EMPLOYEE HANDBOOK **1**

Employee Handbook

ADD COMPANY LOGO

**2** EMPLOYEE HANDBOOK

This document is intended as a reference guide to provide non-union businesses operating in Saskatchewan’s Tourism & Hospitality industry with an overview of what should be included in an employee handbook. While efforts have been made to ensure that this document is as comprehensive as possible, it is important to recognize that policies, procedures, and structures will vary between businesses. Users are responsible for ensuring that their employee policies meet the needs of their organization and are compliant with current employment-related legislation.

**Certain parts of this manual will indicate when a section is required to stay in the manual for all business as it refers to specific legislation that must be followed.**

NOTE:To update Table of Contents, update the Headings directly within the

document first, then follow steps to update the Table.

1. Click on the Table of Contents
2. Go to References in the Toolbar> Update Table OR

Right click on the Table of Contents > Update field

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# 1 INTRODUCTION

## Welcome to Hospitality Saskatchewan

## About This Handbook

This handbook is intended to be a reference guide to provide answers to questions about employment with Hospitality Saskatchewan, and to communicate the terms and conditions of employment that apply to each of us as we carry out our responsibilities. These policies apply to all employees at Hospitality Saskatchewan and ensure the respective rights and responsibilities of the employer and employees are clearly defined and comply with applicable Employment Standards, Workers Compensation, Privacy and Human Rights legislation. Information in this handbook will be updated and revised as needed, and Hospitality Saskatchewan will provide reasonable notice to all employees regarding any changes.

## Hospitality Saskatchewan History and Overview

The legacy of Hospitality Saskatchewan dates to 1906 with the establishment of a representative group of fledgling hotel owners, The Saskatchewan Hotel Association, newly gathered together to meet the needs of settlement in the prairies. Currently this industry- based, board driven organization is an effective voice for all businesses represented in the accommodation and hospitality sectors of tourism in Saskatchewan.

## About Our Team/Organizational Chart

President and CEO – Jim Bence

Director of Communications and Member Services – Warren Nerby

Finance – Cynthia Broussard (Cynkara)

Projects – various qualified contractors

## Vision & Mission Statement

Be recognized as the most effective voice for the accommodation and hospitality industry in

Saskatchewan.

“We continue to build and foster relationships that positively affect the accommodation and hospitality industries profile, influence, and effectiveness. We achieve our mission by focusing on Cohesion, Community Profile, Finance, our Membership and Communications.”

**2 EMPLOYMENT AT HOSPITALITY SASKATCHEWAN**

## Employee Status

The core team at Hospitality Saskatchewan are full-time employees.

Projects undertaken by Hospitality Saskatchewan use independent contractors.

## Equity, Diversity, and Inclusion (EDI)

We are committed to creating and maintaining an inclusive workplace that welcomes, respects, and values diverse backgrounds, viewpoints, and abilities. We are committed to removing barriers for underrepresented groups in Canada and supporting every employee to actively engage in the workplace and reach their full potential. We want all employees to feel welcomed, included, and able to bring their authentic selves to the team.

Hospitality Saskatchewan recognizes the evolving nature of our EDI policies. We are starting the journey and is committed to developing and advancing policies that represent best practices in the upcoming year and beyond.

We intend anyone who interacts with Hospitality Saskatchewan, regardless of race, religion, family status, gender, age, disabilities, or sexual orientation, to feel comfortable and welcome when working with us. If an employee finds any of our policies or practices to be contradictory to our Equity, Diversity, and Inclusion policy, they are encouraged to bring any thoughts or concerns forward to their manager.

## Recruitment & Selection

When recruiting for open positions at Hospitality Saskatchewan we determine the knowledge, skills, competencies, and behaviour required to deliver the work or service in that position. The screening and selection of candidates through the recruitment process is based on the candidate’s match to the required criteria for the position, to ensure that the best- qualified candidate is chosen.

Hospitality Saskatchewan is committed to following an objective, fair, timely and competitive hiring process in order to select the best candidate for the position.

## Employee Referral Program (if applicable) Not applicable

Our employees know better than anyone what it’s like to work at Hospitality Saskatchewan and what it takes for a new hire to succeed. For this reason, Hospitality Saskatchewan encourages employee referrals as a way to recruit high-potential candidates.

Add program details.

## Internal Transfer/Application process

Internal transfers are negotiated by the Management Team. Applications for external positions are accepted online and by mail.

## Orientation and Training

New hires are provided a formal introduction to the Hospitality Saskatchewan Board of

Directors. On the job training is provided by the immediate supervisor.

## Probationary Period (Must stay in Manual)

Hospitality Saskatchewan uses the Saskatchewan Labour Standards Probationary period of 13 consecutive weeks, less one day. This is a 90-day probationary period.

## Performance Reviews

Employees will have a formal performance review each year. Hospitality Saskatchewan has a performance management philosophy in which managers and employees review goals and competencies together throughout the year. Managers and employees will participate in an annual performance development review through the collaborative development of an annual work plan. The employee and manager will meet for a midpoint review and a final review at the end of the year. Copies of the initial, mid-point and final review meetings’ documents, including comments and signatures are included in the employee file.

## Professional Development

Employees requiring new skills for the business of Hospitality Saskatchewan will be provided the training at the company’s cost.

Hospitality Saskatchewan will pay Membership Fees/Dues for employees as required for the business of Hospitality Saskatchewan.

## Educational Assistance/Tuition Reimbursement Program

**(if applicable)**

Hospitality Saskatchewan currently does not have a formal education assistance program but may support employees interested in pursuing additional education with tuition support.

Please consult your manager for additional information.

## Hours of Work

Hospitality Saskatchewan is open to the public from 8:30 to 4:30. On occasion conferences and Trade Shows require evening and weekend work. Employees work 37.5 hours in a five- day working week.

## Overtime

Hospitality Saskatchewan will fairly distribute overtime amongst employees. It is the CEO’s function to offer overtime on a rotational basis amongst employees and to determine who will be selected to perform various tasks on overtime, according to both the overtime hours accumulated, and the ability and skill level required to perform the task.

Overtime work is normally voluntary. Compulsory overtime may be required to meet the legitimate needs of the association. As per the Saskatchewan Employment Act, the employer may schedule up to 44 hours of work in each week based on business demands.

Notice of overtime will be given as far in advance as is practical or possible.

## Meals and Breaks (Must stay in Manual)

There will be two fifteen (15) minute paid breaks and a one hour OR thirty (30) minute

unpaid lunch period within every 5 hours of work each working day from Monday to Friday

Due to business levels employees may be asked to take their rest periods and lunch on a staggered schedule.

## Attendance & Absenteeism (Must stay in Manual)

The Saskatchewan Employment Act provides job protection to employees who are absent from work due to illness or injury or are absent due to illness or injury of a family member if certain conditions are met. Employers cannot take discriminatory action against employees with at least 13 weeks of employment with an employer because of absence due to an illness or injury of the employee.

If an employee must miss work due to illness or some other legitimate reason, that employee has the responsibility of notifying the association prior to the commencement of their scheduled shift.

Absences for the specific reasons listed below are excused and are not charged against an employee’s annual attendance record:

* + - Approved military leaves of absence
    - Holidays
    - Vacations
    - Jury Duty/Court Appearances (As a subpoenaed witness and not as a principal of the

court action itself)

* + - Bereavement Leaves
    - Layoffs or temporary closures
    - Birth of a Child: If an employee is required to leave to attend the birth of their child

during working hours

* + - Approved emergency leaves (volunteer fire, auxiliary police)
    - Approved Pregnancy and Parental Leaves of Absence

The following absences are excused, but DO affect Perfect Attendance:

* + - Approved medical leaves of absence.
    - Approved personal leaves of absence.
    - Road closures. Satisfactory proof of the road closure will be required.

Absences for the following reasons are not excused and will be charged against your

attendance record:

* + - Personal Time – paid / unpaid (outside Emergency Leave Definition)
    - Lateness
    - No Show for committed overtime whether voluntary or mandatory

\*A record of absences for all employees will be maintained. Employees with a disability as

defined under the Human Rights Code may be exempt from this section of the handbook

When an employee’s absences due to both the number and frequency of personal absences and sick leave become excessive or establishes a pattern (i.e. Mondays or Fridays), the employee’s absenteeism will be considered excessive.

Employees with excessive absenteeism will receive an “Employee Unreasonable Absence Letter”, issued by their supervisor or manager. This letter will detail the employees’ attendance records and set performance expectations over a defined period.

Should the employee fail to meet these performance expectations, a further meeting will be held with their manager to identify the reasons for ongoing absence. Each case will be reviewed individually, and appropriate steps will be taken in accordance with the severity of the issue.

Reporting absences is especially important for unexpected or unscheduled absences. When it is not possible to report an absence or lateness in advance of the beginning of the shift, employees are expected to call the association within 30 minutes of their regular shift start with a report and the estimated time of their arrival. Unless hospitalized, employees must **PERSONALLY** call in to report their absence.

Any employee who fails to report or appear at work at the beginning of their regular shift for three consecutive workdays may be subject to dismissal.

A doctor’s note, providing medical clearance for an employee to return to work following a non-work-related injury or illness will be required when an employee is absent from work for 3 or more consecutive days.

When an employee provides medical documentation, it must be handed in to his/

her manager **within 3 days** of the absence having occurred (exception noted above). Documentation provided after this time will not be accepted. To be acceptable, the doctor’s notes MUST be the original, written on professional stationery and signed by the doctor. It must indicate a visit date and that the doctor has advised the individual to remain off work for the (defined) period.

If the employee is unable to return to normal work duties, then the doctor’s note must specify return to modified duties and the nature and duration of restrictions. The employee is required to report to their manager prior to returning to work, with the necessary medical documentation.

## LATENESS

Lateness is not excused and will be charged against the employee’s attendance record. This

will be monitored in two 6-month intervals: January 1 – June 30 and July 1 – December

31. More than 6 occurrences of lateness within a 6-month interval will warrant disciplinary

action.

## PERSONAL TIME

Hospitality Saskatchewan offers a program whereby all employees may be allocated “Personal Leave Time”.

This “Personal Leave Time” is not to be used as additional vacation days and cannot be taken in increments of less than one hour. Any employee who uses more than 1 day will need to produce satisfactory evidence of the reason for the absence to their manager upon returning to work.

## Business Travel and Expenses (if applicable Must stay in Manual)

The Saskatchewan Employment Act requires employees to be paid for travel time when the employee is under the employer’s control and direction. Employees may be paid at a different rate, but not less than the minimum wage and this rate forms part of the employee contract. Hospitality Saskatchewan pays the regular hourly wage for travel.

In addition, Hospitality Saskatchewan pays the Government Rate of $.54 per kilometer for use of a personal vehicle and a per diem of $111.00 per day

# 3 WORKPLACE BEHAVIOUR

## Code of Conduct/Respect in the Workplace

Positive workplace behaviors form the bedrock of a harmonious and productive

environment. These traits:

* + - **Team collaboration:** A collaborative spirit fosters the sharing of ideas, enabling diverse minds to unite for the realization of shared goals.
    - **Adaptability:** The ability to embrace change with open arms empowers employees to thrive in dynamic work landscapes, ushering in new ideas and strategies.
    - **Effective communication:** Clear and respectful communication streamlines processes,

minimizes misunderstandings, and bolsters team cohesion.

* + - **Initiative:** Taking proactive steps to solve problems and seize opportunities showcases an employee’s dedication to the team’s success.
    - **Empathy:** Understanding and valuing the perspectives of others engenders mutual respect, enhancing workplace feelings and bolstering organizational citizenship behaviors.
    - **Leadership:** Leadership isn’t confined to titles; it’s about inspiring others through actions, elevating team performance, and nurturing an environment where each member feels inspired to contribute their best.

## Bullying and Harassment (Must stay in Manual)

http[s://www.saskatchewan.ca/business/safety-in-the-workplace/hazards-and-prevention/](http://www.saskatchewan.ca/business/safety-in-the-workplace/hazards-and-prevention/)

bullying-and-harassment-in-the-workplace

**Purpose**

It is public policy in Canada to recognize the dignity and worth of every person and to provide

for equal rights and opportunities without discrimination.

Hospitality Saskatchewan is committed to building and preserving a safe, productive, and healthy working environment for its employees based on mutual respect. In pursuit of this goal, Hospitality Saskatchewan does not condone and will not tolerate acts of harassment against or by any Hospitality Saskatchewan employee.

In accordance with workplace rights set out by the Saskatchewan Human Rights Commission under the Human Rights Act, every employee has a right to freedom from:

* harassment in the workplace by the employer or agent of the employer or by another employee because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences for which a pardon has been granted and not revoked, marital status, family status or disability.
* a sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome.
* a reprisal or a threat of reprisal for the rejection of sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person.

Making a false complaint or providing false information about a complaint is prohibited and a violation of this Anti-Harassment Policy. Individuals who violate this Policy are subject to disciplinary and/or corrective action, up to and including termination of employment.

### Policy

Our workplace harassment policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds offensive, others may not. Generally, harassment is considered to have taken place if the person knows, or should know, that the behaviour is unwelcome. Harassment is often defined as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome”.

Sexual or racial harassment can be defined as any behaviour, in the form of words, gestures, or actions, generally repeated, that have undesired sexual or racial connotations, that has a negative impact on a person’s dignity or physical or psychological integrity, or that results in the person being subjected to unfavourable working conditions.

Usually, harassment can be distinguished from normal, mutually acceptable socializing. It

is important to remember *it is the perception of the receiver* of the potentially offensive message be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome that determines whether something is acceptable or not.

Harassment is offensive, insulting, intimidating, and hurtful and does include unacceptable behaviour related to violence or bullying. It creates an uncomfortable work environment and has no place in employee relationships.

### Definitions

**Personal Harassment -** is any unsolicited, unwelcome, disrespectful, or offensive behaviour that an underlying sexual, bigoted, ethnic, or racial connotation and can be typified as:

* An implied or expressed threat of reprisal for refusal to comply with a sexually oriented request.
* A demand for sexual favours in return for (continued) employment or more favourable

employment treatment.

* Unwelcome remarks, jokes, innuendoes, propositions, or taunting about a person’s body, attire, sex, or sexual orientation and/or based on religion.
* Suggestive or offensive remarks.
* Bragging about sexual prowess.
* Offensive jokes or comments of a sexual nature about an employee.
* Unwelcome language related to gender.
* Displaying of pornographic or sexist pictures or materials.
* Leering (suggestive persistent staring);
* Physical contact such as touching, patting, or pinching, with an underlying sexual connotation.
* Sexual assault: for the most part, victims of sexual harassment are female. However, conduct directed by female employees towards males and between persons of the same sex can also be held to constitute sexual harassment.

**Racial Harassment/ Ethnic Harassment** - is defined as any conduct or comment which causes humiliation to an employee because of their racial or ethnic background, their colour, place of birth, citizenship, or ancestry. Examples of conduct which may be racial or ethnic harassment include:

* Unwelcome remarks, jokes, or innuendos about a person’s racial or ethnic origin.
* Colour, place of birth, citizenship, or ancestry.
* Displaying racist or derogatory pictures or other offensive material.
* Insulting gestures or practical jokes based on racial or ethnic grounds which create

awkwardness or embarrassment.

* Refusing to speak to or work with someone or treating someone differently because of

their ethnic or racial background.

**Workplace Violence or Bullying** - is the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, such as:

* an attempt to exercise physical force against a worker, in a workplace, that could cause

physical injury to the worker.

* a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

**Managing and/or coaching** that includes counselling, performance appraisal, work assignment, and the implementation of disciplinary actions, is not a form of personal harassment, and the policy does not restrict a manager/supervisor’s responsibilities in these areas.

**Application of this Policy**

This policy applies to all individuals working for the association including front line employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, officers, or directors. The association will not tolerate personal harassment whether engaged in by fellow employees, managers, officers, directors, or contract service providers of the organization.

Hospitality Saskatchewan will not tolerate any form of harassment or discrimination against job candidates and employees on any grounds mentioned above, whether during the

hiring process or during employment. This commitment applies to such areas as training,

performance, assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

All Hospitality Saskatchewan employees are personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination or harassing behaviour and to intervene immediately if they observe a problem or if a problem is reported to them.

### Procedure for Reporting Discrimination or Harassment

**Informal Procedure**

If you believe you have been personally harassed, you may:

* confront the harasser personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
* discuss the situation with the harasser’s manager, your manager or any other manager

other than your own.

Any employee who feels discriminated against or harassed can and should, in confidence and

without fear of reprisal, personally report the facts directly to your manager.

### Formal Procedure

If you believe you have been personally harassed, you may make a written complaint. The written complaint must be delivered to management. Your complaint should include:

* the approximate date and time of each incident you wish to report
* the name of the person or persons involved in each incident
* the name of any person or persons who witnessed each incident
* a full description of what occurred in each incident

Once a written complaint has been received Hospitality Saskatchewan will complete a thorough investigation. Harassment should not be ignored. Silence can, and often is, interpreted as acceptance.

The investigation will include:

* informing the harassers of the complaint
* interview the complainant, any person involved in the incident and any identified

witnesses

* interview any other person who may have knowledge of the incidents related to the complaint or any other similar incidents

A copy of the complaint, detailing the complainant’s allegations, is then provided to the

respondent(s).

* The respondent is invited to reply in writing to the complainant’s allegations and the

reply will be made known to the complainant before the case proceeds further.

* The association will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged respondent.
* During the investigation, the complainant and the respondent will be interviewed along with any possible witnesses. Statements from all parties involved will be taken and a decision will be made.
* If necessary, the association may employ outside assistance or request the use of our

legal counsel.

* Employees will not be demoted, dismissed, disciplined, or denied a promotion, advancement or employment opportunities because they rejected sexual advances of another employee or because they lodged a harassment complaint when they honestly believed they were being harassed.
* Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.

If the complainant decides not to lay a formal complaint, management may decide that a formal complaint is required (based on the investigation of the incident) and will file such document(s) with the person(s) against whom the complaint is laid (the respondent(s).

If it is determined that personal harassment has occurred, appropriate disciplinary measures will be taken as soon as possible.

### Disciplinary Measures

If it is determined by the association that any employee has been involved in personal harassing of another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning and could result in immediate dismissal without further notice.

This Anti-Harassment Policy must never be used to bring fraudulent or malicious complaints

against employees.

It is important to realize that unfounded/frivolous allegations of personal harassment 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 personal harassment, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

### Special Circumstances

All records of harassment, and subsequent investigations, are considered confidential and will

not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Hospitality Saskatchewan will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

### Confidentiality

Hospitality Saskatchewan will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Hospitality Saskatchewan will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the association and will be proportional to the seriousness of the behaviour concerned.

Hospitality Saskatchewan will also provide appropriate assistance to any employee who is

victim of discrimination or harassment.

### Employee/Supervisory Roles in Maintaining a Positive Work Environment

As an employee of Hospitality Saskatchewan, you have the following responsibilities to our workplace. We trust that all our employees will help us eliminate harassment from our workplace.

### Co-worker’s Role

If you are a co-worker who has witnessed harassment in the workplace:

* Inform the harassed person that you have witnessed what you believe to be harassment and that you find it unacceptable. Support is often welcome. If that person does not feel that they have been harassed, then normally the incident should be considered closed.
* Inform the harasser(s) that you have witnessed the act(s) and find it unacceptable. (See Frequently Asked Questions below).
* Encourage the harassed person to report the incident to their manager.

### Manager’s and Management’s Role

* Legally, management is responsible for creating and maintaining a harassment-free

workplace.

* Managers must be sensitive to the climate in the workplace and address potential

problems before those problems become serious.

* If a manager becomes aware of harassment in the workplace and chooses to ignore it, that Manager and the association risk being named co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/ or local human rights’ authorities.

### When an employee has asked their manager to deal with a harassment incident, the

**manager should:**

* Support the employee without prejudging the situation.
* Work with the employee and document the offensive action(s) and have the employee

sign a complaint.

* Contact their superior and/or senior management and provide details of the incident on behalf of the employee

## Progressive Discipline

Violation of Hospitality Saskatchewan policies will result in the issuance of discipline commencing at a minimum level of written warning and may result in the termination of employment depending on the severity of the situation:

* + - Verbal warning/reprimand.
    - Written warning/reprimand.
    - Transfer or demotion, and in some instances both a transfer and a demotion
    - Introduction of a performance improvement plan (PIP).
    - Education and training.
    - Suspension.
    - Termination of employment.

## Conflict of Interest

### Purpose

The purpose of this policy is to protect the interests of Hospitality Saskatchewan by: (a) preventing the personal interest of the Board, Employees, and Independent Contractors from interfering with their duties to the organization and (b) avoiding any unethical financial, professional, or political gain on the part of such individuals. The intent of this policy is to

supplement, not replace, any applicable federal, Provincial, or local laws regarding conflicts of

interest.

### Persons Concerned

This statement applies to Board Members, Officers, and all Employees who can influence the governance and actions of Hospitality Saskatchewan. This includes anyone who makes financial decisions, might be referred to as “management personnel,” or have proprietary information

### Procedures

Each Member, Director, Officer, Employee, and any other Interested Person is under an obligation to disclose the existence or potential existence of a Conflict of Interest as it arises.

When a potential Conflict of Interest is disclosed, the Board will then provide the individual with an opportunity to disclose all material facts. The Board will collect all pertinent information and question the involved parties. If it turns out that a conflict does not exist, the inquiry will be documented but no further action will be taken.

If the Board determines that a conflict of interest exists, they will take the appropriate actions to address the conflict. This may include (but not be limited to): (a) prohibiting any Interested Parties from voting on any matter related to said Conflict of Interest or (b) terminating employment with Hospitality Saskatchewan.

Affected parties both within and outside of Hospitality Saskatchewan, including shareholders, directors, employees, and independent contractors, will be notified.

If the Conflict of Interest in question involves a member of the Board, that individual will be excused from deliberations.

All conflicts of interest will be reviewed on a case-by-case basis. The board has full discretion to deem what disciplinary action is appropriate and necessary for disclosed conflicts of interest.

If the governing officers reasonably believe a member or staff member failed to disclose an existing or possible Conflict of Interest, it shall inform the individual of the rationale for such belief and grant the individual an opportunity to explain the alleged failure to disclose the Conflict of Interest.

After hearing the individual’s response and investigating further as warranted by the circumstances, the governing officers may take appropriate disciplinary action, including removal from the position at the organization.

Every Member, Director, Officer, Employee, and any other Interested Person must sign a Conflict of Interest Disclosure Statement upon said individual’s term of office, employment, or other relationship with Hospitality Saskatchewan and must do so annually. Failure to sign does not nullify the policy.

## Conflict Resolution

### Conflict Resolution Policy Intent

This policy is intended to provide employees with an outlet to raise concerns regarding any conflict in the workplace or dissatisfaction with respect to issues related to their employment. Under no circumstance should any employee fear discrimination or reprisal in the workplace because of filing a complaint.

### Scope

This policy applies to all employees always and without exception.

### Guidelines

The employer is committed to providing a workplace free of conflict, where employees are treated with fairness, dignity and respect. The following conflicts should be reported to management who will strive to address them in a timely manner with reasonable resolutions:

* Disputes with co-workers or management with unwanted or unresolved consequences.
* Perceived unfair or inequitable treatment.
* Harassment whether sexual, discriminatory, or personal in nature.
* Abuse of authority.
* Conditions regarding employment, or tangible job actions such as:
  + Wages
  + Working conditions
  + The administration of company policies
  + Perceived unfair or inequitable treatment
  + Written or final warnings
  + Demotion
  + Termination

Please note that conflicts relating to workplace harassment (sexual or racial) should be reported as outlined in the Workplace Anti-Harassment/Bullying Policy.

Employees are encouraged to discuss unwanted behaviour or actions with the offending party as the situation dictates. Where the employee does not feel comfortable speaking directly with the individual about the issue, or the matter concerns their manager, then they are requested to seek guidance from another member of the management team. If a discussion is not feasible or fails to reach a reasonable solution, a formal complaint may be registered with the CEO.

Complainants should record the details of the unwanted circumstance(s), the names of any applicable witnesses, and any attempts made to resolve the issue. Formal complaints must be submitted within 10 business days from the date of the alleged incident(s) and will be reviewed and investigated with a written response to the complainant being provided within a reasonable timeframe (usually 10 business days from receipt of the formal complaint). The written response will indicate the process that will be followed to resolve the issue. In all cases where formal complaints have been lodged, it is important to maintain a policy of strict confidentiality.

### Employees

* Are required to fully comply with the Conflict/Dispute Resolution Policy.
* Shall be treated fairly throughout the process, as either a complainant, or alleged

offending party.

* Shall be responsible for maintaining confidentiality regarding their involvement, and the

complaint itself.

* Shall co-operate with any investigations in relation to complaints.

### Management

* Shall be responsible for enacting preventative measures to ensure a fair and equitable workplace, and for the communication of policy and procedures and performance expectations.
* Shall promptly address all formal complaints regarding harassment or discrimination pursuant to the company’s Workplace Anti-Harassment/Bullying Policy.
* If the complainant and the offending party are engaged in a subordinate-supervisor relationship, management will physically remove the parties from working together on a temporary basis and may require a longer-term change in their reporting relationship.
* Will investigate any complaints, claims and documentation therein.
* Will attempt to reach a reasonable resolution to the conflict.
* Will inform the complainant and the offending party of possible resolutions available. If a complaint is substantiated and a reasonable solution through mediation is not possible, the following disciplinary actions may be taken for the offending party based upon the specifics of the situation:
* Verbal warning/reprimand.
* Written warning/reprimand.
* Transfer or demotion, and in some instances both a transfer and a demotion
* Introduction of a performance improvement plan (PIP).
* Education and training.
* Suspension.
* Termination of employment.

If a complaint is not substantiated due to lack of evidence or other reasons, both parties shall be informed of the rationale used to reach the decision. The complainant shall be

notified first. A complainant may request that the investigation be re-opened if pertinent new evidence can be provided, or a reprisal due to the allegation has occurred.

* The employer shall keep in the employee’s personnel file all formal complaints, accompanying documentation and the findings of any investigation. Employees should be cognizant of the fact that a formal complaint against another employee is

a serious allegation with the potential for repercussions. Where a complaint is found to be either false or frivolous, or where supporting documentation for a complaint has

been falsified, the complainant and/or witness may be subject to disciplinary measures up to and including termination of employment. Anonymous complaints will not be reviewed nor shall complaints submitted on behalf of an affected employee. Employees are required to assume responsibility for their own concerns within the workplace. The employer cannot guarantee that an employee’s specific complaint will be resolved in the manner that they request, or that they will be satisfied with the resolution; but management can assure a fair and ethical process.

## Substance Use in the Workplace

It is Hospitality Saskatchewan’s policy that employee’s may not possess, use, manufacture or distribute prescribed drugs or illegal drugs on our premises or be under the influence of drugs on company premises during the working time of the employee.

It is a moral and legal obligation to provide a safe and healthy place for employees and customers. To that end we recognize that the use of drugs can limit an employee’s ability to perform essential duties of their job properly and safely. It is understood that employees my need help and support of confidential counselling , treatment and rehabilitation programs in some circumstances.

## Consumption of Alcohol at Company Events

Hospitality Saskatchewan when hosting or sponsoring parties that serve alcohol will ensure that alcohol is not the sole activity, will provide food and various activities and make sure that alcohol distribution is controlled. Having authorized or designated servers is the best way

to accomplish this objective. Hospitality Saskatchewan may also issue a limited amount of alcohol tickets per employee. Hospitality Saskatchewan will stop serving alcohol a few hours before the end of the event. Having personnel to aid in detecting when employees have consumed alcohol past a reasonable limit is also advisable. Transportation arrangements are provided.

## Smoke and Vape-free Workplace

Hospitality Saskatchewan is a smoke-free facility and smoking, including the smoking of

tobacco or cannabis, is prohibited on Hospitality Saskatchewan premises at all times.

If it is medically necessary, an employee has a prescription, and it is properly documented as an accommodation, smoking or vaping cannabis may be allowed, though employees must still follow building smoking rules. Employees must discuss this with their manager prior to use.

## Guidelines for Work Attire/Uniforms

Hospitality Saskatchewan has a business casual attire policy to express professionalism to our customers. Employees are asked to wear pants, jeans, or skirts that end at the knee, blouses, polo shirts, button-up shirts, or sweaters, and close-toed shoes. Please avoid shorts, spaghetti straps, ripped jeans, and sportswear.

## Cash Handling

### Objective

The objective of the policy is to set the best practices for cash management at Hospitality Saskatchewan in order to bring efficiency, reduce risk and avoid human error.

### Scope and Applicability

This policy applies to all employees who handle cash at Hospitality Saskatchewan. This includes but is not limited to Hospitality Saskatchewan staff, consultants and other workers, including all personnel affiliated to external organizations with access to Hospitality Saskatchewan’s cash.

### Policy / Process

* + - A cash handling policy is a set of rules on how to manage Company cash either within or outside the premises.
    - Available cash in hand must always be under lock and key.
    - No cash should be disbursed or received without an invoice.
    - Cash, cheques and electronic transfers will be deposited daily
    - The daily opening and closing balance of physical cash available will be verified.
    - Any physical difference of cash with the records must be investigated immediately
    - Missing of cash must be reported to HR and Security for verification and further investigations.

### Background Checks & Dependability

Hospitality Saskatchewan believes in its employees who are entrusted with handling company cash and expects them to be trustworthy but reserves the right to conduct background checks of the employees as a part of their precautionary audit.

### Cash Disbursement & Collection Policy

Only authorized employees can handle company cash.

* + - Cash surpluses and deficits should be recorded and accounted for.
    - The safe should be used to store all cash in the office.
    - Cash drawers should be secured under lock and key when not in use.
    - Employees having keys to the cash box or safe including duplicates must be recorded

and proper sign offs obtained while handing it over to the next shift

* + - Two authorized employees should always be present when cash is being counted. Both people need to sign the cash activity sheet acknowledging that the recorded amount was correct.
    - When cash is handed off to the next person in the shift, the person accepting the cash should count the cash and accept it by signing the cash activity sheet.
    - The cash activity sheet should be kept with the cash and not be taken elsewhere.
    - Bank deposit slips should match the cash activity sheet.
    - Records should be kept on all cash deposits and payments.
    - Transactions must be in the accounts by end of the day and the closing balance must

match the physical cash balance.

### Special Circumstance and Exception

Any Deviation from this policy has to be approved by the Management. Any changes to the

policy have to be approved by Legal and Compliance.

### Non-compliance and Consequence

Violation of this policy is subject to disciplinary action, up to and including termination

## Tips and Gratuities

### Automatic Gratuity for Large Parties:

* + For parties of 6 or more, an automatic gratuity of 18% will be added to the final bill. This policy helps ensure fair compensation for our staff when managing large groups. Guests are welcome to add an additional tip at their discretion.

### Gratuity on Special Events and Private Parties:

* + For private events or special reservations, a 20% gratuity will be applied to the total bill.

This includes holiday bookings, buy-outs, or any event held outside regular dining hours.

* + All event contracts will clearly outline this policy to avoid any confusion.

### Gratuity Pooling for Team Equity:

* + All gratuities are pooled and distributed among our service and support staff, including servers, bartenders, bussers, and hosts. This approach helps support our entire team, especially during high-demand periods.

This gratuity pool excludes management staff and ensures each team member receives equitable compensation.

### Cash vs. Credit Card Gratuities:

* + We welcome both cash and credit card gratuities. Please note that for credit card gratuities, a small percentage may be withheld to cover processing fees as allowed by state regulations.
  + Cash tips go directly to staff on the day of service, while credit card tips are processed

and disbursed at the end of each pay period.

### Suggested Gratuity Amounts on Receipts:

* + For guest convenience, our receipts display suggested gratuity amounts at 15%, 18%, and 20% of the pre-tax total. These are merely suggestions; guests are free to adjust as they see fit.

### No Required Gratuity for Smaller Parties:

* + We believe in providing our guests with flexibility and choice. Parties of fewer than six are not subject to any automatic gratuity charges. Our team is committed to

providing excellent service to all guests, and gratuities are left at the guest’s discretion.

### Adjustments and Gratuity Concerns:

* + Guests with questions or concerns regarding gratuity are encouraged to speak with our management team. We are committed to transparency and ensuring each guest feels satisfied with their experience.

1. Employee Acknowledgment:
   * Each team member will review and sign a copy of this gratuity policy upon hiring and with any updates. This ensures that all employees understand our policies, distribution practices, and guest gratuity procedures.

This policy offers flexibility for guests while supporting fair and consistent compensation for staff. Adjustments can be made based on state-specific regulations or particular restaurant needs.

## Gifts

An Employee shall not accept a gift, favour or service from any individual, organization, or corporation doing business with Hospitality Saskatchewan other than the normal:

1. Exchange of gifts between friends.
2. The normal exchange of hospitality between persons doing business together.
3. Exchange gifts as part of protocol or accept such gifts as paintings or sculptures which

will become part of the Employer’s premises.

## Social Media Use

Hospitality Saskatchewan defines social media as all forms of communicating or posting information or content of any sort on the Internet, such as communication posts or other activity on your own or someone else’s social media profile (including, but not limited to Instagram, Snapchat, Tik Tok, YouTube, Facebook, Twitter, LinkedIn, etc.), an online blog, any personal website, an online bulletin board or a chat room or any other electronic medium.

Hospitality Saskatchewan encourages employees to post positive experiences, professional insights and industry updates as a great way to build positive company culture and position the company as a thoughtful leader with the tourism industry. It is not acceptable to post confidential information, discriminatory or offensive content and personal information.

Hospitality Saskatchewan encourages employees to share and engage on social media, and has a policy to monitor employee profiles, association mentions and news channels. We encourage employees to follow, comment and share posts from the association’s social media posts.

Hospitality Saskatchewan asks that employees do not speak to the media on the company’s

behalf without consultation with the Management Team.

Hospitality Saskatchewan asks that employees meet legal requirements and respect intellectual property rights, data protection laws and relevant legislation. Failure to meet these requirements may result in disciplinary action, termination of employment or legal action depending on the severity of the violation.

## Use of Company Resources and Equipment

Hospitality Saskatchewan will provide a laptop computer and standard office equipment

including photocopier for the use of all employees.

## Use of Company Internet

Hospitality Saskatchewan will provide internet Access for all employees and contactors

working in the physical office of Hospitality Saskatchewan,

## Flexible Work Environment (if applicable)

Hospitality Saskatchewan agrees to discussion on any detailed proposal from an employee that would result in mutual advantage for Hospitality Saskatchewan and the employees affected. Such proposals may include modified hours of work, telecommuting, etc. In all such requests, employees must present the proposal in such a manner so as to illustrate the

advantages, including productivity levels, customer service, cost savings and any other related

requirements.

# 4 VACATION AND LEAVES

## Annual Vacation (Must stay in Manual)

### Eligibility

Hospitality Saskatchewan’s vacation year runs from January 1 to December 31. Employees who have 1 or more years of service on December 31st will be entitled to the following:

* + 1. 3 weeks vacation following 1 year of continuous service.
    2. 4 weeks vacation following 10 years of continuous service

### Vacation Pay

Employees who qualify for vacation as listed, and who have worked a minimum of 1200 hours in the vacation qualifying year, will be entitled to 5.77% of vacation able earnings for the first 10 years of employment and 7.69% after 10 years.

Vacations must be taken within the vacation year following the qualifying period in which it is earned. No vacation may be accumulated and carried over beyond this time. Upon eligibility of vacation, one of the weeks may be taken in units of days and the other week(s) should be taken in minimum amounts of one week. Exceptions must be approved by your manager. It is the responsibility of the employee to track his/her total vacation time taken. Extra time taken will not result in payment beyond entitlement nor borrowing from future vacation yet to be earned.

### Scheduling

Vacations are to be taken at a time mutually convenient to the employee and association’s needs. It is the manager’s responsibility to ensure employees take all earned vacation.

There will be up to 3 weeks’ maximum vacation scheduled during prime summer months until the schedule has been through all staff members.

When a statutory holiday falls during the week of an employee’s scheduled vacation, this will be considered a full week for vacation purposes which entitles this employee to schedule one more single day vacation.

Vacation requests will be granted provided that a written notice of 5 working days is received. Vacations requested with less than a written 5 working day notice may be scheduled at the manager’s discretion.

### Vacation Cancellation

Cancellations must be received prior to the start of shift, 2 working days preceding the scheduled vacation day(s) and will be in increments of the originally scheduled vacation time (i.e., if a full week is booked, the full week must be cancelled).

## Public (Statutory) Holidays (Must stay in Manual)

Hospitality Saskatchewan provides paid time off for the 10 public holidays each year

in Saskatchewan: New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, Saskatchewan Day, Labour Day. Thanksgiving Day, Remembrance Day and Christmas Day. Employees become eligible for holidays with pay immediately following completion of the probationary period.

Employees will receive 5% of their wages earned in the last 28 days before a public holiday as holiday pay. Employees working on a public holiday will receive holiday pay plus 1.5 times their regular hourly rate for all hours worked,

Employees will receive overtime pay after working 32 hours during a week with a public

holiday not including hours worked on the holiday.

### Religious Holiday Accommodation

Should an employee wish to recognize a specific religious holiday outside the posted holiday list, for example, Yom Kippur, they would be paid for the absence on this date and would then designate one of the holidays recognized by Hospitality Saskatchewan such as July 1st in substitution. The designated substituted non-workday (in this example, July 1st) would be designated as a vacation day or unpaid approved absence.

## Sick Time

A doctor’s note, providing medical clearance for an employee to return to work following a non work-related injury or illness will be required when an employee is absent from work for 3 or more consecutive days.

When an employee provides medical documentation, it must be handed in to his/

her Manager **within 3 days** of the absence having occurred (exception noted above). Documentation provided after this time will not be accepted. To be acceptable, the doctor’s notes MUST be the original, written on professional stationery and signed by the doctor. It must indicate a visit date and that the doctor has advised the individual to remain off work for the (defined) period.

If the employee is unable to return to normal work duties, then the doctor’s note must specify return to modified duties and the nature and duration of restrictions. The employee is required to report to their manager prior to return to work, with the necessary medical documentation.

## Pregnancy and Parental Leave (Must stay in Manual)

The birth parent with at least 13 weeks of employment with an employer is eligible to

19 weeks of maternity leave. A birth parent must give four weeks’ written notice to the employer before leave is estimated to begin and end. The leave can start any time in the 13 weeks prior to the estimated date of birth and no later than the date of birth. If the employee does not give 4 weeks written notice, the 19 week maternity leave is reduced to 15 weeks.

Employers cannot take discriminatory action against an employee if she is:

* pregnant or temporarily disabled because of pregnancy.
* applies for, or takes, an employment leave or is otherwise absent from the workplace.
* or requests a modification of the employee’s duties or a reassignment to other duties

because of the pregnancy.

An employee must provide the employer with `at least four weeks’ notice before she intends to return to work. Upon returning, an employee is entitled to return to the same job if the employment leave is for 60 days or less. If the leave is longer than 60 days, the employee can be reinstated to a comparable job. The employee must receive at least the same wage and benefits as before the leave.

In addition to maternity leave and adoption leave, parental leave can be taken following maternity or adoption leave, or separately.

The birth parent or primary caregiver is eligible for 59 weeks of parental leave. Parents who did not take maternity leave or adoption leave are eligible for up to 71 weeks. The parent or primary caregiver must have at least 13 weeks of employment with their employer.

When a parent taking maternity or adoption leave also takes parental leave, the parental leave must be taken consecutively with the maternity or adoption leave. For the parent that does not take maternity leave or adoption leave, the parental leave can be taken in the

period: up to 13 weeks before the estimated date of birth and 86 weeks after the actual date

of birth or the date the child comes into an employee’s care.

If the parental leave is taken after maternity or adoption leave, four weeks’ written notice must be provided before the end of the maternity or adoption leave. If taken separately, four weeks’ notice must be given before the leave is to begin. An employer can request a birth adoption certificate along with the notice.

Upon returning, an employee is entitled to return to the same job if the employment leave is for 60 days or less. If the leave is longer than 60 days, the employee can be reinstated to a comparable job. The employee must receive at least the same wage and benefits as before the leave.

Employers cannot take discriminatory action against an employee if the employee has applied

for or taken employment leave or is otherwise absent from the workplace.

## Family Responsibility Leave (Must stay in Manual)

Employees who qualify for compassionate care benefits under The Employment Insurance

Act will be eligible for an unpaid leave of eight (8) weeks to care for a seriously ill family member. The Employee may request an extension to the leave in writing should circumstances warrant. Approval of an extension shall not be unreasonably denied.

## Compassionate Care Leave (Must stay in Manual)

An Employee may be entitled to a definite leave of absence to care for her child, children, spouse, parents or sibling for a maximum of twelve (12) months without pay when she requests such leave for good and sufficient cause. Such requests shall be in writing. Approval shall not be withheld unreasonably.

## Bereavement Leave (Must stay in Manual)

When a member of an employee’s immediate family dies, an employee, with at least 13 weeks of employment with an employer, is entitled to bereavement leave. The leave can be for up to **five days** and must be taken within the period beginning one week before and ending one week after the funeral relating to the death to which the leave is granted.

An employee’s immediate family is defined as:

* the employee’s spouse, parent, grandparent, child, grandchild, brother or sister or the

spouse of the brother or sister; or

* the employee’s spouse’s parent, grandparent, child, grandchild, brother or sister or the spouse of the brother or sister.

The term “spouse” means, with respect to an employee:

1. the legally married spouse of the employee; or
2. a person with whom the employee cohabits and has cohabited as spouses:
   1. continuously for a period of not less than two years; or
   2. in a relationship of some permanence if the person and the employee

are the parents of a child.

### Bereavement (Other Than Immediate Family)

Employees may be granted time off without pay of 3 days to attend the funerals of people other than members of their immediate family defined as parents-in-law, sister-in-law, brother-in-law, grandparents, grandparents-in-law, step-grandparents, grandchildren, and individuals with whom the employee has had especially close relationships with. Each case will be reviewed by your manager on an individual basis prior to approval being granted.

## Jury Duty (Must stay in Manual)

Hospitality Saskatchewan makes every attempt to be a good citizen and fully supports its employees in participating in civic and community functions. One civic responsibility is Jury Duty. Be sure to advise your manager in advance that you have been summoned to serve.

Hospitality Saskatchewan further recognizes that it may be necessary from time to time for employees to appear in court as witnesses in various legal proceedings. Should this occur, employees who have received a valid court order or subpoena to appear in court during

working hours as a witness, and not as a principal in the court action itself, may receive pay for such time missed.

Employees must make every effort to report for work for their scheduled shift outside of jury duty and court appearances requiring their attendance. Hospitality Saskatchewan will respect that employees will use good judgment in determining their ability to work before or after court proceedings, with respect to the location of court hearings and the shifts employees are working, in accordance with the provincial labour laws and the Occupational Health & Safety Act.

## Voting Leave (Must stay in Manual)

Voting employees are entitled to three consecutive hours away from work for the purpose of voting while polling places are open.

It is a common misconception that this entitlement means that employers are obligated provide three paid hours off work to every employee on election day for the purpose of casting a vote. To the contrary, employers are only required to provide employees paid time off work to the extent that they do not otherwise have three consecutive hours off work to vote while the polls are open on polling day.

For example, if an employee is scheduled to work from 8:00 am to 5:00 pm and the polls are open 9:00 am to 8:00 pm, the employee is not entitled to any additional hours off work to vote as they have three consecutive hours after work while the polls are open.

## Other Leaves of Absence

For all other leaves, Hospitality Saskatchewan will follow the provisions outlined in the Saskatchewan Employment Standards including, for example: reservists’ leave, leaves respecting the death or disappearance of a child, critical illness or injury leave, and leave respecting domestic or sexual violence.

# 5 COMPENSATION & BENEFITS

## Compensation Philosophy/ Overview

Hospitality Saskatchewan is committed to supporting diversity and inclusion through equitable pay practices.

## Payroll

All staff including contactors are paid bi-monthly

## Salary Review/Wage Increase

Salaries and contractor compensation rates are reviewed annually.

## Bonuses

Hospitality does not provide a bonus structure

.

## Retirement Savings Plan/Pension Plan

Hospitality Saskatchewan does not provide a pension or retirement savings program.

## Group Benefits/Extended Health Benefits

Hospitality Saskatchewan offers Blue Cross/

## Employee (and Family) Assistance Program (EAP/EFAP)

Hospitality Saskatchewan does not provide an employees and family assistance policy.

## Health & Wellness Benefit (if applicable)

Hospitality Saskatchewan provide $300.00 per employee annually to support health and wellness activities

# 6 HEALTH AND SAFETY

**Service Hospitality « Healthy & Safe Workplaces. Prospering.**

Website for Health and Safety for Hospitality Employers

## Occupational Health & Safety Program/Policy

It is the policy of Hospitality Saskatchewan to provide a safe and healthy environment in which to work. It is the belief of this organization that health and hazards and personal injuries in the workplace are preventable. **STOP AND ASK** if you are unsure of how to proceed!

The Hospitality Saskatchewan Occupational Health and Safety Program is aimed at prevention through promotion of individual employee wellness, awareness, training, and the enforcement of safe work procedures.

The object of our organization’s Health and Safety Program is to implement measures to reduce or eliminate health hazards and personal injury in the workplace. The active

involvement, cooperation, and support of all employees in workplace health and safety is essential if we are to achieve this objective.

## Health & Safety Orientation & Training

Website link to Service Hospitality <https://servicehospitality.com/>

**Health & Safety Training | Belong Sask HR Concierge**

## Joint Health & Safety Committee

Although the Hospitality Saskatchewan is not required to have a Joint Health and Safety Committee, we have procedures is place that mirror committee’s responsibilities. The purpose is to monitor and improve the health and safety program of this facility, and to provide leadership and improved communication around health and safety.

Among the Committee’s objectives are as follows:

* + - Assist supervision with accident and near miss investigations.
    - Develop work and operational procedures as required to ensure a safe working

environment.

* + - Develop statistical reports and other forms of data to monitor the effectiveness of

the association’s Health and Safety Program. This includes making recommendations to

management on ways to make improvements to the facility and program.

* + - Provide guidance to work areas and employees on developing effective solutions to

health and safety concerns.

* + - Assist supervisors in developing and providing safety training programs

## Health and Wellness at Work

For our work environment to be safe, we must all do our part. Any unsafe act or condition must be reported to your supervisor or another member of management. The association will help to create a safe environment by providing training and encouraging safety awareness; however, each individual employee must always think and work safely if our work environment is to be truly safe!

## Reporting Accidents, Injuries, and other Safety-related Concerns

You must immediately notify your manager of all work-related injuries or illnesses when the incident occurs regardless of severity so that necessary steps can be taken to ensure that proper treatment is received. Immediate notification helps Hospitality Saskatchewan to report promptly and accurately claims to the Workers’ Compensation Board.

If the employee seeks medical treatment after work or if time is lost from work beyond the day the occupational injury or illness occurred, the employee is to immediately contact the association to supply details of the incident. Medical documentation must be supplied by the employee to his/her manager (physical capabilities form) prior to return to work. If the employee is unable to return to regular duties, but able to return to modified work, duration must be specified in order that suitable accommodation can be made.

Failure to promptly report a job-related injury or illness could jeopardize payment from WCB.

## Workplace Accommodation

It is our goal to return valued employees to their regular job using a fair and consistent return

to work program, following an occupational or non-occupational injury or illness.

The capabilities of the returning employees will be the primary consideration in determining the placement of the employee and suitability of the work provided. The goal of the program is to return the employee to his/her original job. This will be accomplished by using reduced periods of time to ease back into a full work schedule, a modified job, an alternate job or through a combination of the three.

Accommodation can include revised work schedules, increased flexibility, modified duties, or gradual return to work. It is important for the manager and employee to set realistic objectives about the length of time that accommodation will be required, often planning out

a schedule for several weeks. In some cases, however, employees will not be able to return to

their pre-disability position and a search begins for a new job.

A permanent restriction is a medical condition where the employee has reached maximum recovery. Documentation must be provided by the attending physician and returned to the Manager. Employees who have been placed on permanent restrictions will be accommodated in accordance with applicable provincial legislation and appropriate arrangements will be made where possible.

In cases where an employee on permanent restrictions wishes to transfer to another job, that person will be eligible to move, provided they have enough seniority and the essential job duties are within their capabilities.

The associations Return to Work program requires a spirit of teamwork and a respect for the capabilities of the returning employee. We ask that all work groups help make our program one that will be of benefit to everyone.

## Fire Safety & Emergency Response

When the fire alarm sounds, you must evacuate the building to your designated gathering area via the nearest safe route. Please remain in this area until you are instructed to return to your work area.

## Medical Emergency Response

Hospitality Saskatchewan has a qualified First Aider present on all shifts in addition to a well-

equipped First Aid Kit

## Communicable Disease Prevention Plan

Hospitality Saskatchewan requests all staff remain home when ill.

# 7 SECURITY

## Safety and Security WORKPLACE ANTI-VIOLENCE POLICY (Must stay in Manual)

### Risk Assessment

The association will conduct a risk assessment of the work environment to identify any issues related to potential violence that may impact operations and will institute measures to control any identified risks to employee safety.

The risk assessment may include review of records and reports i.e. security reports, employee incident reports, staff perception surveys, health, and safety inspection reports, first aid records or other related records. Specific areas that may contribute to risk of violence may include contact with public, exchange of money, receiving doors, working alone or at night etc. Research may also include a review of similar workplaces with respect to their history of violence.

**Purpose**:

The safety and well-being of our guests and staff are our top priorities. To maintain a secure and welcoming environment, [Hotel Name] is committed to preventing, responding to, and managing any incidents of violence on hotel property.

### Zero Tolerance for Violence:

* + - * Hospitality Saskatchewan strictly prohibits any form of violence, including physical harm, verbal threats, intimidation, harassment, or any other behavior that could create a threatening environment.
      * This policy applies to all guests, staff, vendors, and any other visitors on hotel property.

### Reporting Violent Incidents:

* + - * **Guests:** Guests are encouraged to report any incidents or suspicious behavior to the staff, management or hotel security. Immediate reports will allow for quicker responses and appropriate action.
      * **Employees:** All employees are required to report any violent or potentially dangerous behavior they witness or are informed about. Reports should be made to a supervisor or manager immediately, who will notify security.

### Response to Violent Behavior:

* + - * **Immediate Action:** Upon receiving a report, the management or security team will assess

the situation and, if needed, contact local law enforcement.

* + - * **Guest Action:** If a guest is found to be engaged in violent behavior, they may be asked to

leave the premises immediately, and future reservations may be restricted.

* + - * **Employee Action:** Employees found engaging in violent behavior will be subject to

disciplinary action, up to and including termination.

### Emergency Procedures:

* + - * For emergencies, the organization will immediately contact local law enforcement or emergency services.
      * Staff will be trained on emergency response procedures and evacuation routes to ensure quick action if the safety of guests or employees is at risk.

### Security Measures and Prevention:

* + - * **Surveillance:** The organization uses 24/7 security surveillance in common areas to enhance safety.
      * **Staff Training:** All staff members receive training on de-escalation techniques, recognizing signs of potential violence, and the appropriate steps for reporting and responding to violent incidents.
      * **Guest Screening:** Guests with a known history of violent behavior may be denied future

accommodations.

### Confidentiality and Non-Retaliation:

* + - * All reports of violence or threats will be handled confidentially. The organization will not tolerate retaliation against any guest or employee who reports violent or suspicious activity.

### Cooperation with Law Enforcement:

* + - * [Company Name] will fully cooperate with law enforcement in investigating and resolving

incidents involving violence on hotel property.

### Annual Policy Review:

* + - * This policy will be reviewed annually and updated as necessary to ensure the continued

safety of all guests and employees.

### Policy Acknowledgment:

* + - * All employees are required to review and sign this policy, confirming their understanding

and commitment to upholding a violence-free environment at [Hotel Name].

This policy provides clear guidelines for prevention, reporting, and response to violent incidents, prioritizing the safety of all guests and staff. Adjustments can be made based on local laws or specific hotel needs.



## Employee Files (Must stay in Manual)

Hospitality Saskatchewan only collects personal information that is required for business, personnel and legal purposes. The information collected and maintained in Hospitality Saskatchewan records is protected from disclosure in accordance with provincial privacy laws, and internal access to personal records is restricted to those having an authorized, business- related need-to-know. Any employees involved in maintaining records will be required to adhere to Hospitality Saskatchewan ’s privacy policies and practices. Violations may result in disciplinary action, up to and including termination.

## Privacy of Personal Information

Hospitality Saskatchewan is committed to protecting privacy, confidentiality, accuracy, and security of employees’ and clients’ personal information. Any personal information provided to us is collected, used, and disclosed in accordance with the Personal Information Protection Act (PIPA) and other applicable legislation.

## Confidentiality

Hospitality Saskatchewan does not release personal information to outside sources without written approval, unless legally required to do so. Hospitality Saskatchewan will not provide reference information beyond verifying dates of employment or last position held without written permission from the employee.

## Use and Reproduction of Information

Employees have a right to inspect their personnel file, as provided by PIPA, in the presence of a Hospitality Saskatchewan representative at a mutually convenient time. Any employee

request to correct an error or omission with regard to personal information contained in their

personnel file will be handled in accordance with PIPA. Personal information in possession of

Hospitality Saskatchewan is destroyed when it is no longer legally required to store such records.

**9 HUMAN TRAFFICKING**

This policy applies to all employees, management, contractors, and third-party vendors working within or associated with the hotel.

**Policy Statement:**

Human trafficking is a grave violation of human rights and a serious crime. The hotel is dedicated to preventing human trafficking, detecting potential trafficking situations, and responding swiftly to any suspected trafficking activities. We aim to create an environment where all individuals are respected and protected from exploitation.

**Key Elements of the Policy:**

1. **Employee Training and Awareness:**

* All employees (front desk staff, housekeeping, security, and management) will receive mandatory training on identifying signs of human trafficking, appropriate response protocols, and reporting procedures. [Keep Kids Safe Training - Hospitality Saskatchewan](https://www.trainingtodo.com/secure/hospitality-saskatchewan/)
* Regular refresher training will be provided to ensure all staff remain vigilant and informed about evolving trafficking tactics.
* Training materials will cover signs of trafficking in both guests and staff, how to respond to suspicious behaviors, and the legal obligations related to reporting suspected trafficking.

2. **Reporting and Response Protocol:**

* All staff members are required to report any suspicions of human trafficking immediately to hotel management.
* In case of an urgent or immediate threat, employees should contact local law enforcement or emergency services.
* Should a victim appear to be under the age of 18 staff will call 911 immediately
* The hotel will cooperate fully with law enforcement authorities in any investigations or actions related to human trafficking.
* Employees should document any interactions, observations, or unusual occurrences that may be relevant to the suspected case of trafficking.

3. **Confidentiality and Protection of Whistleblowers:**

* Employees who report suspected trafficking will be protected from retaliation. Any act of retaliation, including intimidation, discrimination, or harassment, will result in disciplinary action.
* The identity of individuals reporting suspected trafficking cases will be kept confidential to the greatest extent possible, and any personal information related to the investigation will be safeguarded.

4. **Guest Interaction and Safe Environment:**

* The hotel will maintain a zero-tolerance policy for human trafficking activities, including illegal sex work, forced labor, and other forms of exploitation.
* Guests who are identified as being victims of trafficking will be provided with appropriate support, including assistance in contacting law enforcement or organizations dedicated to victim recovery.
* If a trafficking situation is confirmed, the hotel will take immediate steps to support the victim(s), remove any offenders from the premises, and cooperate with law enforcement agencies.

5. **Partnerships and Community Engagement:**

* The hotel will engage with local organizations, non-profits, and law enforcement agencies that specialize in combatting human trafficking to stay informed about best practices, prevention strategies, and available resources for victims.

6. **Policy Review and Updates:**

* This policy will be reviewed annually and updated as needed to reflect new legal requirements, changes in best practices, and feedback from employees, law enforcement, and advocacy groups.
* Any significant changes to the policy will be communicated to all staff, and additional training will be provided as necessary.

# 10 EMPLOYEE RELATIONS

## 10.1 Employee Recognition Programs

Hospitality Saskatchewan supports the tourism industry annually in the Tourism Awards of Excellence.

## Employee Events

Hospitality Saskatchewan host a social event four times annually at the same time as the Board meeting.

## Internal Committees

All staff members of Hospitality Saskatchewan participate on all committees.

# 11 Employee Departure

In the event that you or Hospitality Saskatchewan decide to terminate your employment with Hospitality Saskatchewan, the CEO will review Exit Procedures with you.

## 11.1 Resignations and Termination (Must stay in Manual)

Hospitality Saskatchewan would ask that resigning employees provide the CEO with two

weeks written notice.

Hospitality Saskatchewan terminating employees without cause will provide notice or pay in lieu of notice as required by Saskatchewan Employment Standards:

* + - 1 year of employment or less – 1 week notice
    - More than one year but less than three – 2 weeks notice
    - Three to five years – four weeks notice’
    - Five to ten years – six weeks
    - More than 10 years – 8 weeks.

Employees must be paid all monies owing within 14 days of the last day of employment.

## Abandonment of Position

Any employee who fails to report or appear at work at the beginning of their regular shift for three consecutive workdays will be subject to dismissal.

## Exit Interviews

Hospitality Saskatchewan asks employees leaving employment whenever possible to

participate in an exit interview.

## Return of Property

Hospitality Saskatchewan ask that all company property be returned at the end of the last day of employment.

## References

Hospitality Saskatchewan will provide a written reference for resigning employees upon

request.

# 12 CONCLUSION

We want to sincerely welcome you to Hospitality Saskatchewan! We are thrilled to have you join our team and we are confident that you will be a great asset to our continued success. We hope that this Handbook has provided with you all the information you need to understand the expectations of your role and the benefits of employment with us. If you have any outstanding questions or are seeking advice or clarification, please do not hesitate to speak with your manager.

We look forward to helping you grow and succeed in your new role!

# EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Hospitality Saskatchewan Employee Handbook. I understand that by executing this acknowledgement, I am affirming my agreement to act in accordance with the policies and procedures to follow the rules and policies set forth therein.

I understand that the Employee Handbook sets forth the current policies and rules of Hospitality Saskatchewan, and that it is not intended to be and is not a contract or implied contract with employees. The Company retains the discretion to amend, withdraw or modify the provision of this Employee Handbook at any time.

Employee Name (please print):

Employee Signature:

Department:

Date: