

Seasonal In Store Service - Handbook

Welcome to Jeffery's Greenhouses. We pride ourselves on the way we run our business and are confident that your stay here will be a positive experience for us all.

You will get to know us better and faster if you read this handbook that describes our company policies. If you have any questions about your job your direct Merchandising Supervisor or the Merchandising Manager, Brian Bajuk will be pleased to discuss them with you or refer you to the appropriate person to speak to (such as Human Resources).

We wish you every success in your new position.

Barbara Jeffery-Gibson
President
Jeffery's Greenhouses Plant II Limited

This handbook is for the exclusive use of _____, an employee of:

Jeffery's Greenhouses Plant II Limited
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The employee agrees to:

- Not copy or reproduce the contents of this handbook without the express written permission of the management of Jeffery's Greenhouses Inc.;
- Use the handbook for his/her exclusive purpose and not to divulge the information contained therein to any other person;
- Return the Handbook and any other material provided by Jeffery's Greenhouses upon expiration of your employment contract.

Signed this ____ day of _____, 20__

_____ Employee Signature

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1.0 General Policy

This handbook is intended to reduce conflicts and problems between employees and supervisory staff. It will provide :

- Consistent Communication: All of our business policies will be written down and in order to avoid unnecessary problems and questions and all employees will receive the same information.
- Fair Employee Treatment: If everyone follows the guidelines, everyone will be treated fairly and consistently.
- Improved Performance: Knowing what is expected of you on the job so that you can perform your work competently and efficiently.

1.1 Attitude and Team Cooperation

When working, you should show a willingness to help others. While your first responsibility is to the job you were hired to do, you should be willing to help others. This could be by sharing helpful information with another employee, customer or Home Depot Associate by demonstrating a procedure to another person or sharing plant care information etc.

1.2 Harassment & Violence at the Work Place

The management of Jeffery's Greenhouses (the "Company") is committed to providing a work environment in which all individuals are treated with respect and dignity. We do not approve of harassment, violence, intimidation, misconduct by management, supervisors or other employees to our business. Specifically, workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment.

The management of Jeffery's Greenhouses is also committed to the prevention of workplace violence and recognizes that workplace violence is a health and safety and human resources issue. We will take whatever steps are reasonable to prevent and protect our workers from workplace violence from all sources.

All incidents' and complaints of harassment and/or violence are to be reported to your direct Supervisor or or Human Resources (Kim Edmands) and will be documented on the "Workplace Harassment and/or Violence Incident Report" as soon as possible following the incident.

Please see our Health & Safety Manual for further detail on this policy.

1.3 Alcohol and Substance Abuse

All employees of Jeffery's Greenhouses are to work without the influence of alcohol or any substance that affects their mental or physical control as this threatens not only your safety but the safety of others in the work place.

You are not to have, use, make or give away alcohol or any unauthorized controlled substance during working hours or while on customer property.

Failure to adhere to this policy will result in the termination of your employment.

1.4 Smoking

In accordance with the Smoke Free Act of Ontario, smoking is prohibited in any enclosed public place or enclosed workplace or within a nine metre radius surrounding any entrance or exit of those places. Accordingly, smoking in any of the Home Depot stores or garden centres or within a nine metre radius of their entrance is strictly prohibited.

If you must smoke, do so in the areas designated by Home Depot Management and only on your scheduled breaks.

1.5 DRESS CODE

It is important that our service representatives are dressed respectably. We have an industry reputation for high quality product and it is important that our service people reflect the same image.

Shirts: Company shirts with our logo must be worn every day while on the job.

Pants or Shorts: Pants or respectably long shorts must be worn (preferably in neutral colors). Jeans are acceptable providing that they are in good condition and do not have tears or worn areas.

Contact lens are not recommended to be worn at work or in garden centres as your eyes may become irritated due to trapped dust/soil.

Safety Boots/Shoes must be worn throughout the Home Depot Store/Garden Centre, to prevent injuries due to stubs, slips and cuts and are a requirement of Home Depot. Jeffery's is prepared to contribute 50% of the total cost of your purchase up to a \$25.00 value. Please retain your safety boot/shoe receipt and submit it with your timesheet. Replacements will be accepted after two full seasons worked at the same reimbursement rate.

Sunglasses, straw hats and sunscreen lotion are recommended when working in the garden centre.

Work gloves are recommended due to potential cuts from sharp edges of trays. Gloves are also recommended if you have sensitive skin, in order to avoid minor skin irritation or allergic reactions.

1.6 Home Depot Equipment/Tools

Home Depot equipment and tools used to perform your work must be treated with care. Moveable equipment such as watering wands and hoses, watering containers and tools must be returned to the appropriate Home Depot designated storage area after use.

Any tools lost or broken during use must be reported immediately to your Home Depot Store Contact.

AT NO TIME MAY AN EMPLOYEE REMOVE ANY HOME DEPOT TOOLS AND EQUIPMENT FROM THE STORE.

1.7 Safety

The management of Jeffery's Greenhouses is committed to providing a safe and healthy work environment for all employees and customers.

Safety and the prevention of workplace accidents, injuries and disease is the responsibility of everyone - In store Service Representatives, Jeffery Supervisors and Home Depot Staff alike.

A general overview of the Company's Safety Rules is provided in this section.

First Aid Stations – Consult the Home Depot Store contact to determine the location of any First Aid Stations or Certified First Aid Staff at the Home Depot Store.

General Safety Rules

1. Report all accidents/injuries immediately to your direct Supervisor or if the Supervisor is not available, to the Merchandising Manager. Inform the Home Depot Store Contact, who will direct you to First Aid, if First Aid Treatment is required. You must obtain from your Supervisor a "Personal Injury/Accident and Property Damage Report" and submit it by fax to the Jeffery's office. If there are any questions, regarding the incident you will be called. If you require medical treatment please consult the WSIB section 5 in this document.
2. Report all malfunctioning or damaged Home Depot equipment and unsafe work practices/conditions immediately to the Home Depot Store Contact. They will ensure that appropriate action is taken to remedy the problem.
3. Ensure that you understand the duties you are to perform and how they are to be performed safely. If you are not sure of what constitutes safe work procedures for the task you are assigned, ask your Supervisor and/or the Home Depot Store Contact for guidance/instruction, including any Personal Protective Equipment that you are to wear to perform the job.
4. No employee shall knowingly be permitted to work while under the influence of drugs or alcohol.
5. No employee shall be permitted to work with impaired ability or alertness due to fatigue, illness or other factors that would cause the employee or co-workers exposure to bodily harm.
6. Horseplay or any other act that would tend to have an adverse influence on the safety or well being of others is prohibited.
7. Before operating any Home Depot equipment, make sure that you are authorized by the Home Depot Store Contact to use it and understand how to use it correctly.
8. Be alert and watch out for others, especially other employees and visitors/customers while performing your work.
9. Keep physically fit and obtain sufficient rest to be able to perform your job safely.
10. Anticipate every way in which a person might be injured on the job and conduct your own work with the intent to avoid such injuries.

11. Do not ride on any power equipment in the Home Depot Store. Hitching rides on forklifts, pallet jacks, or any other rolling equipment is strictly prohibited.
12. Keep aisles, floors, stairs and walkways in the garden centres free from debris, which may cause a person to slip and fall. Use caution on wet surfaces.
13. Be alert to any moving machinery/equipment on the walkways in the garden centre/stores, between buildings and around loading areas.
14. Do not block exits, stairs, exit signs, or fire extinguishers with plants or equipment.
15. Obey all company (Home Depot and Jeffery's) safety rules, safe work practices and warning signs.
16. Use personal protective equipment as required and every possible aid available towards promoting safe operations.
17. Know the procedure for reporting fires, all fire escapes, and where fire extinguishers are located. Consult any site map posted in the Home Depot Store or consult with the Home Depot Store Contact.
18. All work shall be planned and supervised to prevent injuries.

1.8 Safe Work Procedures

Shipping Rack Procedures

When moving a shipping rack it is important to:

- Identify which side of the rack has the turning wheels. These wheels should face you when moving racks.
- Stand off to the side of the rack standing about a foot or so ahead of the rack.
- Pull the rack with your arm reaching back.
- Always make sure the tow-bar is in the upright position when moving or in a stationary position (so that customers do not trip over the bar while you are unloading racks)
- Do Not push the rack from behind (soil from the shelves could possibly get in your eyes) and block your line of sight.
- Make sure your feet are far away from the wheels!
- On windy days, wood shelves should be knocked down to waist level to prevent shelves from striking face.
- When moving racks to the storage area no more than 1 rack should be taken at a time.
- Racks to be placed 'Tow Bar to Tow Bar' in bumpouts to avoid tripping.

Safe Watering

- When watering with a garden hose and wand, grip the watering wand from below with one hand (wrist upward), tucking the garden hose under that arm for support and grasp the garden hose with the other hand, placing the hose behind (ie. around the back of your waist).
- To easily move the garden hose, support the hose across the back of your shoulders and pull it along.

- Please be mindful of where the hose is located during watering, to ensure that you don't knock over displays or customers in the garden centre.
- Try to keep the hose along the edge of the aisle, so that customers do not trip over the hose.
- If water accumulates on the ground due to watering product, then a "Wet Floor" sign should be placed in the area. Signs are kept in the seasonal department.

Safe Lifting and Carrying Techniques

- Size up the load and check overall conditions. Don't attempt the lift by yourself if the load appears to be too heavy or awkward. Check that there is enough space for movement, and that the footing is good. "Good housekeeping" ensures that you won't trip or stumble over an obstacle.
- Make certain that your balance is good. Feet should be shoulder width apart, with one foot beside and the other foot behind the object that is to be lifted.
- Bend the knee's; don't stoop. Keep the back straight, but not vertical (tucking in the chin straightens the back).
- Grip the load with the palms of your hands and your fingers. The palm grip is more secure. Tuck in the chin again to make certain your back is straight before starting to lift.
- Use your body weight to start the load moving, and then lift by pushing up with the legs. This makes full use of the strongest set of muscles.
- Keep the arms and elbows close to the body while lifting.
- Carry the load close to the body. Don't twist your body while carrying the load. To change direction, shift your foot position and turn your whole body.
- Watch where you are going.
- To lower the object, bend the knees. Don't stoop. To deposit the load on a bench or shelf, place it on the edge and push it into position. Make sure your hands and feet are clear when placing the load.
- Where the weight, shape, or size of an object makes the job too much for one person, ask for help.
- Ideally, workers should be of approximately the same size when working with another person.
- To ensure proper co-ordination, only one individual needs to be responsible for control of the team action. If one worker lifts too soon, shifts the load, or lowers it improperly, either they or the person working with them may be injured.

Housekeeping

- Please ensure that the Garden Centre walkways are clear of dead leaves, excess water and debris. Throw refuse in designated areas.
- Return all tools, garden hoses, watering wands/cans to their designated storage area after use.
- Sweep/wipe walkways, squeegee excess water – Check with Home Depot Store Contact
- Place empty shuttle trays back on the empty racks for return to Jeffery's Greenhouses
- Place empty racks for return to Jeffery's in the designated area

2.0 Employee Work Policies

The following constitutes the General Employee Work Policies of the Company:

2.1 Hours of Work

Full Time Positions –

In store starting time is generally 8:00 am to 4:30 pm (8 hour day) Monday through Sunday (if required). Hours will be flexible at certain times due to workload, weather or other circumstances. Your visits will be scheduled according to a schedule set by your direct Supervisor.

Part Time Positions –

Hours vary depending on the location. Your visits will be scheduled according to a schedule set by your direct Supervisor.

Breaks

One unpaid thirty (30) minute lunch break must be taken after 5 consecutive hours of work.

Two fifteen (15) minute breaks are available per 8 hours shift. Please take one in the morning and the afternoon.

Travel Time

The company will pay travel time between stores. However, travel time and mileage from your home to your first store and from the last store back to your home is not remunerated.

Public Holidays

You are entitled to Public Holiday Pay. Ontario has nine Statutory Holidays – New Year's Eve, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. The amount of Public Holiday pay that you are entitled to is calculated as follows - all of the regular wages (excluding overtime pay) payable to you in the four weeks ending just before the work week with the public holiday, divided by 20. If you are required to work on the public holiday, you will be paid for the hours worked on the public holiday at the premium rate of 1.5 times your regular rate of pay and you will also be paid the public holiday pay that you are entitled to.

2.2 Overtime Hours

Your normal workweek is based on the schedule set by your Supervisor and may include Saturday, Sunday and/ public holidays. The plant product that we grow is perishable product and must have the care that it needs at the immediate time of need. Every endeavor will be made to give you adequate notice of overtime work.

All overtime work must be approved by your Supervisor in order for you to receive compensation for it.

Hours in excess of 44 hours per week will be paid at a premium rate of 1.5 times your regular rate of pay.

2.3 Attendance

We expect our employees to arrive at the scheduled times at the Home Depot Stores and be prepared to work.

If you are absent from work, you or a member of your family must call your direct Supervisor before your scheduled shift starts and inform them of your absence, the reason for your absence and the expected duration of your absence. If you are not sure of when you will return, you are expected to contact them before the start of your shift each day during the duration of your absence.

Absenteeism (other than emergency leave) should be avoided. Personal appointments (doctor, dentist, etc) should be scheduled around your work schedule. However, we understand that in some cases it is not always possible to do so. In these cases, where you know that you will require time away from work, you will need to request approval from your Supervisor at least one week in advance of the day(s) off being requested.

Excessive tardiness, absenteeism, or failure to notify the Supervisor in advance of your absence cannot be tolerated and will result in disciplinary action. An employee who fails to report for work and call in for two (2) days in a row will be presumed to have quit their job and will be replaced, unless the emergency was such that the employee did inform the Supervisor of his/her absence as soon as practicable.

2.4 Expense Reimbursement

The company will reimburse you for the following items at the following rates and are to be submitted on the Biweekly Hours and Mileage/Expense Claim Form:

Mileage allowance – you will be reimbursed for kilometers traveled in your personal vehicle between Home Depot Stores when required at the rate of \$0.35 per kilometer. Kilometers traveled from home to your first store and from your last store back to home will not be reimbursed.

Safety Boots – upon presentation of proof of purchase, you will be reimbursed 50% of your purchase up to a \$25.00 value. Please retain your safety boot/shoe receipt and submit it with your timesheet. Replacements will be accepted after two full seasons worked at the same reimbursement rate.

Cellular/Telephone Expense – for In Store Sales Service Reps, cellular or telephone expenses incurred for long distance charges will be reimbursed upon presentation of the receipt detailing the charges claimed.

2.5 Vacations

There will be no vacation time granted to anyone who is working on a seasonal contract (less than one year). However, Vacation Pay, which is calculated in accordance with the Employment Standards Act as four per cent (4%) of all gross wages, will be paid out to all seasonal employees at the end of their seasonal work contract.

3.0 Employee Pay Information

The following constitutes the general policies of the Company relating to Employee Pay.

3.1 Recording Your Hours Worked

Record your hours worked and kilometers traveled in your personal vehicle (if applicable) on the Jeffery's website at the end of each week (by Sunday). The Supervisor will review and approve your mileage and hours worked.

Please note the time that you arrive at your first store in the day and the time that you leave your last store of the day, compute the hours worked. Please note that your thirty (30) minute lunch is unpaid. If you work through your lunch break, you will not be paid for it unless your Supervisor authorized it in advance.

3.2 Pay Date and Method

All employees are paid on a bi-weekly basis by direct deposit to the employee's bank account. During a pay week, payroll information is processed on Tuesday and transferred to the bank for deposit to the employee's bank account on Thursday morning.

A statement of your wages paid and deductions taken is available on Thursday and will be mailed to you. If you have not received this advice within three days, please call us at our toll free number.

If you have any questions regarding your pay stub please do not hesitate to contact the Payroll Department (Kim Edmands / Gina Marchionda). They would be happy to answer all questions or review your payment advice with you.

Also, any changes to your Personal Data such as Name, Address, Telephone Number, Banking Information, Emergency Contact and Extra Tax Deductions must be given immediately to the Payroll Department. Please fax or e-mail the changes required to the Payroll Department (Kim Edmands).

Remember, it is your responsibility to notify us of any changes and advise us of your hours. If you want them to take effect for your next pay or if you want to be paid, the information must be given to the Payroll Department no later than the Monday morning of that pay week.

4.0 Leave of Absence

The following constitutes our policy regarding leaves of absence.

4.1 Emergency Leave

Under the Standards Employment Act of Ontario, employees are entitled to unpaid emergency leave of up to 10 days every calendar year, as our Company regularly employs at least 50 people. These days do not have to be taken consecutively.

An employee can take an unpaid emergency leave of absence for the following reasons:

- Personal illness, injury or medical emergency;
- Death, illness, injury, medical emergency or other urgent matter relating to a spouse/same-sex partner; a parent, step-parent, foster parent, child, stepchild, foster child, grandparent, step-grandparent, grandchild, or step-grandchild of the employee, the employee's spouse/same-sex partner; the spouse of same-sex partner of an employee's child; a brother or sister of the employee; and a relative of the employee who is dependent on the employee for care or assistance.

You must inform us of your emergency leave in advance of your shift, or as soon as possible, by calling your direct Supervisor in advance of your shift. You must provide the company with proof that is reasonable in the circumstances of your eligibility for emergency leave, if requested.

Partial days off, count as a full day for purposes of this policy.

4.2 Unpaid Leave for Jury Duty

We are required by law to honor all requests for time off to perform jury duty. Leave for jury duty is unpaid time off.

Employees inform us upon receipt of the jury duty summons and submit it along with a copy of your jury duty summons, to your Supervisor for approval.

5.0 Workplace Safety and Insurance Coverage

The Company pay's Workplace Safety and Insurance Board (WSIB) coverage for its employees, as required by law. This coverage provides partial income replacement in the event of an on-the-job injury or illness.

Please report any on-the-job injury or work related illness that you experience immediately to your direct Supervisor and complete a "Personal Injury/Accident and Property Damage Report" located on the website. Please be sure to note any witnesses to the injury including any Home Depot Store associate.

Depending on the severity of the injury/illness, first aid treatment and/or medical attention may be needed:

If first aid only is required, your Home Depot Store Contact will direct you to the First Aid Station or certified First Aid associate so that treatment can be administered.

If first aid is all that is required and you return to work, or you receive first aid and/or go back immediately to modified work at regular pay for up to seven (7) calendar days from the incident, than no further action is required. The Personal Injury/Accident Report will be forwarded to the appropriate departments as listed and retained on file. If however, modified work at regular pay exceeds seven (7) calendar days, than a WSIB Form 7 must be completed by the WSIB coordinator/Return to Work Case Managers (Gina Marchionda/Kim Edmands), and submitted to WSIB.

If however, you wish to seek medical treatment please notify the WSIB coordinator before you go to the doctor. The WSIB coordinator will determine if you must take a WSIB – Functional Abilities Form For Timely Return to Work to be completed by the Doctor and/or a Worker's Claim/Consent Form that must be given to the doctor or medical facility.

The functional ability analysis (FAA) completed by your doctor/attending physician determines your new level of functional capability and facilitates in your return to work. The Company may find other modified duties for you to perform while you rehabilitate to your pre-accident position. You are obligated to participate in a functional ability analysis (FAA) for your return to work, otherwise your entitlement to WSIB benefits could be jeopardized.

Immediately following treatment you should contact or visit the Company WSIB co-ordinator and relay/forward the results of the FAA so that your return to work can be planned.

The Company will pay you for any hours missed from work on the day of the accident/illness. WSIB will pay partial income replacement for any time missed subsequent to that day as a result of the injury/illness that it deems appropriate.