



Merchandiser

SEASONAL EMPLOYEE
HANDBOOK

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1.0 Welcome

Welcome to Jeffery's Greenhouses Inc. 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. It is intended to familiarize you with general information about our organization beyond that which you may have received in other documents or brochures outlining specific benefits and conditions of employment relating to your position. If you have any questions about your job, please direct them to your Merchandising Supervisor or the Merchandising Manager, Brian Bajuk who will be pleased to discuss them with you or refer you to the appropriate person to speak to (such as Human Resources).

As an employee of Jeffery's Greenhouses Inc, the importance of your contribution to our operation cannot be overstated. Every employee's work has an influence and impact on the success of our company and our reputation within the greenhouse industry. We believe each staff member should have an equal opportunity to access and receive benefit from human resources processes and practices including recognition, constructive feedback and direction, open and honest communications, and a safe work environment.

Likewise, each staff member has a responsibility to develop and maintain the highest level of personal and professional standards, integrity and cooperative work ethic. We also expect that each staff member will provide regular and reliable attendance and carry out their job duties to the best of their ability. A friendly and cooperative attitude is essential to a pleasant and productive work environment.

We welcome you to Jeffery's Greenhouses Inc and wish you the best of personal and professional success. We hope your employment with us will prove to be beneficial and rewarding for you and the company.

Sincerely,

Barbara Jeffery-Gibson
Jeffery's Greenhouses Inc
President

1.1 Introduction

This handbook is designed to acquaint you with Jeffery's Greenhouse Inc and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Jeffery's to benefit employees. The goal of this handbook is also intended to reduce conflicts and problems between employees and supervisory staff. By fulfilling these goals, this handbook will provide the following;

Consistent Communication: All of our business policies will be written down 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.

No employee handbook can anticipate every circumstance or question about policy. Jeffery's reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion.

The information contained in this handbook applies to all employees of Jeffery's. Following the policies described in this handbook is considered a condition of continued employment. However, nothing in this handbook alters an employee's status. The contents of this handbook shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The handbook is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

This handbook is the property of the company and can be used for company business only. Any other use is prohibited.

1.2 Changes in Policy

This handbook supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this handbook.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor.

1.3 Company Mission Statement

Jeffery's Greenhouses Inc mission is to continue to strengthen our reputation as an industry leader in the growing and mass-market distribution of high quality bedding plants and potted plants.

We plan to do this by;

- Recognizing that our employees are our most valuable resource by treating them with honesty and respect, and providing them with opportunities to advance in their careers.
- Treating our customers with respect and courtesy.
- Selling only those plants that meet the highest possible standards of quality.
- Utilizing the latest available technology in the industry.
- Maintaining ethical business practices.

1.4 General Head Office Contact Information

- **Toll Free Phone: (800) 472-2294**
 - ✓ **Sales Order Fulfillment extension 231 or 221**
 - ✓ **Human Resources, Payroll, and WSIB extensions 228**
 - ✓ **Controller (Privacy Officer, alternate Human Resources, Payroll, and WSIB) ext. 224**
 - ✓ **President extension 226**
- **Toll Free Fax (866) 706-6881**
- **Website: www.jefferysgreenhouses.com**
- **General Email ; info@jefferysgreenhouses.com**

Your Area Merchandising Supervisor will provide you with their direct contact information (cell phone and email address).

The email addresses of all parties are also available on the Jeffery's website after you log on.

2.0 General Policies

2.1 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.

2.2 Harassment & Violence at the Work Place

Our Company is committed to providing you with a positive work environment that is free from violence and harassment in any form. This policy covers our employees and activity while on Company property as well as on our clients' (Home Depot Canada) property. Jeffery's Greenhouses Inc does not condone and will not tolerate acts of violence, threats of violence, discrimination, harassment, sexual harassment, intimidation or bullying against or by any Jeffery's Greenhouses Inc employee in the workplace or involved in Company business. Similarly, weapons are strictly prohibited from both the Company's or Client's premises.

Violence is defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to another person.

Harassment is defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades another person. "Unwelcome" refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

Sexual Harassment is any conduct, comment, gesture or physical contact because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome. It includes making sexual solicitations or advances where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome

The Company has implemented a prevention program that is documented in our Health and Safety Manual - **Policy A-8 Workplace Anti-violence, Harassment and Sexual Harassment. A full copy of this policy and the A-8 Workplace Harassment and/or Violence Incident Report** is posted on the Jeffery's Greenhouses Inc website under the "Employment Forms" section when you log on.

Procedures to Respond to Incidents of Workplace Violence

Any employee who is a victim of or witness to violence or threat of violence must immediately:

- Remove themselves from the threat (if it is safe and possible to do so) by going to a safe place,
- Seek immediate assistance from police/ambulance by calling 911
- Report the incident to their supervisor or manager immediately
- Document the incident as soon as possible in **A-8 Workplace Harassment and/or Violence Incident Report form** and submit it to the Human Resources Manager for further investigation. A Manager or the Human Resources Manager may assist you in preparing the report.

In the case of a physical attack an employee should:

- Make a scene, blow a whistle, yell or scream as loud as possible. Try shouting words like, **“STOP, FIRE or HELP”**.
- If you are being pulled along or dragged, fall to the ground and roll
- Give bystanders specific instructions to help you. Single someone out and send them for help, - example **“You in the yellow shirt, call the police”**.
- If someone grabs your purse, briefcase, deposit bag or other belongings, **DO NOT RESIST**. Throw the item to the ground several feet away from the person and run in the opposite direction, yelling **“HELP”**.
- **DO NOT CHASE A THIEF**.
- Run to the nearest safe place, office or open store, house etc.

Reporting Incidents

All incidents of violence and formal complaints of harassment/sexual harassment perpetrated against or by any employee, should be reported to their Merchandising Supervisor or the Human Resources Manager and documented on the **“A-8 Workplace Harassment and/or Violence Incident Report”** as soon as possible following the incident.

False or Frivolous Complaints

It is important to realize that knowingly making false or malicious complaints may cause both the accused person and the company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding an allegation of violence, harassment or sexual harassment, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

2.3 Alcohol and Drug Use

Jeffery’s strives to create a work environment that is both healthy and comfortable for all its employees. It is recognized that the use of alcohol or drugs may have serious adverse effects on an employee’s health, safety, and job performance.

Alcohol and illegal or prescription drug usage

- All employees are expected to be fit for duty when reporting to work and remain fit for the duration of the day. This implies that employees must not be impaired by alcohol, illegal drugs, or prescription drugs.
- Employees on prescription medication (including medical marijuana) must communicate to their Manager, any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment. Prescription medication should not inhibit their ability to proficiently and safely perform their job functions.
- Consumption of medical marijuana in the workplace during working hours is prohibited, as is smoking medical marijuana in the outdoor designated smoking areas.
- Employees are not to have alcohol, illegal drugs, or related paraphernalia in their possession while in the work place.
- Possession, use, or selling of alcohol, drugs, or drug paraphernalia on/off Jeffery’s property or in company vehicles as well as well on clients (Home Depot Canada) property is prohibited.

- Use of alcohol for social functions or any circumstances related to company business may be permitted when approved by owners. Approval must be obtained to ensure the use of alcohol does not contravene the intent of this policy.
- Employees should report unfit co-workers or other workplace parties to their Supervisor.
- Employees should communicate past, current or emerging dependency to their Supervisor or Human Resources so that they can be accommodated appropriately and seek appropriate treatment, where required. All medical information will remain confidential.

Policy Violations

Should there be reason to believe that an employee's job performance is being negatively affected by alcohol, illegal or prescription drugs, or that this policy is being violated in anyway, Jeffery's is entitled to inquire as to the nature of the problem and to take appropriate action; which may include disciplinary action.

If there is reasonable belief that an employee is impaired at work:

- If possible, the employee's Manager will first seek another Manager's opinion to confirm the employee's status.
- Next, the employee's Manager and another Manager (Human Resources) will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. Suspicions of an employee's ability to function safely may be based on specific personal observations. If the employee exhibits unusual behaviour that may include, but not limited to, slurred speech, difficulty with balance, watery and/or red eyes, dilated pupils, and/or there is an odor of alcohol, the employee will not be permitted to return to their assigned duties in order to ensure their safety and the safety of other employees or visitors to the workplace.
- If an employee is considered impaired and deemed "unfit for work" this decision is made based on the best judgment of two members of management and DOES NOT require a breathalyzer or blood test. The employee will be advised that Jeffery's Greenhouses Inc has arranged a taxi or shuttle service to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment. The employee may be accompanied by a manager/supervisor or another employee if necessary.
- If the employee refuses Jeffery's Greenhouses Inc organized transportation and makes the decision to drive their personal vehicle the Company is obligated to and will contact the police to make them aware of the situation.
- A meeting will be scheduled for the following work day to review the incident and determine a course of action.

Jeffery's Greenhouses Inc will differentiate between behavior that is properly characterized as an illness or disability, and behavior that is not.

Agreement for Continuation of Employment

Should an illness or disability be present, Jeffery's deems to work with the employee towards a goal of rehabilitation and the duty to accommodate under the Human Rights Code. Jeffery's Greenhouses Inc reserves the right to invoke an Agreement for the Continuation of Employment in accordance with an employee's commitment to become, and remain alcohol and drug-free. The Agreement will outline the conditions governing the employee's return to the job and the consequences for failing to meet the conditions and may include a requirement for drug and alcohol testing.

Disciplinary Action

Employees will be subject to disciplinary action, up to and including termination of employment for failure to adhere to the provisions of this policy, including, but not limited to:

- Failure to meet prescribed safety standards as a result of impairment from alcohol and/or illegal or prescription drugs;
- Failure to disclose any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment while on prescription medication (including medical marijuana) and,
- Engaging in illegal activities (e.g. selling drugs and/or alcohol while on Jeffery's Greenhouses Inc or clients' premises).

2.4 Smoking and Vaping (Electronic Cigarettes)

Employees who desire to smoke or use electronic cigarettes must do so during rest or lunch breaks only and in the designated outdoor areas. For safety and legal reasons (Smoke Free Ontario Act and Electronic Cigarette Act) smoking and the use of e-cigarettes are prohibited while working on the job or in any enclosed workspaces.

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 or vape, do so in the outdoor smoking areas designated by Home Depot Management or in your own personal vehicles, at break and lunch time only and only dispose of your tobacco products in the outdoor containers designated by Home Depot Management.

Smoking or vaping in any unauthorized area or during unauthorized times, will result in disciplinary action up to and including dismissal.

2.5 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. An employee's personal appearance and hygiene is a reflection on the company's character. Employees are expected to dress appropriately for their individual work responsibilities and position. Employees are required to dress for their job tasks in such a way that their clothing does not pose a hazard to them or to their co-workers. Dress code requirements will depend upon individual workers' job tasks. These requirements address only "street clothes" or worker-selected attire and accessories; they do not address required safety clothing, such as safety glasses or safety shoes.

Jeffery's reserves the right to change, extend, revise, revoke, or continue this policy at its discretion. This policy is intended to be read with any other specific dress code policies that the employer has published including the company safety manual. Managers and supervisors are responsible for monitoring and reinforcing the dress code.

An employee who fails to arrive for work correctly attired in the appropriate work wear and personal protective equipment, regardless of the reason, will be instructed to return home to obtain the correct attire. It will then be the employee's responsibility to make his or her own way back to work. The period of absence shall be deemed to be leave without pay.

All employees are hereby advised that full compliance with this policy is a condition of employment at the Company. Any employee who violates this policy will be subject to discipline, up to and including discharge.

Attire (Clothing)

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 lenses - 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 they 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 or Safety glasses - Must be worn when working in the garden centre to prevent airborne dust/soil from the plants or shipping racks irritating your eyes.

Straw hats and Sunscreen lotion - Are strongly recommended when working in the garden centre. Overexposure to the sun may lead to skin cancer.

Work/Garden gloves - Are strongly 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 from certain plants.

Long hair: Must be worn tied back to avoid entanglement in the shipping racks.

Special Accommodations

With exception concerning the employee's safety, every effort will be made to reasonably accommodate employees with a disability or with religious beliefs that may make it difficult for that employee to comply fully with the dress code policy. Employees should contact their supervisor to request such reasonable accommodation. Supervisors will work with the employees to develop a reasonable accommodation plan to meet the employee's specific needs while complying to the greatest extent possible with Jeffery's policies.

2.6 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, step ladders 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.

2.7 General Safety Rules

The management of Jeffery's Greenhouses Inc 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.

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.

Fire Safety – Know the procedure for reporting fires, the location of all fire escapes/exits, and where fire extinguishers within the Home Depot Store. Consult any site map posted in the Home Depot Store and the Home Depot Store Contact regarding the appropriate procedures you are to follow.

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

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 complete a **“Personal Injury/Accident and Property Damage Report”** and submit it by fax to the Jeffery's office. Your Supervisor will assist you in completing this form. A copy of this form can be found on the Jeffery's Greenhouses website, under the “Employment Forms” section when you log on. If there are any questions, regarding the incident you will be called. If you require medical treatment please consult the WSIB section 6 of this Handbook.
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. Step Stools-Do NOT use the step stools that can sometimes be found in the seasonal department. These are for Home Depot Associates. You can use the yellow ladders that are found throughout the store. If you need assistance reaching higher levels, ask a Home Depot Associate for help.

9. Be alert and watch out for others, especially other employees and visitors/customers while performing your work.
10. Keep physically fit and obtain sufficient rest to be able to perform your job safely.
11. 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.
12. 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.
13. 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.
14. Be alert to any moving machinery/equipment on the walkways in the garden centre/stores, between buildings and around loading areas.
15. Do not block exits, stairs, exit signs, or fire extinguishers with plants or equipment.
16. Obey all company (Home Depot and Jeffery's) safety rules, safe work practices and warning signs.
17. Use personal protective equipment as required and every possible aid available towards promoting safe operations.
18. All work should be planned and supervised to prevent injuries.
19. Be sure to take your breaks and lunches! These are not only legally required but also essential for injury prevention. Giving your body time to rest, along with proper stretching, significantly reduces the risk of injury.

2.8 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 plants on the shelves can block your line of sight.
- Make sure your feet are far away from the wheels, so you won't clip your ankle
- On windy days, wood shelves should be knocked down to waist level to prevent shelves from blowing up and striking your face.
- When moving racks to the storage area no more than 1 rack should be taken at a time. **DO NOT PULL THEM IN A TRAIN!**
- The wheels of the empty racks in the storage area must be blocked (paving stones, etc.)to prevent them from being blown around.

- Racks are to be placed 'Tow Bar to Tow Bar' in bump outs to avoid tripping, and the wheels must be blocked (paving stones, etc.) to prevent them from being pushed by the wind out into the parking lot.

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 (i.e. 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 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 knees, 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 into the containers designated by Home Depot.

- Return all tools, garden hoses, watering wands/cans to their designated storage area after use.
- Sweep/wipe walkways, squeegee excess water – Check with the Home Depot Store Contact, for the proper tools to use.
- 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 area designated by Home Depot.

2.9 Visitors

Jeffery's employees are not permitted to have friends or family members visit them while working at a Home Depot Garden Center. Such visits are often distracting, lead to lost job productivity and/or errors and could potentially result in injury to the worker, visitor or Home Depot customer.

If a family member or friend is shopping as a customer, then employees may only assist them in the garden center as they would assist any other shopping customer of Home Depot.

At no point may any person(s) other than another employee of Jeffery's or Home Depot, assist with the performance of the merchandising duties of this job,

If you are unable to attend work, you must notify your supervisor immediately of your absence. Under no circumstance may you send a friend or relative to work in your place.

This policy applies to all known persons visiting Home Depot Garden Centers who are not currently employed by the company, including friends or relatives of current employees and all former employees.

2.10 Product Purchase & Personal Usage

All merchandisers working in the Home Depot Garden Center are strictly prohibited from taking, using, or removing any plants, flowers, or other greenhouse products for personal use or any other reason without proper purchase. All products must be purchased through the Home Depot register before being used or removed from the premises.

3.0 Employee Work Policies

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

3.1 Hours of Work

Full Time Seasonal Contract Term 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 Seasonal Contract Term Positions

Hours vary depending on the location. Your visits will be scheduled according to a time table 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 earned by the employee in the pay period before the public holiday, divided by the number of days the employee worked in that period. Different pay periods are used if either:

- The employee was on a personal emergency leave, on vacation or both for the entire pay period before the public holiday, or
- The employee was not employed during the pay period before the public holiday.

Regular wages does not include any overtime pay, vacation pay, public holiday pay, premium pay, personal emergency leave pay, domestic or sexual violence leave pay, termination pay, severance pay or termination of assignment pay payable to an employee.

If the employee was on a personal emergency leave (see "Personal emergency leave" later in this Guide) or on vacation or both for the entire pay period before the public holiday, the regular wages earned by the employee in the pay period before the start of that leave or vacation, divided by the number of days the employee worked in that period is used to calculate the public holiday pay. If the employee was not employed during the pay period before the public holiday, the public holiday pay is calculated using the regular wages earned by the employee in the pay period that includes the public holiday, divided by the number of days the employee worked in that period.

3.2 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.

3.3 Attendance

All employees of Jeffery's Greenhouses Inc have an obligation to regularly perform the functions they were hired to do. Jeffery's is also committed to working with and assisting employees who have illnesses, injuries or other conditions beyond their control that cause them to miss work or prevent them from attending regularly.

The purpose of this attendance policy is

- Establish standards for attendance and
- Establish a framework for response, both non-disciplinary and if necessary, disciplinary, when employees don't meet standards
- Ensure this policy is in accordance with Jeffery's legal obligations, including but not limited to its right to make reasonable accommodations under the Ontario's Human Rights Act as well as the regulations outlined in the Employment Standards Act.

Arrival:

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

Call In Procedure:

If you are absent from work, you 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.

Attendance Standards:

Absenteeism (other than emergency leave) should be avoided since the position is just for a limited term. Excessive lateness or illness prevents employees from performing the functions they were hired to fulfill.

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.

3.4 Employee Accountability and Discipline

Jeffery's Greenhouse Inc promotes fair and constructive treatment of unacceptable conduct or work performance. Management and employees are committed to abide by all of the Company's policies, terms and conditions relating to behavioural conduct and employment. Breaches of this commitment will result in the onset of corrective progressive disciplinary procedures as outlined in this policy.

The purpose of this progressive discipline policy is:

- To provide employees with advance warning that certain actions or certain behaviour is inappropriate and that a positive change is necessary;
- To ensure fair and consistent corrective action for all employees;
- To provide written documentation of behavioural or performance issues and the corresponding corrective action that was taken; and
- To inform employees of the consequences of unacceptable behaviour before it happens.

The supervisor is responsible for promptly identifying and responding to any unsatisfactory conduct or performance. Before initiating a progressive disciplinary process, the supervisor communicates both verbal and written expectations to the employee and ensures that he or she knows the expected standard and that failure to comply could result in disciplinary action.

ACCEPTABLE WORKPLACE CONDUCT AND PERFORMANCE IS AN EXPECTATION OF JEFFERY'S GREENHOUSES INC THAT WILL NOT BE COMPROMISED. IF YOU ARE HAVING A PROBLEM, YOU MUST TAKE RESPONSIBILITY. ASK FOR HELP AND CORRECT THE PROBLEM BEFORE THERE IS A SEVERE CONSEQUENCE.

Disciplinary Procedure

The progressive disciplinary process is initiated for serious situations in which policies, procedures or professional practices have been ignored or contravened or an employee's performance fails to meet acceptable standards.

The progressive disciplinary process consists of both informal verbal and formal written discussions which occur when there are specific deficiencies in your work conduct. These incidents are logged in your file. You are expected to correct problems immediately and ensure that they do not recur. Pending the severity of the incident under review, the expected process will consist of one verbal documented warning, one written documented warning with possible termination occurring on the third incident.

Human Resources is available for consultation at any stage of the process and must be involved prior to a written warning. Human Resources and the Merchandising Manager must be involved prior to suspension or dismissal.

3.5 Expense Reimbursement

The company will reimburse you for the following items at the following rates and they 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 stated in the current contract. 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 have worked at the same reimbursement rate.

Cellular/Telephone Expense – Cellular or telephone expenses incurred for long distance charges will be reimbursed upon presentation of the receipt detailing the charges claimed. However, this should be rare since you may contact our Head Office from Home Depot using our toll free number 1 800-472-2294 or use our Toll Free fax number 1-866-706—6881 without incurring long distance charges and you may email your Supervisor from the Jeffery’s Greenhouses website when you log in at the store, and your Supervisor can then contact you at the store.

3.6 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 term.

Gross wages on which vacation pay is calculated includes:

- Regular earnings including commissions
- Bonuses and gifts that are non-discretionary or are related to hours of work
- Overtime pay
- Public holiday pay
- Termination pay; and
- Allowances for room and board

3.7 DISCONNECT FROM WORK POLICY

Jeffery’s Greenhouses Inc is an agricultural farm that produces a “live product” which is distributed to retail garden centers.

Acknowledging the need for the ongoing and urgent nature of our business, the company is committed to fostering a safe and healthy work environment for all employees. This policy sets out the Company’s expectations around after-hours work-related communications to assist employees in disconnecting from work during appropriate times.

Outside of their own working hours, in general, employees shall have the right to not engage in duties of work including, but not limited to, engaging in work-related communications, sending, or reviewing emails or other messages, and making or receiving telephone or video calls.

Naturally, there may be legitimate situations when it is necessary to contact employees outside of normal working hours, including but not limited to:

- Where business and operational reasons require contact out of normal working hours including those who specifically have in their employment terms or job duties to be available after hours;
- Where unforeseeable circumstances may arise;
- Where an emergency may arise; and
- Checking availability for scheduling;
- To fill in at short notice for a sick colleague;
- Compliance with attendance and pandemic policies;

Although everyone should be mindful of an employee's right to disconnect outside of their own working hours, it is important to recognize that situations can arise where it is necessary to respond in an urgent manner and not possible to deal with only during an employee's scheduled working hours. Employees who have this expectation should respond when required and will be compensated according to the terms of their employment agreements.

Working Hours

Nothing in this policy affects or limits the Company's ability to establish and communicate an employee's working hours to them.

An employee's "*regular working hours*" will depend on that employee's agreed upon work schedule and is subject to adaptation based on each employee and their role at Jeffery's Greenhouses. Each employee's regular working hours are set out in their terms of employment or agreement with their supervisor or manager in accordance with the Employment Standards Act, 2000 ("ESA").

Purpose

Jeffery's Greenhouses recognises that every employee has the right to disconnect from work outside of their own scheduled worked hours. The Company supports disconnecting from work as an important way to sustain work-life balance. The Company implements this policy to comply with the "disconnect from work" requirements of the ESA.

This policy is not meant to eliminate any of an employee's established responsibilities which may require response after normal working hours. The purpose of this policy is to define the expectation of the company for response time when the employee is outside of their regularly scheduled worked hours.

Scope

This policy was prepared on June 20, 2022 and remains in place until such time the Company amends the Policy. This policy applies to all merchandising employees/ supervisors of Jeffery's Greenhouses Inc.

Definitions

Disconnecting From Work - means not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, to be free from the performance of work outside normal working hours.

Regular Working Hours – is the time agreed to by an employee, as stated in their employment contract, when they are meant to complete work. This policy does not amend an employee's hours of work or rest periods. Employees' hours of work and rest periods are defined pursuant to the terms in their employment contracts, job descriptions, and/or by agreement with the employees' managers in accordance with applicable employment standards legislation.

Roles and Responsibilities

All Employees

In general, the Company does not expect employees to read or respond to work-related communications outside of their normal working hours, subject to the following exceptions:

- a) where such communications are required due to the nature of the employee's duties including the communication and verification of scheduling etc;
- b) where operational or business needs require such communications, and the employee has been given notice in advance;
- c) where the employee's role is managerial or supervisory in nature, in which case operational or business needs may require communications outside of normal working hours
- d) where the employee has been authorized or requested to work flexible hours;
- e) in instances involving unforeseen operational or business needs;
- f) in cases of emergency;
- g) in other situations that may arise, at the discretion of the Company.

Apart from the above exceptions, once employees have completed their shift and have swiped out or web punched off the time clock, they shall;

- Stop performing their job duties and work-related tasks;
- Not be expected or required to respond to work-related communication outside their regular working hours, while on break, or during any time away from work (unless their employment terms require responses during these times);
- Not face repercussion or punishment for not communicating or for ceasing work (unless their employment terms require responses during these times); and
- Respect co-workers' time and should not expect them to respond, communicate, or complete work during these times.

Management Obligations

Supervisors should take action to address issues obstructing an employee within their team from disconnecting from work outside of the employee's own working hours. Supervisors and Management should be mindful of times emails are sent and should they become aware that an employee within their team is impacting the right to disconnect of fellow colleagues and/or others, they should speak to the employee as soon as possible to address the situation.

Procedure

Communication Outside Regular Working Hours

Unless it is part of their employment duties, Employees should not feel obligated to send or respond to work-related communication outside regular working hours. Jeffery's Greenhouses may occasionally send general communication to employees when they are not working, such as on an employee's day off or scheduled vacation. Employees are not expected to respond to any company communication when not at work, apart from unforeseen circumstances, such as an emergency or when employment terms require a response.

Employees who are not required to respond outside of regular work hours, and do not reply to work-related communications outside regular working hours will not face negative effects on their employment.

The following tools may assist employees in disconnecting from work, where appropriate:

- Automatic Replies** – employees may consider enabling automatic replies indicating the dates that they are out of the office, the date they will return to the office, and an alternate point of contact during the employee's absence.
- E-mail Signatures** – employees may consider including reference to the timing of their e-mail communications in their signature block, such as "My working hours may not be your working hours. Please do not feel obligated to respond to this e-mail outside of your normal working hours."
- Delay Delivery** – employees may consider using the "delay delivery" function when sending e-mails if the timing of their communication may not align with that of the recipient (e.g. where the sender and recipient are in different time zones, or have different work schedules).
- Vacation Alerts** – employees may consider including a vacation alert in their signature block indicating the dates of an upcoming vacation.

3.8 Electronic Monitoring and Technology Usage

3.81 Introduction

The purpose of this policy is to ensure proper conduct and adherence to company monitoring guidelines for employees working off-site as merchandisers in Home Depot Garden centers. If there is evidence that you are not adhering to the guidelines set out in this policy, the Company reserves the right to take disciplinary action, up to and including termination and/or legal action. If you have any questions or comments about this Policy, please contact Human Resources. This update replaces all versions found in previous Employee Handbooks.

3.82 Monitoring

Jeffery's Greenhouses reserves the right to monitor employee activities related to company operations and compliance with policies. The Company values employee privacy and conducts monitoring in accordance with applicable privacy laws and company policies. Monitoring may include attendance records, location tracking, and CCTV footage where applicable. These measures help safeguard proprietary information, prevent security breaches, and uphold company policies such as confidentiality and professional conduct. Any violations of these policies may result in disciplinary action, up to and including termination, and illegal activities may be subject to prosecution.

Employees working within Home Depot locations are subject to Home Depot's vendor monitoring policies, which include security monitoring, surveillance, and compliance checks while on their premises.

Purpose of Monitoring

The Company may use information gathered through the monitoring process to ensure the security of business operations, protect confidential and proprietary information, ensure employee and customer safety, detect malicious or high-risk activities, monitor compliance with company policies, and prevent security breaches.

Monitoring Practices

1. Employee Attendance Monitoring – The Company may track attendance and working hours in accordance with security and privacy policies. This may include timecard systems or other electronic tracking methods to ensure accurate work records.
2. Location Monitoring – The Company may monitor employee locations and travel through company-owned vehicle telematics (including vehicle speed, mileage, etc.) and GPS tracking for dispatch efficiency, customer service improvement, asset protection, performance evaluation, and employee safety.
3. CCTV – Home Depot may utilize CCTV surveillance in its locations for security and loss prevention purposes. Employees working in Home Depot garden centers should be aware that they are subject to Home Depot's monitoring policies while on-site.

4.0 Employee Pay Information

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

4.1 Recording Your Hours Worked

Employees are asked to view the [Payroll Tutorial Video](#) as found on the company website.

Record your hours worked and kilometers traveled in your personal vehicle (if applicable) on the "Timesheet Fillable Form" located on [Jeffery's website](#) at the end of each week (by Sunday). The Supervisor will review and approve your mileage and hours worked. If only recording hours you may use the "Hours Worked Submission – Web Punch" button to punch in and out.

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 you include in the comments that you worked through lunch and your Supervisor has authorized it in advance.

4.2 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 five days of the pay date, please call the Payroll Department at our toll free number.

If you have any questions regarding your pay stub please do not hesitate to contact the Payroll Department (Allison Beekhuis / 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. In order to ensure you receive your paper copy of your record of employment at the end of the season, please ensure your apartment or unit number is on your pay slip (if applicable). Please fax or e-mail the changes required to the Payroll Department (Allison Beekhuis).

Remember, it is your responsibility to notify us of any changes and advise us of your hours. If you want them to take effect on 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.

5.0 Employment Standards Act, 2000 (ESA) Protected Leaves

The following constitutes our policy regarding leaves of absence for seasonal employees.

At Jeffery's Greenhouses, we recognize the importance of supporting our Employees during times of personal or family need. In alignment with the Employment Standards Act (ESA) of Ontario, this policy outlines the various types of leave available to employees, ensuring that everyone understands their rights and responsibilities regarding leaves of absence. Our goal is to foster a supportive work environment that prioritizes the well-being of our employees while maintaining compliance with relevant legislation.

5.10 Types of Job Protected Leaves Available:

a) **Pregnancy Leave:**

Birth parents are entitled to up to 17 weeks of unpaid leave. An employee may begin her pregnancy leave no earlier than the earlier of the day that is 17 weeks before her due date; and the day on which she gives birth

b) **Parental Leave:**

Parents are entitled to up to 61 weeks of unpaid leave following the birth or adoption of a child. This leave can be taken by either parent and must be completed within 78 weeks of the birth or adoption.

c) **Family Medical Leave:**

Employees are entitled to up to 28 weeks of unpaid leave to care for a family member who has a serious medical condition with a significant risk of death within 26 weeks. This leave requires certification from a qualified health practitioner. Employees must notify their employer in writing and provide the certificate upon request. Leave must be taken in full-week increments and can only begin on the first day of the relevant week.

c) **Organ Donor Leave:**

Employees are entitled to up to 13 weeks of unpaid leave for organ donation, which can include receiving or donating an organ.

d) **Family Care Giver Leave:**

Employees are entitled to up to 8 weeks of unpaid leave each calendar year to care for a family member with a serious medical condition, as certified by a qualified health practitioner. Unlike Family Medical Leave, this leave does not have a death risk requirement. Employees must provide written notice to their employer and a certificate upon request. Any part of a week taken will be deemed a full week of leave.

e) **Critical Illness Leave:**

Employees can take up to 37 weeks of unpaid leave to provide care or support to a critically ill child or spouse. A medical certificate is required.

f) **Child Death Leave:**

The Child Death Leave policy allows employees who have been employed for at least six months to take up to 104 weeks of unpaid leave following the death of their child, defined as anyone under 18. This leave must be taken as a single period within 105 weeks of the child's death. The leave is not available if the employee is charged with a crime related to the child's death.

g) **Crime Related Child Disappearance Leave:**

The Crime-Related Child Disappearance Leave allows employees who have been with an employer for at least six months to take up to 104 weeks of unpaid leave if their child,

defined as anyone under 18, disappears and it is probable that the disappearance resulted from a crime. Employees are not entitled to this leave if they are charged with the crime or if the child was involved in the crime. The eligibility for leave may change depending on the status of the child, whether found alive or deceased.

h) **Domestic or Sexual Violence:**

If Employees experience domestic or sexual violence they are entitled to up to 10 days of 10 days leave and 15 weeks of unpaid leave per year as outlined in the legislation with the first five such days as paid days of leave in each calendar year and the balance of his or her entitlement under this section as unpaid leave.

i) **Sick Leave:**

Employees are entitled to up to 3 unpaid days per year for personal illness, injury, or medical emergencies. This leave applies to all employees and can be taken in full or partial days. Medical notes are not requested for this leave.

j) **Family Responsibility Leave:**

Employees may take up to 3 unpaid days each calendar year for reasons related to the illness or urgent matters concerning specific family members.

k) **Bereavement Leave:**

At Jeffery's Greenhouses, we understand the emotional impact of losing a loved one and aim to support employees during such difficult times.

- **Unpaid Bereavement Leave:** Employees are entitled to take up to 2 unpaid days of leave for the death of a family member, as defined by applicable legislation. Additional unpaid leave may be requested by any employee, subject to approval.
- **Evidence:** Employees may be asked to provide reasonable evidence to confirm their entitlement to the requested leave.

l). **Jury Duty Leave:**

At Jeffery's Greenhouses, we support employees in fulfilling their civic duty to serve on a jury by providing unpaid leave and accommodating their schedules.

Notification: Employees must notify the company as soon as possible after receiving a jury summons and provide a copy of the summons to their supervisor.

Work During Jury Duty: If jury duty only requires a portion of the day, employees are expected to return to work for the remainder of their scheduled shift, where feasible.

Documentation: Upon completing jury duty, employees must submit documentation from the court clerk confirming their participation.

Court Appearances: Employees attending court as a plaintiff, defendant, or witness are not eligible for jury duty leave. In such cases, employees may use vacation time or request unpaid leave.

We are committed to supporting your civic responsibilities while balancing workplace requirements.

m) **Reservist Leave:**

- Employees who are reservists to take unpaid leave if they are deployed for Canadian Forces operations, participate in military training, or require treatment related to such activities.

n) **Religious Observance and Days Off Policy**

At Jeffery's, we respect and support your right to practice your religion. If you require time off for regular religious observances or special religious holidays, we encourage open communication with your supervisor to make appropriate arrangements.

- ❖ **Requesting Time Off:** To request time off for religious observances, please complete the "Days Off" form and submit it to your Team Leader/Manager at least two weeks in advance of the requested date.
- ❖ **Regular Religious Days Off:** If you require regular time off for ongoing religious observances (e.g., weekly holy days), please discuss this with your supervisor as early as possible. Together, we will explore options to accommodate your needs while ensuring team schedules are balanced.

We will make every effort to accommodate your request, subject to operational requirements, and aim to support you in balancing your religious practices with your work responsibilities.

o) **Time Off for Voting**

At Jeffery's, we believe voting is a vital civic duty and encourage all employees to take part in the democratic process by exercising their right to vote. In most cases, polling stations are open for extended hours, allowing employees to vote before or after their regular work schedule.

If your schedule does not provide you with 4 consecutive hours to vote during polling hours, please notify your supervisor at least one day before the election. This will allow adequate time to arrange any necessary adjustments to ensure you have the opportunity to cast your vote.

p) **Unpaid Infectious Disease Emergency Leave**

Eligibility: Employees have the right to take unpaid, job-protected infectious disease emergency leave if they are unable to perform their job duties due to specific reasons related to any declared infectious disease. This leave is available to all employees covered by the Employment Standards Act (ESA).

Protection: Employers cannot threaten, terminate, or penalize an employee in any way because the employee has taken or plans to take an infectious disease emergency leave.

Scope: Unpaid infectious disease emergency leave applies to any infectious disease that is officially declared under the ESA. Currently, this includes COVID-19, but the provision applies to any future infectious diseases as declared by public health authorities or the government.

COVID-19 Leave: The ESA was amended to include unpaid infectious disease emergency leave on March 19, 2020, with leave entitlements retroactive to January 25, 2020, and no specified end date for COVID-19-related leave.

Paid Leave Status: The paid infectious disease emergency leave provisions, introduced specifically for COVID-19, ended on March 31, 2023.

Conditions: Employees are entitled to take this unpaid leave as long as they meet the eligibility requirements outlined in the ESA and the infectious disease is declared applicable.

5.2 Eligibility

- While employees are entitled to various leaves of absence under the Employment Standards Act (ESA) of Ontario, each type of these leaves has distinct eligibility parameters. Employees are directed to reference the relevant legislation for detailed information on their specific eligibility criteria and requirements to ensure compliance and understanding of their rights. In many cases, partially taken leave can count as full (days or weeks).

5.3 Employee Notification Responsibilities

- Employees must provide reasonable notice of the need for leave, where possible, and inform their employer of the expected duration of the leave.
- Documentation, such as medical certificates or proof of military service, may be required to support the leave requests.

5.4 Family Definitions

- Family-related leaves generally apply to specific relatives. Employees should consult the ESA directly to understand the definition of "family" for each type of leave.

5.5 Employer Responsibilities

- Employers are prohibited from penalizing employees for taking a job protected leave of absence as outlined in the ESA.
- Employers must ensure that employees are aware of their rights regarding leaves of absence.

5.6 Seasonal Status

For seasonal termed contract workers, each contract is clearly defined in duration, and our obligation to re-employ after a job protective leave ends when the contract concludes. Employees will receive clear communication regarding their contract terms, and we encourage any questions to be directed to their Supervisor or Human Resources.

5.7 Conclusion

This policy ensures compliance with the Employment Standards Act and supports employees in achieving a healthy work-life balance. Employees with questions or needing clarification should reach out to their HR representative. During a leave, employees are entitled to be reinstated to their previous position or a comparable one upon return for the remainder of their termed contract. Each leave entitlement is treated independently.

This summary provides an overview of leave types under the ESA in Ontario. For detailed and current regulations, please refer to the official legislation.

7.0 Workplace Safety and Insurance Coverage

The Company pays for 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/Allison Beekhuis), and submitted to WSIB.

If you wish to seek medical treatment, please notify your Supervisor and the WSIB coordinator (Allison Beekhuis/Gina Marchionda) 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 Coordinator 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.

8.0 Human Rights Policy

Jeffery's Greenhouses is committed to providing equal treatment with respect to employment according to the protected grounds established under the Ontario Human Rights Code. Jeffery's Greenhouses has adopted this policy to ensure that our employees are provided with meaningful employment that is ethical and fair, and is in compliance with all applicable employment, and human rights legislation.

Discrimination

Discrimination is any form of unequal treatment based on a Code ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people. Discrimination may take obvious forms, or it may occur in very subtle ways. In any case, even if there are many factors affecting a decision or action, if discrimination is one factor, that is a violation of this Policy.

Guidelines

Our Human Rights Policy is in place to ensure we provide a working environment for all employees that fosters openness and tolerance. This policy is intended to ensure that Jeffery's Greenhouses practices and the practices of all our employees are free from direct and indirect discrimination. Under the **Human Rights Code of Ontario**, employers have the ultimate responsibility for ensuring a healthy and inclusive work environment, including preventing and addressing discrimination and harassment.

Protected Grounds

The following is a list of the protected grounds in Ontario:

- Age
- Ancestry
- Citizenship
- Creed
- Colour
- Disability (mental or physical)
- Ethnic origin
- Family status
- Gender expression
- Gender identity
- Marital status
- Place of origin
- Race/colour
- Record of offences
- Sex
- Sexual orientation

Accessibility in Employment

Jeffery's Greenhouses is committed to providing accessibility across all stages of the employment cycle, by removing barriers and creating a workplace that is accessible to all job candidates and employees. Any applicant to Jeffery's Greenhouse that communicates the need for accommodation shall be considered in a manner that is non-discriminatory, and respectful of our human rights obligations.

Accommodation

Jeffery's Greenhouses will support the accommodation of employees and job applicants who require workplace accommodation under any of the grounds described in the Human Rights Code. We will work to achieve a workplace free of barriers by providing accommodation for the needs of those individuals covered by the Code, up to the point where it causes undue hardship for Jeffery's Greenhouses. Every effort will be made such that the impact of accommodation will not discriminate against another group protected by the Code.

Jeffery's Greenhouses shall provide accommodation as appropriate, using a consultative approach that involves the company, the individual, and as appropriate, any applicable healthcare professionals, and other third parties that are required to assist in the accommodation process.

Jeffery's will work with the individual that requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable. Jeffery's encourages individuals to make any needs for accommodation known to their immediate supervisor, and to work with them in addressing the issue.

Accommodation may be temporary, or permanent, based on the requirements of the individual.

Accommodation Process and Plans

Any employee requesting accommodation must make a request to their manager or immediate supervisor.

The manager, in collaboration with the Human Resources Manager is responsible for ensuring that a written description of the accommodation plan is prepared for any employee.

In the creation of an accommodation plan, Jeffery's Greenhouses shall:

1. Identify the need for accommodation.
2. Gather relevant information and the needs.
3. Determine objectives for performance in the role, and potential barriers.
4. Create a plan for achieving the objectives in an alternative manner.
5. Examine the options for accommodation, and select the most appropriate avenue for accommodation.
6. Implement the accommodation process.
7. Provide training as appropriate.
8. Review and revise the plan based on feedback.

Please consult Jeffery's Greenhouses Accommodation Policy posted on the Jeffery's website in the "Employment Forms" section.

Investment in Materials

Where the accommodation plan required necessitates an investment in materials, equipment or increased budget for the position, requests for financing must be directed to the General Manager.

Job Redesign

In the event that the accommodation requires a substantial change in the position, involving duties or hours, the position may be redesigned.

Complaint

In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint. The complaint must be submitted to the Human Resources Manager or the Controller.

Religious Accommodation

Jeffery's Greenhouses is committed to respecting the religious beliefs and practices of all employees. Jeffery's will strive to accommodate employees who must be absent from work for all or part of a regularly scheduled working day due to a bona fide religious obligation.

Jeffery's employees who require religious accommodation are directed to provide as much advance notice as is possible, and we will strive to provide the required time off through the normal scheduling of work.

Dress Code

Jeffery's Greenhouses shall strive to allow for religious accommodation where the accommodation does not conflict with established Health and Safety Policies, or where the work uniforms can be modified easily to permit the person concerned to wear the required item(s) of clothing. Clothing or gear with a health or safety rationale may constitute a reasonable occupational requirement.

Break Policy

Jeffery's Greenhouses recognizes that some religions require the observation of prayer periods at specific times. While this requirement may create a conflict with standard hours of operations, Jeffery's shall work to accommodate the employee's needs, short of undue hardship. Where possible, Jeffery's Greenhouses shall allow for a modified schedule for breaks.

Inability to Accommodate in Current Position

In the event an employee cannot be accommodated in their current position it will be reasonable to accommodate an individual in another position. Management will attempt to place the employee in another available position. This may require the assistance of third parties with specialized expertise.

Where an employee is placed in an alternate position, Jeffery's Greenhouses shall ensure that the employee:

- Has the requisite qualifications and skill-sets necessary for success in the position;
- Is capable of performing the tasks associated with the position; and
- Agrees that the alternate work is acceptable.

In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint to the General Manager.

Undue Hardship

Jeffery's Greenhouses shall work to provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where all options have been considered and it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs that create undue hardship for the organization, or where the accommodation would create a health and safety hazard.

Where the provision of accommodation is found to cause undue hardship on the organization, Jeffery's Greenhouses shall work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

Reporting a Human Rights Issue

While Jeffery's Greenhouses will ensure to adhere to following the Human Rights Code in all of its practices, it is essential that employees adhere to the Code as well. In the event that any employee feels they are being discriminated against or that the company is in violation of the Code, they may make a written complaint to the Human Resources Manager or Controller. The written complaint must include the following information:

- The date and time of each incident you wish to report;
- The name of the person(s) involved in the incident(s);
- The name of any person or persons who witnessed the incident(s); and
- A full description of what occurred.

Investigation

Once a written complaint has been received, Jeffery's Greenhouses will complete a thorough investigation. If it is determined discrimination (or another violation of the Code) has occurred, appropriate disciplinary measures will be taken immediately.

Confidentiality

All records of direct and indirect discrimination and harassment, reports filed, and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

False or Frivolous Complaints

It is important to realize that unfounded/frivolous allegations of discrimination may cause both the accused person and the company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding an allegation of discrimination, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Unresolved Human Rights Issue

If you still feel that your issue has not been appropriately addressed after reporting it to the company, you may file a complaint with the Human Rights Commission. Consult their website at www.ohrc.on.ca or call the Tribunal at 1-866-598-0322.

9.0 Accessibility for Ontarians with Disabilities

Commitment

Jeffery's Greenhouses is committed to providing a barrier-free environment for all stakeholders with disabilities including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and its associated standards and regulations.

Jeffery's Greenhouses understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Integrated Accessibility Standards

To meet our commitment, Jeffery's has developed an **Integrated Accessibility Standards Policy and Multi-Year Accessibility Plan** which can be found posted on the company's website.

With respect to employment, Jeffery's Greenhouses is committed to following fair and accessible employment practices.

- **Recruitment, Assessment or Selection Process** - We will notify job applicants that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests accommodation, we will arrange for a suitable accommodation that takes into account the applicant's disability.
- **Notice to Successful Applicants** - Successful applicants will be notified of our policies for accommodating employees with disabilities.
- **Informing Employees of Supports** - We will continue to inform employees of our policies used to support persons with disabilities, including policies on the provision of job accommodations that take into account accessibility needs due to disability.
- **Accessible Formats and Communication Supports for Employees** – Upon the request of an employee with a disability, Jeffery's Greenhouses will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job and information that is generally available to other employees.
- **Workplace Emergency Response Information** – Jeffery's will provide individualized workplace emergency response information to employees who have a disability and identify their need by completing the "**Employee Emergency Information Self-Assessment Worksheet**" posted on the Jeffery's website under the "Employment Forms" section .
- **Documented Individual Accommodation Plans** – A documented process for the development and maintenance of individual accommodation plans has been developed for employees with disabilities. These plans shall include information regarding accessible formats and communication supports. Please consult Jeffery's Greenhouses Accommodation Policy posted on the Company's website under the "Employment Forms" section.
- **Performance Management, Career Development, Advancement and Redeployment** – Jeffery's will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance

management, providing career development and advancement to employees, or when redeploying employees.

- **Return to Work (RTW)** – Jeffery’s maintains a documented RTW process in our Health and Safety Manual (Policy D-27 Early and Safe Return to Work/Work Reintegration Policy posted on the Jeffery’s website) for employees who have been absent from work due to a disability and who require disability related accommodations in order to return to work. The process outlines the steps to be taken to facilitate the employee’s return to work, including individual accommodation RTW plans.

Accessible Customer Service Plan

Jeffery’s Greenhouses is committed to excellence in serving all customers of Jeffery’s Greenhouses and the Home Depot including people with disabilities.

We will ensure that our In-Store Service Merchandising Representatives are trained and familiar with

- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty in accessing the goods and services of Jeffery’s Greenhouses and the Home Depot.

Please consult the Jeffery’s Greenhouses Accessible Customer Service Plan and the Home Depot Accessible Customer Service Plan posted on the Jeffery’s website.

10.0 PIPEDA Compliance Policy

The Personal Information Protection and Electronic Documents Act (PIPEDA) establishes rules to govern the collection, use, and disclosure of personal information in a manner that recognizes the right to privacy of individuals with respect to their personal information and the need of organizations to collect, use, or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances.

Jeffery's Greenhouses is committed to protecting and respecting the personal information of its customers, employees, business partners, and all other entities it interacts with in accordance with PIPEDA. This policy will provide guidelines to ensure that Jeffery's Greenhouses remains compliant with PIPEDA requirements.

Definitions

Breach of security safeguards

The loss of, unauthorized access to, or unauthorized disclosure of personal information resulting from a breach of Jeffery's Greenhouses security safeguards, or from a failure to establish those safeguards.

Personal information

Information about an identifiable individual (employee, manager, supplier, customer etc.)

Security safeguards

Security safeguards include the following:

- ✓ Physical measures, for example, locking filing cabinets and restricted access to offices;
- ✓ Organizational measures, for example, security clearances and limiting access on a "need-to-know" basis; and
- ✓ Technological measures, for example, the use of passwords and encryption.

Significant harm

Includes bodily harm, humiliation, damage to reputation or relationships, loss of employment, business or professional opportunities, financial loss, identity theft, negative effects on the credit record, and damage to or loss of property

Guidelines

The following guidelines have been implemented to ensure Jeffery's Greenhouses remains compliant with PIPEDA requirements. The personal information of Jeffery's Greenhouses employees, customers, clients, business partners, etc., must be managed so as to meet the following PIPEDA requirements:

- All personal information in Jeffery's Greenhouses possession or custody must be protected in an appropriate manner.
- Individuals must be informed as to why personal information is being collected.
- Consent must be obtained for the collection of information.
- The consent of an individual is only valid if it is reasonable to expect that the individual understands the nature, purpose, and consequences of the collection, use, or disclosure of the personal information.
- Personal information may only be collected without consent if:

- ✓ The collection is clearly in the interests of the individual and consent cannot be obtained in a timely way;
 - ✓ It was produced by the individual in the course of their employment, business, or profession, and the collection is consistent with the purposes for which the information was provided;
 - ✓ The collection is made for the purpose of making a disclosure; or
 - ✓ Any other reason as defined in PIPEDA's section 7. (1).
- Individuals have the right to withdraw their consent.
 - Personal information collected is only collected, used, or disclosed for purposes that a reasonable person would consider appropriate in the circumstances.
 - Personal information is used only for the purposes for which it was collected, except with the consent of the individual or as required by law.
 - Personal information is retained only for the period of time that it is reasonably required.
 - Personal information is destroyed that is no longer required using a safe, secure, and effective manner (e.g., shredding).
 - All personal information collected is accurate.
 - Individuals are allowed to gain access to their personal information, and make corrections as appropriate.
 - Appropriate security and safeguards are employed for the protection of personal information. Access to personal information is limited to authorized personnel who have a legitimate need to access the information.
 - Consent must generally be obtained prior to the release of personal information to any third party.
 - Consent to disclose personal information to a third party is not required if:
 - ✓ Jeffery's Greenhouses has reasonable grounds to believe that the information could be useful in the investigation of a contravention of the laws of Canada, a province/territory, or a foreign jurisdiction, and the information is used for the purpose of investigating that contravention;
 - ✓ It is used for the purpose of acting in respect to an emergency that threatens the life, health, or security of an individual;
 - ✓ The information was produced by the individual in the course of their employment, business, or profession, and the use is consistent with the purposes for which the information was produced; or
 - ✓ Any other circumstances as defined in PIPEDA's section 7. (2) are met.
 - The forms of information being collected must be identified and communicated to the individual as well as the rationale for the collection of these forms of information.
 - Individuals must be notified and consent must be obtained prior to using personal information for any reason other than those provided at the time of collection.

Privacy Officer

In addition to the above requirements, Jeffery's Greenhouses will designate a representative "Privacy Officer" to hold accountability for the company's compliance with PIPEDA. The representative will hold responsibility for the management of the personal information policies and procedures of Jeffery's Greenhouses.

- The Privacy Officer shall be the **Controller (Gina Marchionda)** .

The Privacy Officer shall be responsible for:

- Developing and implementing policies and practices under PIPEDA including: Procedures that address the collection, use, retention, destruction, and management of personal information;
- Procedures for protecting personal information;
- Procedures for complaints and inquiries; and
- Staff training on PIPEDA obligations.

- Employing privacy agreements/contracts to ensure the protection of personal information where the information must be provided to a third party.
- Reviewing policies, practices and procedures on an annual basis, or as needed, making appropriate revisions.

Breaches of Security Safeguards

Reporting Breaches (Please note this section is not yet in force under the Act or Regulations):

If Jeffery's Greenhouses becomes aware of a breach of our security safeguards that compromises the privacy of the personal information retained by the company, the following action shall be taken:

- The **Privacy Officer** is responsible for coordinating the response to the breach and ensuring that all reasonable action is taken to address the breach
- When legislatively enacted, the **Privacy Officer** will notify the Privacy Commissioner of the breach in the prescribed form and manner as soon as feasible once Jeffery's Greenhouses has determined that a breach has occurred.
- Jeffery's Greenhouses will comply to the greatest extent possible and in a timely manner with any requests, orders, or other instructions from the Office of the Privacy Commissioner in order to respond to and address the security breach.
- Jeffery's Greenhouses shall maintain records of every breach of security safeguards, and will provide the Privacy Commissioner with access to, or a copy of, a record of a breach, at the request of the Commissioner.

Notifying Affected Individuals

Determining Whether a Real Risk of Significant Harm Exists

Jeffery's Greenhouses will assess the following factors when determining whether a security breach constitutes a real risk of significant harm to an individual or individuals:

- The sensitivity of the personal information involved in the breach;
- The probability that the personal information has been, is being, or will be misused; and
- Any other prescribed factor.

Notifications

The **Privacy Officer** is responsible for ensuring that all individuals affected by the breach for which the breach creates a real risk of significant harm are notified at the earliest available opportunity, subject to any legal restrictions. Notifications shall:

- Contain sufficient information to allow the individual to understand the significance to them of the breach and to take steps, if any are possible, to reduce the risk of harm from it or to mitigate that harm.
- Contain any other prescribed information.
- Be conspicuous and given directly or indirectly to the individual in the prescribed form and manner as legislatively required as the situation dictates.
- Be given as soon as feasible after the organization determines that the breach has occurred.

In addition to the individual(s) affected by the breach, Jeffery's Greenhouses may notify other parties of the breach or disclose personal information relating to the breach, subject to the following guidelines:

- Jeffery's Greenhouses shall notify other organizations, government institutions, or part(s) of government institutions if it is believed that doing so can reduce or mitigate the harm from the breach.
- Jeffery's Greenhouses may disclose personal information without the knowledge or consent of the individual if:
 - ✓ The disclosure is made to the other organization, the government institution, or the part of a government institution, that was notified under the breach; and
 - ✓ The disclosure is made solely for the purpose of reducing the risk of harm to the individual that could result from the breach or mitigating that harm.

11.0 Resources

11.1 Employment Standards Poster

The Employment Standards Act, 2000 (ESA) Version 7.0 sets minimum standards for most workplaces in Ontario. The Employment Standards Poster (produced by the Ontario Ministry of Labour) advises you of your rights under the Employment Standards Act of Ontario and can be found on the next page.

11.2 Employee Acknowledgement

A copy of the Employee Acknowledgement form must be signed and returned to your Supervisor as confirmation that you have read and understand the information contained in this Handbook and agree to abide by the terms and conditions set outlined in this handbook.

Employment Standards in Ontario

The *Employment Standards Act, 2000* (ESA) protects employees and sets minimum standards for most workplaces in Ontario. **Employers are prohibited from penalizing employees in any way for exercising their rights under the ESA.**

What you need to know

Public holidays

Ontario has a number of public holidays each year. Most employees are entitled to take these days off work and be paid public holiday pay. Visit Ontario.ca/publicolidays.

Hours of work and overtime

There are daily and weekly limits on hours of work. There are also rules around meal breaks, rest periods and overtime. Visit Ontario.ca/hoursofwork and Ontario.ca/overtime.

Termination notice and pay

In most cases when terminating employment, employers must give employees advance written notice of termination or termination pay instead of notice. Visit Ontario.ca/terminationofemployment.

Vacation time and pay

There are rules around the amount of vacation time and pay employees earn. Most employees can take vacation time after every 12 months of work. Visit Ontario.ca/vacation.

Leaves of absence

There are a number of job-protected leaves of absence in Ontario. Examples include sick leave, pregnancy leave, parental leave and family caregiver leave. Visit Ontario.ca/ESAGuide.

Minimum wage

Most employees are entitled to be paid at least the minimum wage. For current rates visit Ontario.ca/minimumwage.

Other employment rights, exemptions and special rules

There are other rights, exemptions and special rules not listed on this poster, including rights to severance pay and special rules for assignment employees of temporary help agencies.

Subscribe to our newsletter and stay up to date on the latest news that can affect you and your workplace. Visit Ontario.ca/labournews.

Learn more about your rights at:

Ontario.ca/employmentstandards
1-800-531-5551 or TTY 1-866-567-8893

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11.2 Employee Acknowledgement

I, _____, hereby acknowledge that I have received a copy of the **Jeffery's Greenhouses Inc. Seasonal In-Store Service Handbook**. I understand that it is my responsibility to review its contents and agree to the following:

1. I acknowledge that Jeffery's Greenhouses Inc. policies are available to me in the employee handbook, through a request to Human Resources, or by contacting my direct Supervisor. It is my responsibility to familiarize myself with these policies and seek clarification if needed.
2. I confirm that I have received, read (or will read), and understand the following policies:
 - **Orientation Checklist**
 - **Dress Code**
 - **Employee Work Policies**
 - **Employee Pay Information Policies**
 - **Workplace Safety and Insurance Coverage Policy – Accident Reporting**
 - **Health and Safety Policies, including:**
 - Job-Specific Hazards
 - Personal Protective Equipment
 - Fire Safety
 - **Health & Safety Videos, including:**
 - MOL Worker Health & Safety Awareness in Four Steps Training (online or workbook/quiz)
 - Racks – Safe Operating Procedures (watch video/complete quiz)
 - **Job-Specific Training**
3. I agree to conduct my work in accordance with Jeffery's Greenhouses Inc. policies and understand that failure to comply may result in disciplinary action, up to and including termination.
4. I understand that this handbook contains important information about Jeffery's Greenhouses Inc.'s rules, regulations, and benefits that affect my employment. I acknowledge my responsibility to review and understand these policies and to ask questions if clarification is required.
5. I understand that Jeffery's Greenhouses Inc. may revise, update, or rescind any policies or procedures in this handbook at its discretion, with or without prior notice.
6. I agree not to copy, reproduce, or distribute the contents of this handbook without the express written permission of Jeffery's Greenhouses Inc. Management. I also understand that this handbook is for my personal use only as a **Seasonal In-Store Merchandising Representative** and should not be shared with individuals outside the company.

By signing below, I acknowledge that I have read and understand the above statements.

Signed this ____ day of _____, 20__ at _____, Ontario by:

Employee Name (Printed):	Signature
Supervisor Name (Printed):	Signature