which is to take the dispute to the Privacy Commission.

## **7. Rectification Requests**

The law allows any person to have corrected any inaccurate personal information contained in a file concerning him/her. The person concerned can also have deleted any information, which is obsolete or not justified by the object of the file or may even formulate comments in writing and ask that this be incorporated in the file. Additionally, any information that was not collected under the authority of the law may also be deleted upon request from the person concerned.

## **8. Guidelines for Complaints and Inquiries**

### **Complaints**

All complaints regarding compliance with this policy, as well as the provisions of the Personal Information Protection and Electronic Documents Act, shall be directed in writing to the attention of the Chief Compliance Officer.

#### **a. Investigation**

The Chief Compliance Officer or designate will investigate all complaints and render a decision in writing within 30 days of receipt of the complaint.

#### **b. Complaint Justified**

The Saskatoon Co-op will take appropriate measures to redress the complaint including, where necessary, an amendment to this policy or any practice.

#### **c. Complaint not Justified**

The Saskatoon Co-op will inform the complainant in writing of its decision and will inform the complainant of their right to complain to the Privacy Commissioner.

### **Inquiries**

All inquiries as to the Saskatoon Co-op's policies and practices relating to the management of personal information must be directed to the Chief Compliance Officer or designate. The Chief Compliance Officer or designate will respond to such inquiry as soon as practical.

### **Implementation**

The Saskatoon Co-op will analyze personal information handling practices to ensure compliance with the Ten Privacy Principles on an annual basis.

## **9. Safety**

It is Saskatoon Co-op's policy to provide safe working conditions for all staff, provide complete instructions about safe working methods, and make available special equipment required to protect employees against particular hazards.

All employees are expected to practice good safety habits to ensure safety and comfort, not only for themselves, but also for their fellow workers.

Occupational Health and Safety Committees exist to ensure that safety rules and regulations are followed and appropriate changes are made to ensure the safety of all employees.

Certain policies that you should be aware of are as follows:

### a. First-Aid Kits

Regulation first-aid kits are provided and maintained by each unit.

### b. Protective Clothing

Saskatoon Co-op will supply and replace necessary protective clothing worn by employees on the job.

### c. Damaged Clothing

Saskatoon Co-op will replace employee's uniforms for damage to uniforms incurred on the job, resulting from accident or other causes that are not attributable to normal wear or undue carelessness on the part of the employee.

### d. Safety Footwear

Safety footwear is to be worn in locations determined by the Safety Committee.

### e. Hard Hats

The Co-operative will provide hard hats (and liners) to employees in locations determined by Occupational Health and Safety Committees.

## **8. Jury or Witness Duty**

Employees serving on jury duty or subpoenaed as a witness in a court of law, will be paid their regular wage or salary in full during the time of actual service. The per diem allowance paid by the courts is taxable income and should be turned in to the company for tax adjustments.

## **9. Acceptance of Cash Gifts or Other Incentives**

Employees of Saskatoon Co-op shall not accept any bonus or remuneration in the form of cash, personal cheques or other incentives from any company or individual with whom company business is transacted.

Gifts in any form offered to or received by Saskatoon Co-op employees from companies or company representatives must be refused or returned with an appropriate explanation.

Token value gifts intended as a personal remembrance are exempt and may be accepted, however, any gifts given with the intent to influence (no matter what its value), must be refused.

## **10. Good Housekeeping**

Keeping work areas tidy and clean has several advantages. One is that it helps people work more efficiently, since things are in place and more easily found when required. Secondly, a neat work area leaves a positive impression with customers and visitors - one that gives the impression of a well-run department. Thirdly, it leaves a positive impression with fellow workers. It says you care about how you do your job. You should strive to keep your work area as well kept as possible.

## **D. EMPLOYEE PROGRAMS**

### **1. Social Committee**

Some Social Committees exist at Saskatoon Co-op, and involve employees interested in organizing staff social functions.

The committees plan and organize functions of a social, cultural, or recreational nature. Employees join the club and depending on the club may pay biweekly dues which aid the committee in financing these activities. Saskatoon Co-op also assists with the financing of Social Committee activities.

If you want to become involved with the Social Committee, please contact the Human Resources Department, which will be able to put you in touch with the appropriate chairperson. As with any voluntary organization, new recruits are always welcome.

### **2. Above and Beyond Program**

The objective of the Above and Beyond Program is to recognize employees of Saskatoon Co-op who have provided superior customer service. The employee's actions will be customer service that is over and above, or beyond that which is expected.

Any employee of Saskatoon Co-op, Management or Non-Management is eligible and can be nominated from either customer comments/suggestion cards, or from an employee, manager, director, operations manager, CEO, or board of director of Saskatoon Co-op.

### **3. Service Awards**

The Saskatoon Co-op recognizes long service of employees through the Service Award Program. Awards are made on the basis of accumulated continuous employment in the Co-operative Retailing System based on your co-operative seniority date.

When an employee reaches 5, 10, 15, 20, 25, 30, 35 and 40 year milestones, a Service Milestone Certificate is awarded.

**4. Staff Discount on Retail Co-op Purchases**

Employees are encouraged to support the Co-operative Retailing System by becoming a member and making use of all the co-operative services available.

A staff discount of 5% will be provided on all purchases made from the Saskatoon Co-op for all employees to a maximum purchase level of \$15,000 in any given fiscal year.

The staff discount will be paid by direct deposit to each eligible employee in the spring of each year.

**5. Employee Referral Program**

This program is available to all non-management Saskatoon Co-op employees (excluding members of the Human Resources Department). If an employee is aware of an individual who may be a good fit for employment with Saskatoon Co-op, they may fill out the a referral form and send to the Human Resource Department along with the candidate's resume and application form. The potential candidate is required to sign the referral form. If the referral candidate is offered employment with the Saskatoon Co-op the employee will be eligible for the following rewards:

- \$50 Co-op Gift Card – upon referral being hired
- \$100 Co-op Gift Card – after the referral passes the probation period

The employee must be actively working with the Saskatoon Co-op to receive the reward.

**E. EMPLOYEE AND COMPANY BENEFITS**

**1. Government Benefit Plans**

There are a number of Government sponsored benefit programs provided. If you have any questions regarding the details contact the Human Resources Department. These include the following:

- (a) Retirement Pension Benefits
- (b) Disability Benefits
- (c) Death Benefits
- (d) Workers' Compensation
- (e) Employment Insurance
- (f) Maternity/Parental Leave Benefits
- (g) Compassionate Care Benefits

**2. Paid Sick Leave**

- (a) Non-management

Where collective agreements exist, refer to the language contained within in relation to sick leave entitlement.

For non-unionized full-time employees, following the completion of one-month

continuous employment each full-time employee shall acquire sick leave credits on the basis of one and one-quarter days (1-1/4) for each month of service up to a maximum of 500 hours.

For non-unionized part-time employees, to be eligible for paid sick leave an employee must have qualified for and sign up for the co-operative's benefit plan. When in receipt of benefits, employees accumulate paid sick leave on the basis of ten (10) hours for every one hundred and seventy-three (173) hours worked. Payment for sick leave will be granted only on absences from scheduled hours of work.

For an employee to be eligible for sick leave pay, they must notify their supervisor as soon as possible of the absence, and must submit a sick leave request on Kronos the first day of their return to work. In those cases when an employee has a planned extended illness (i.e. surgery), it is the employee's responsibility to submit a sick leave request on Kronos.

Management reserves the right to request a medical certificate and/or additional medical forms completed by a physician to establish eligibility for paid and unpaid sick leave benefits.

If an employee has insufficient paid sick leave to cover the duration of their medical leave until long-term disability benefits become payable, an application for Employment Insurance Disability benefits can be made. It is the employee's responsibility to apply for Employment Insurance benefits.

(b) Management

After three months' service, management employees shall be allowed up to three months sick leave for each and every illness after which the long-term disability plan becomes effective.

### 3. Statutory Holidays

The following holidays are observed by Saskatoon Co-op during the year, and you will be given the day off with pay.

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- First Monday in August (Saskatchewan Day)
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

### 4. Annual Vacation

Continuous service in the Co-operative Retailing System is considered in determining vacation benefits. The vacation period is May 1 to April 30, and the annual vacation cut-off



day for all employees is April 30. Vacation scheduling is subject to management's approval. Employees are eligible for vacations as follows:

<b>Completed Years As of April 30</b>	<b>Number of Weeks</b>
1	3 Weeks
8	4 Weeks
13	5 Weeks
18	6 Weeks
23	7 Weeks (UFCW and RWDSU members only)

Vacation accruals are calculated within Kronos and employees can review their vacation balances on the Kronos wall clock. Accrued vacation is made available to employees on May 1 of each year, and employees are required to use their accrued vacation by April 30 or as outlined in applicable Collective Agreements.

## **5. Employee and Family Assistance Program (EFAP)**

The Employee and Family Assistance Program (EFAP) provides employees and members of their immediate family who are experiencing personal problems which may affect their personal well-being and job performance with confidential referral to professional helping agencies in the community.

Employees can experience many problems throughout their life, including marital and family relationships, anxiety, depression, addictions, stress, life transitions/changes, and other personal issues.

The need to help employees through trouble spots in their careers is well known. The benefits of employees resolving their problems are realized both socially and economically for the individual and the company.

Homewood Human Solutions is a trusted Canadian company with the best possible support for clients. There is guaranteed confidentiality within the limits of the law. Employees will not be identified to anyone, including their employer.

Contact EFAP 24/7 at:  
1-800-663-1142 or [www.homewoodhumansolutions.com](http://www.homewoodhumansolutions.com)

This program is for the benefit of all employees and has the full support of the Saskatoon Co-op Management and the Board of Directors.

## **6. Leaves of Absence**

### **(a) Compassionate Leave**

Eligible employees will be granted time off from work, with pay, in the event of death or serious illness in the immediate family. The length of such leave shall be determined by the Department Manager in consultation with the Human Resources

Department with consideration given to travel time involved and complexity of situation. Up to five days is granted, unless specified otherwise in a Collective Agreement.

Immediate family is defined as spouse, children, step-children, brother, sister, mother, father, mother-in-law, father-in-law, and grandchild of the employee.

(b) **Balancing Work & Family**

Employees shall be entitled to use up to 24 hours sick leave per calendar year for the purpose of dealing with immediate family issues. (i.e. children's illness or appointment, parental care, etc.)

(c) **Parental Leave**

Employees shall be granted a parental leave of absence without pay by the company. Application for leave must be made at least 4 weeks prior to the start of the leave. The leave may be up to 36 weeks in total.

(d) **Political Leave**

Leave of absence without pay, for a reasonable period, will be granted to any employee who wishes to seek nomination as a candidate and/or to fulfil the duties of any municipal, provincial or federal office. While the employee will be assured employment, they are not necessarily assured a specific position. A suitable position will be determined upon return to employment.

(e) **Other Leaves**

Other types of leave of absence may be granted depending on reasons for the leave and the circumstances. Employees must request the leave of absence in writing, outlining the dates and the reason for the leave. Such requests must be made as early as is reasonable, and provided to the Department Manager.

**7. Membership in Professional and Service Clubs**

The Company will pay the cost of membership fees and meals for management employees that are members of professional or service clubs, when it is considered such membership is in the best interest of the company.

Saskatoon Co-op will pay the cost of membership fees for those employees who are required to hold a professional membership that is a requirement of their occupation (i.e. pharmacist) or is a requirement of further directly related study. (i.e. Certified Professional Accountant)

**F. COMPANY - GROUP INSURANCE/PENSION BENEFITS**

**1. General**

The premium and coverage of the Group Insurance/Pension Plan programs are continuously reviewed and revisions made from time to time subject to economic times and usage. For conformation for present day coverage and premium costs contact the Human Resources

Department.

Benefits are mandatory for all full-time employees and will begin three months after commencement of employment. This mandatory benefit coverage may be waived if the employee provides evidence of 100% benefit coverage elsewhere (i.e. spouse/partner).

Part-time employees qualify for benefits after working more than 24 hours in 10 consecutive weeks. At this point benefits are optional until such time when the employee moves into a full-time position. Part-time employees qualifying for benefits will be sent a letter (with a copy to their manager) notifying that they are eligible for benefits and are asked to contact Saskatoon Co-op's Human Resources Department if they wish to sign up. Benefit coverage will then begin three months after this qualifying date.

## **2. Life Insurance – Co-operators**

This benefit plan provides life insurance protection for employees and their dependents.

Saskatoon Co-op provides coverage for the first \$10,000, with a cost share of 50/50 for remaining coverage. The calculation to determine an employee's life insurance benefit is determined by the number of dependents covered under the plan multiplied by the employee's annual salary. A spousal dependent is covered for \$20,000 and each child dependent is covered for \$10,000. Application for life insurance may be made directly through the Co-operators.

Employees are responsible for notifying the Human Resources Department if there is a change in the number of dependents.

## **3. Dental Plan – Co-operators**

This benefit is 100% employer-paid. Coverage for basic services includes 70% in the first year, 80% in the second year, and 90% in third year and beyond. For major services and orthodontics, 50% coverage is provided. This insurance covers both the employee and eligible dependents.

## **4. Long-Term Disability (LTD) – Co-operators**

This benefit plan provides replacement of income in the event an employee is unable to continue working because of an accident or sickness.

The premium cost for LTD Insurance is shared 50/50 with the Saskatoon Co-op and the employee. An application for LTD can be made if an employee has been or knows they will need to be off of work for an illness or injury for more than 90 calendar days. To cover the 90 day waiting period and receive full pay, employees will first exhaust their accrued sick hours and can then apply to access sick leave benefits through Employment Insurance.

While on LTD an employee will be provided with 67% of their gross salary as of the date of disability to a predetermined maximum benefit. This benefit will be considered to be taxable income and you will receive a T4A at year-end for any benefits received. The termination age for LTD is 65 for non-management employees and 60 for management employees.

For members of a pension plan, this plan also continues to make pension contributions to a predetermined maximum.

## **5. Pension Plan - CSS**

The CSS Pension Plan is available and mandatory for all full-time employees, and an application form will be completed at the same time as completion of the Co-operators benefits forms. Contributions to the plan will begin one year after commencement of employment for full time employees.

Part-time employees are eligible to voluntarily participate in the CSS Pension Plan after 2 years of continuous service and annual earnings of at least 35% of the Canada Pension Plan Yearly Maximum Pensionable Earnings ceiling, or 700 hours worked in each of the 2 consecutive calendar years immediately preceding application to the Plan.

The mandatory contribution for all employees enrolled is 6%, which is matched by Saskatoon Co-op. Employees have an option of adding extra contributions between 1% and 6%. Information about the CSS Pension Plan will be provided when contributions commence.

The CSS was incorporated in 1943 for Co-operative and Credit Union organizations and their employees. With assets of more than seven hundred million dollars, the CSS provides retirement services to over 500 employers and more than 22,000 employees and pensioners across Canada.

Retirement is a major milestone in everyone's life. With increasing life expectancy, retirement means, for many of us, a quarter of a century to pursue our dreams and ambitions that can only be realized with proper planning and preparation - in respect to income as well as other aspects of life.

Information on various aspects of retirement and retirement planning is available from the Society's office on request. The Society welcomes inquiries from employees and their families.

All employees participate in the plan as per society bylaws and/or pension/benefit legislation.

## **6. Extended Health Care Plan –Co-operators**

This benefit plan provides coverage for services/supplies such as: hospital care, ambulance service, prescription drugs, medical equipment and vision care.

The premium cost for the Extended Health Care plan is shared 50/50 between Saskatoon Co-op and the employee. There is a \$25 deductible taken from the first claim made each calendar year. Employees receive 80% coverage for prescriptions. Employees receive 100% coverage on services such as physiotherapy, chiropractic or massage therapy up to a limit of \$500 per service, per year. The Extended Health Care plan contains vision care coverage for employees which includes one eye examination and \$250 towards glasses or contact lenses every 24 months. Dependents under the age of 19 are covered for one eye examination every 12 months.

## **G. CAREER OPPORTUNITIES - TRAINING, PROMOTION, AND CAREER PLANNING**

### **1. Training and Development**

It is the policy of the Saskatoon Co-op to provide employees with an atmosphere and opportunity to learn, develop and utilize their potential, either in the context of their present job or to prepare for a future position.

There are numerous training opportunities for employees to participate in, both on and off the job. Full time employees can apply for tuition reimbursement through Federated Co-operatives Limited, up to 75% of tuition and book costs. Consult the Human Resources Department before enrolling.

The success of the Co-operative Retailing System depends upon the skills of our employees. While each individual employee holds accountability for initiating their own self-development plans, employees are encouraged to discuss their ideas with their Supervisor or the Human Resources Department.

### **2. Goal Setting and Performance Reviews**

A major objective of the company's performance planning and review process is to enhance and encourage on-the-job training and development.

The most effective way to do this is through day-to-day feedback. As well, regular reviews of a more in-depth nature should take place. The purpose of these reviews is to compare performance to the plan and, if necessary, change the plan or the performance level.

In this way, you are assessed on how well you are doing your job, your strengths and weaknesses and the way in which you can improve. The reviews are also used in helping to plan your career development within Saskatoon Co-op and the CRS.

#### **(a) Management Performance Reviews**

- Performance Reviews will be conducted quarterly with Management employees
- For new Management employees, a Probationary Performance Review will be completed and reviewed upon completion of the six-month probationary period

#### **(b) Non-Management Performance Reviews**

- Performance Reviews will be conducted twice a year, once at mid-year and once at year-end
- For new non-management employees, a Probationary Performance Review will be completed and reviewed upon completion of the probationary period

### **3. Promotions/Job Postings**

There are always job openings across the Co-operative Retailing System, and the "Careers Bulletin" outlines open supervisory and management positions.

Vacant non-management positions are posted on the staff bulletin board.

Through both of these methods, we encourage employees to seriously consider the advancement opportunities available across the Co-operative Retailing System.

Criteria for obtaining a promotion includes possessing the required education, knowledge and skills for the role, past and current job performance, demonstrated potential to effectively assume increased responsibility, and the initiative shown in preparing oneself for more responsible positions.

#### 4. Succession Planning

Employees may not be aware of the vast opportunities for career development and advancement across the Co-operative Retailing System. The Career Awareness Interview, sometimes better known as 'succession planning' or 'career counselling,' is a process to help an employee explore the opportunities available within the system.

The Career Awareness Interview will help employees explore their personal career objectives and discuss the necessary developmental activities they will need to reach their goals. The interview process consists of a series of questionnaires and a personal interview. The interviewer and employee will discuss the employee's interests, values, career goals and capabilities; discuss the available opportunities in the System; and establish a personal development plan.

Each individual employee is accountable for their own career and development planning. To arrange a Career Awareness Interview, contact your manager or the Human Resources Department for more details.

#### H. SAFE LOCKING POLICY

The purpose of this policy is to describe the precautions to be taken in order to reduce the risk of loss of cash.

Policy:

- a. It will be the duty of all employees charged with the responsibility of handling cash to:
  - a. Ensure an adequate supply of cash is on hand to meet the expected requirement on a daily basis, while ensuring that cash on hand never exceeds the insurable limits;
  - b. Employ security measures to the fullest at all times.
- b. Cash and/or cheque pickups are to be undertaken on a regular basis throughout the day, based on the activity of each checkout.

The cash drawer limits are outlined below:

Service Stations	\$400
Home Centres & Agro	\$800
Food Store Cashiers	\$1500
Food Store Service Counters	\$4500

- c. Any excess cash shall be kept in the vaults/safes which are to remain locked at all times when not in use.

- d. All cash floats must be counted daily. Where bundles of bills are included in the floats (service counters only), these must be counted on a 'spot' basis at least twice per week.
- e. Cashier tray pickups/drop-offs (Food Stores) – Daily cashier log must be signed for all tray pickups/drop-offs. Cashier must count the float when picking up tray at start of any shift.

**I. LOSS PREVENTION POLICIES**

The Saskatoon Co-op requires that all employees will be honest and ethical in their dealings with the company, its customers, its suppliers and with their co-workers. Dishonest or unethical behaviour will not be tolerated.

The Saskatoon Co-op places a very high priority on loss prevention. The following are some of the Loss Prevention Policies in place at the Saskatoon Co-op.

**1. Internal Theft Policy**

**Purpose:** To define internal theft for the purposes of this policy and to describe the punishment.

**Definition:** Internal theft is defined as any situation whereby an employee intentionally converts to their own use or the use of another person any property belonging to the Saskatoon Co-operative or to a co-worker. Such conversion may be either temporary or permanent and would include the pledging or deposition of the property as security. An employee commits theft when they move the property, or causes it to move or be moved, or begins to cause it to become movable with the intention of stealing the property.

**POLICY**

1. An employee who commits theft in any form will be handled in accordance with the Saskatoon Co-op's personnel policies. Before an employee commits theft, it should be remembered that theft would most likely cost the employee their job.
2. Without restricting the generality of the definition of internal theft, the following will be treated as internal theft:
  - a) Theft, or attempted theft of company property including the employer's funds, confidential employer information, or equipment or the personal property of fellow workers, or conspiring, aiding and abetting anyone in the commission or attempted commission of any of the preceding. The following examples provide clarification:
    - i) taking company property including damaged property;
    - ii) knowingly helping another person take company property or merchandise;
    - iii) taking computer software including operating systems, application programs and files;
    - iv) taking the personal property of co-workers without their approval;
    - v) taking money from the company;

- vi) disclosing confidential company documents or information for personal gain and in situations where it is not for personal gain but to the detriment of the association;
  - vii) keeping company office supplies or equipment;
  - viii) taking obsolete or defective parts or components, tools, or other types of equipment.
- b) Giving false information to the employer to obtain merchandise, additional pay or other compensation. Examples of infractions here include:
- i) getting paid for overtime not worked;
  - ii) faking an injury to receive Workers' Compensation;
  - iii) falsifying a company document for personal gain;
  - iv) getting paid for more hours than scheduled;
  - v) under ringing customer purchases for personal monetary gain;
  - vi) making personal long distance telephone calls or fax, at company expense;
  - vii) receiving compensation for sick leave without being sick;
  - viii) falsifying an expense account to receive compensation for unauthorized expenses.
- c) Operating the employer's equipment without permission. Examples here include:
- i) operating company trucks;
  - ii) using computer time for personal reasons or selling it to others;
  - iii) using company tools or equipment for personal reasons away from the workplace.
  - iv) Removing merchandise without completing a bona fide sale therefore.
  - v) Willful damage of the employer's equipment, property or merchandise.
  - vi) Providing or attempting to provide confidential employer information to competitors or others.
  - vii) Accepting bonuses, gifts, gratuities, etc. from outside suppliers, other than in accordance with policy.
  - viii) Using company employees for personal work while on company time.
  - ix) Using the discount privilege in an unauthorized manner.

3. Internal thefts will be handled in the following manner:

- a) Discipline will be administered in accordance with the Saskatoon Co-operative's personnel policies.
- b) The controller will be notified and a Loss Report prepared.
- c) In most cases, a complaint will be laid with the local police.

## 2. Conflict of Interest Policy

Purpose: To provide an explanation of different forms of conflict to assist employees in avoiding conflicts of interest.

### **POLICY**

1. Saskatoon Co-op employees have an obligation to protect the interests of Saskatoon



Co-op. Saskatoon Co-op expects its employees to avoid situations which place their personal interests in conflict with the interests of Saskatoon Co-op. conflicts of interest damage the strict trust relationship which Saskatoon Co-op requires of its employees.

- a. Examples of conflicts of interest include:
  - i. Entering into contract with relative, friend without retaining prior written authorization from your manager.
  - ii. Accepting money, gifts, gratuities or other benefits, from outside suppliers, without management authorization.
  - iii. Operating a business which competes with any part of the business of Saskatoon Co-op.
- b. Violation of this Policy shall be considered a Major Rule violation under Saskatoon Co-op's Discipline Policy.

### **3. Insurability**

Purpose: To define who is eligible for continued employment by Saskatoon Co-op, pursuant to the Employee Dishonesty Coverage under its Package Policy of Insurance.

#### **POLICY**

1. In order to be eligible for continued employment, Saskatoon Co-op employees must remain insurable pursuant to the Employee Dishonesty Coverage in the Crime Section under Saskatoon Co-op's Package Policy of Insurance.
2. An employee who commits a 'fraudulent or dishonest act' becomes uninsurable pursuant to the Employee Dishonesty Coverage in the Crime Section under Saskatoon Co-op's Policy of Insurance.
3. A 'fraudulent or dishonest act' is an act committed by an employee with the intent of causing a loss to Saskatoon Co-op, its employee(s), member(s), customer(s), contractor, supplier(s), or any government agency; and supplying a benefit to the employee, or some other person, entity or group.
4. Any employee who commits a "fraudulent or dishonest act", as determined by Saskatoon Co-op, shall be deemed unemployable and shall be subject to immediate termination of employment.

### **4. Robbery Policy**

Purpose: To identify measures to prevent robberies and to outline procedures to follow in the event of a robbery.

#### **POLICY**

1. The Saskatoon Co-operative's foremost concern in robbery cases is the safety of the employee and the customer. No employee will resist, play hero or do anything to endanger himself, his fellow workers or the customers.

2. At all locations, height markings are to be placed along the wall beside the entrance door.
3. All vaults are to be kept locked at all times.

**PROCEDURE**

1. In the event of a robbery, it is very important to do the following:
  - a) Remain calm - robbers usually are very tense and may be easily provoked. They are sometimes under the influence of drugs and are unpredictable.
  - b) Do not resist - robbers seldom hurt anyone who co-operates.
  - c) Do not play hero - the money is not worth it; the co-operative is insured.
  - d) Do not endanger yourself or your fellow employees.
  - e) Give them the money and follow their instructions exactly.
  
2. While the robbery is taking place, try to observe the following:
 

Age	Scars	Eyebrows
Height	Disguise	Nose
Sex	Complexion	Weapon
Hair Colour	Jewelry	Appearance
Walk	Eyes	Clothing
Ears	Face	Right Handed
Glasses	Voice	Left Handed
Hat	Build	Features
Names Heard		
  
3. As soon as the robber has left, dial 911 and ask for Police and advise of robbery and location.
  
4. Do not touch anything. Secure the entire area immediately. The evidence you protect could very well lead to the arrest of the robber.
  - a) If the robber gave written instructions, preserve the note for fingerprints. Do not touch or pass it around, leave it where it is for the police.
  - b) If the robber put his hand on a counter or anything else, protect that area for fingerprinting.
  - c) Protect the area where the robber was standing for footprints. Preserve anything that may have fallen from his person, which could lead to identifying him or the location he was previous to the robbery.
  
5. While waiting for the police to arrive, begin completing the "Witness Description and Statement Form" (Form L126). All staff and/or customers who witnessed the robbery are to complete this form from their own recollection, before discussion with others. One copy is to be handed directly to the attending police officers, while the original is to be forwarded to the Controller.
  
6. The amount of the loss is to be kept confidential. Do not comment to the press, direct such inquiries to the Controller.