



Employee Handbook



Barrington Passage Pharmacy Ltd.

LIVE WELL WITH

PHARMASAVE[®]

Barrington Passage Pharmacy Ltd.

Introduction:

This Employee Handbook has been prepared as an information resource to confirm the policies and procedures that pertain to the normal business operation of Barrington Passage Pharmacy Ltd. and the philosophy and standards by which we operate. All employees must read and observe the policies and procedures described in this book. The Owners/ Management are committed to following these policies and procedures but reserve the right to take alternative steps if deemed necessary to manage the workplace.

This is a working document and the Owner/Management reserve the right to change these policies at any time. Revisions to this Handbook will be done so in writing.

Due to the nature of the Dispensary Operations, some policies and procedures may be different for Pharmacy staff and may be included in a separate document.

All employees will be required to read the Handbook then sign the Acknowledgement Form upon initial receipt of this document to confirm that they have done so.

At any time if you have any questions, concerns or comments, you should not hesitate to speak to your supervisor.

Sincerely,

Kim Geldart, PhC.
Owner

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Updated: Jaunuary 2017

Barrington Passage Pharmacy Ltd.

STORE INFORMATION

Owners Name: Kim Geldart, PhC. & Jordan Paradis

Pharmacy Manager: Kathleen D'Eon

Business Name: Barrington Passage Pharmacy Ltd. #821

Address: 22 Hwy. 330
P.O. Box 35
Barrington Passage, N.S. B0W 1G0

Phone #: (902) 637-3211

Fax #: (902) 637-2729

DAY OF THE WEEK	HOURS	CLOSED
Monday	9:00 am	9:00 pm
Tuesday	9:00 am	9:00 pm
Wednesday	9:00 am	9:00 pm
Thursday	9:00 am	9:00 pm
Friday	9:00 am	9:00 pm
Saturday	9:00 am	6:00 pm
Sunday	12:00 pm	5:00 pm
Statutory Holidays	12:00 pm	5:00 pm

Barrington Passage Pharmacy Ltd.

Welcome to Barrington Passage Pharmacy Ltd.

At Pharmasave, it is our goal to provide employees with a safe, productive working environment in which you feel supported by your supervisors and your peers. It is our goal to help you grow by providing you with the opportunity for professional development.

Our commitment to our Customer...

To deliver the best **customer experience** by providing:

- ✓ Caring and attentive service
- ✓ Unique products and offerings
- ✓ Knowledgeable staff
- ✓ Sense of community

Your role in achieving this goal:

- ✓ **Commit to the right attitude.** We are a small, friendly company who places our priority on nurturing relationships with both our customers and each other. A positive, energetic frame of mind is how you begin to build your relationships.
- ✓ **Commit to your job.** We need every employee to fulfill their role to the fullest in order for our company to flourish.
- ✓ **Commit to Caring.** Caring for the customer by providing service that is attentive and responsive to their needs is priority #1.

Barrington Passage Pharmacy Ltd.

Code of Conduct

Regardless of your particular role or job title, all employees share common responsibilities to the customer and each other such as:

Your responsibility to the Customer:

- Become knowledgeable about the various products in our store, not just the ones in your section or department.
- Be willing to offer assistance in all Sections.
- Approach the customer with a friendly and attentive manner.
- Let the customer know you care by making eye contact, asking questions and calling them by name when you can and when appropriate.
- Speak positively about our store and the Pharmasave brand.
- Take care of and pride in how our stores look.

Your responsibility to your fellow Employees:

- Bring a positive attitude to work demonstrated by a willingness to get involved in store activities – no task is too small to volunteer for.
- Support your team members by nurturing constructive, positive relationships.
- Treat your colleagues with respect and speak well of one another.
- Address issues in a mature, professional and proactive manner.

Barrington Passage Pharmacy Ltd.

Our Company

Pharmasave is Canada's fastest growing group of independent drug stores, who are committed to growing their business by not only serving the communities they are in, but by nurturing them as well.

Since our start in 1981, the company has grown in store count every year with over 400 stores across Canada in all provinces except Quebec, the Yukon and the NW Territories.

Our company is different than many other drug retailers you may be familiar with. Pharmasave is a Co-Op, not a corporation, which means our stores are individually owned by Pharmacists (and their business partners) who collectively own the Pharmasave name. We refer to our Owners, as "Members", and as a group, they represent the "Membership."

Our National Office, located in Langley, BC is supported by five Regional Offices which are located in the Pacific Region (also in Langley), the Western Region (Calgary, AB) the Central Region (Winnipeg, MB), the Ontario Region (Toronto, ON), and the Atlantic Region (Halifax, NS). As a group, we work together to ensure the long-term viability of our Membership by offering support, guidance and leadership in such areas as Pharmacy, Marketing, Merchandising, Training and Operations.

By working with our Members, the National and Regional Offices are able to ensure the strategic development and protection of the Pharmasave Brand, not only today, but in the years to come.

Many things have changed in our industry since 1981 but the one thing that hasn't changed is the pride and strength of the Independent Pharmacy Owner. You will see this pride demonstrated day after day in the way our staff commits to serving and caring for the customer. That too will be your contribution to the strength of our company - caring for the customer better than anyone else.

Barrington Passage Pharmasave is owned and operated by Kim Geldart and Jordan Paradis. It is a part of a group of 8 stores in Chester, Chester Basin, Hubbards, Tantallon, Hantsport, Wolfville and Canning.

Barrington Passage Pharmacy Ltd.

Our Kind of Service

The best way to let customers know you care is by delivering service that is attentive, empathetic and proactive.

“Service is the number one reason customers either do or don’t come back.”

There are only three types of service you can give: Inactive, Active and Proactive.

As a consumer, you’ve probably experienced all three. If you’ve ever left a store feeling ignored or treated poorly, then you experienced **Inactive Service**. If you’ve left a store feeling appreciated and extremely satisfied, then you experienced **Proactive Service**.

Somewhere in the middle is **Active Service**. It’s neither great nor poor but in this business, you can’t afford to be middle of the road. Remember, service is the number one reason customers come back to a business, and as such, you need to deliver proactive service in order to differentiate yourself from the others.

Have a look at the service chart on the next page which shows the characteristics of the three types of service.

Customers will know you care if you demonstrate some very basic behaviors:

- Greet them at the door, or as you approach them in the store
- Smile
- Make eye contact
- Don’t rush your customer
- Give your complete attention to the customer you’re with
- Call your customers by name as you get to know them
- Maintain a positive attitude
- Take time to chat and get to know your customers personally
- If you know about a recent event in their lives, refer to it and ask questions.

If you can deliver these elements of service right from the beginning, you are well on your way.

Three Types of Service

Inactive Service (unacceptable)	Active Service (minimum standards)	Proactive Service (expected performance)
<p><u>Employees who:</u></p> <ul style="list-style-type: none"> • Have a “sleepy” disposition • Don’t acknowledge the customer • Don’t smile at the customer • Ignore the customer instead of offering assistance • Talk to each other instead of the customer. • Do not make conversation (such as at the cash) • Will forget to thank the customer for their purchase • Display an indifferent attitude toward customer • Don’t take pride in their appearance • Do not wear a nametag • Give perception their task is more important than helping the customer • Point a customer to a product • Make the customer feel like they are a bother 	<p><u>Employees who:</u></p> <ul style="list-style-type: none"> • Greet the customer with a smile • Call customers by name • Offer assistance • Take customer to the product but don’t necessarily offer assistance • Smile at the customer • Thank the customer for their purchase • Offer suggestions some of the time • Are polite 	<p><u>Employees who:</u></p> <ul style="list-style-type: none"> • Can identify the frame of “shopping mind” the customer is in • Take time to get to know the customer • Greet the customer and call them by name • Understand the power of a genuine smile • Make pleasant eye contact • Take them to the product and help them find exactly what they are looking for • Point out Private Label • Offer to get the Pharmacist when needed • Ask questions to identify their needs • Make suggestions based on the information the customer has given them • Pay attention to the kids • Offers to get a basket or cart to make the customer more comfortable • Offer discreet service when dealing with sensitive products or issues • Ensure customers know about any specials or promotions • Is committed to making them feel better than when they came in • Understand that they represent the entire company every time they assist a customer <p style="text-align: center;"><i>Invest completely in giving the customer the best wellness experience possible!</i></p>

Barrington Passage Pharmacy Ltd.

Preparing for Your New Job... What you can expect.

Starting a new job can be intimidating and leave you feeling a little overwhelmed. Take comfort in knowing that we've all been where you are right now, and we are here to support and guide you.

Our priority right now is you – to help you get oriented and comfortable in your new role.

So, here's a timeline of what you can expect:

Day 1: You will meet with your Supervisor/Team Leader for an Orientation Meeting where you go over the necessary documents and forms, complete your personnel profile, review the details of your new position and have a tour of the store.

Week 1: For the first week, you will receive the necessary training (including e-learning modules) to do your core job. Be prepared to learn and to make mistakes – we all make our fair share! But that's all part of the learning process. So relax and trust that you will get the hang of your new job in no time.

Week 2: Congratulations! The hardest part of starting a new job is behind you. Now you can focus on building your knowledge and improving your competencies.

Throughout your first couple weeks, your Supervisor will check in on you on a regular basis to ensure you're comfortable with your job responsibilities and tasks. At any time, however, do not hesitate to ask questions. We are here to help.

Week 3 & 4: By this point you will be very comfortable with your role, however, you can expect to learn something new everyday. You are still in a very active-learning stage.

As your level of comfort and competency grows, you will find yourself beginning to develop relationships with your customers. By now, your customers are starting to recognize you. This is a wonderful and rewarding aspect of working in Retail Pharmacy – the relationships and connection you have with your customers. Taking care of the customer is also your #1 priority.

Barrington Passage Pharmacy Ltd.

Training

The Right Training at the Right Time

In Your First Year:

We believe in the right training at the right time. That is why during your first 6 months we generally limit your training to your core job and service skills.

Your training schedule in your first 12 - 15 months will focus on enhancing your skills and knowledge through the following topics:

- Brand Awareness
- Building Relationships
- Customer Service
- Private Label Training
- Loss Prevention

Note: If you are joining our Pharmacy Staff, Barrington Passage Pharmacy Ltd. offers extensive training programs and CE opportunities designed to keep your pharmacy skills up-to-date.

Barrington Passage Pharmacy Ltd.

WORKPLACE POLICIES & PROCEDURES

Pertains to: All Employees

Date: January 2017

Policy:

As stated on the introductory page at the front of the Employee Handbook, this is a working document and the Owner and management reserve the right to change the policies contained herein at any time.

Revisions to this Employee Handbook will be done in writing and posted in an area for all staff to read. It will also be posted to the one and only “official” master copy of this Handbook on the Staff page of the company website: www.cpltd.ca.

Employees will be notified of any revisions to this Handbook by way of an e-mail sent to the address provided to the company by the employee. Upon receipt of such notification it shall be the employee’s responsibility to log on to the company web site and read the details of the revision. Once the company has e-mailed the employee advising of a revision the employee shall be deemed to have read the revision.

On occasion, certain policies or procedures may be communicated to employees on an interim basis by means of the company POS system (MMS) mail service. Any such communications to employees shall be deemed to have been read by the employee once the employee logs on to the POS system (MMS).

Barrington Passage Pharmacy Ltd.

PROBATION PERIOD

Pertains to: All Employees

Date: January 2017

Policy:

Barrington Passage Pharmacy Ltd. has a set period of time to determine if a newly hired or promoted employee is suited for the position for which they were hired or to which they were promoted.

The probation period is three (3) months for a non-supervisory position and six (6) months for a supervisory position. If it is not possible to determine whether an employee is suited for the position in question the probation period may be extended for another term of equal duration to the original term.

In the case of a newly hired employee either party may terminate the employment relationship at any time during the probation period without notice or cause.

In the case of a promotion the employee will be subject to all regulations and procedures applying to probationary staff with the following exception: should the employee be deemed unsuited for the new position then the employee will be reverted to a position similar to the one they held prior to the promotion.

Barrington Passage Pharmacy Ltd.

PERFORMANCE REVIEW

Pertains to: All Employees

Date: January 2017

Policy:

It is the policy of Barrington Passage Pharmacy Ltd. to evaluate the performance of each employee for the following purposes:

- To identify areas requiring improvement in performance.
- To identify additional training requirements
- To establish goals and a work plan for the next year

Performance reviews will be conducted annually for all employees. Reviews will be conducted by the employee's immediate supervisor. Initial reviews will be conducted on completion of the initial probation period. Subsequent reviews will be conducted during the month of April each year.

Performance reviews are separate functions from pay rate reviews.

Barrington Passage Pharmacy Ltd.

PAY SCHEDULE

Pertains to: All Employees

Date: January 2017

Policy:

Barrington Passage Pharmacy Ltd. pay periods are two weeks in length and run from the Monday of the first week to the Sunday of the second week.

All employees are paid by direct deposit as follows:

- Every second Friday
- For the two week period ending the Sunday preceding the Friday deposit

All deductions will be listed on pay stubs which will be made available online on or before the Friday payroll deposit to which they apply.

Employees will be notified by email once their pay stubs are available online for viewing and/or download.

If you feel there is an error in your pay, please submit your inquiry directly to the person responsible for payroll processing.

Please submit your inquiry in writing via email spelling out the problem you have with your pay, as well as the how you would like to see it resolved.

Barrington Passage Pharmacy Ltd.

OVERTIME PAY

Pertains to: All Employees

Date: January 2017

Policy:

Employees are entitled to receive one and on half (1 1/2) times their regular wage for each hour worked in excess of forty eight (48) hours in any one (1) week.

All overtime must be approved in advance by management.

If one employee voluntarily switches shifts with another employee, or assumes an additional shift on behalf of another employee - at the other employee's request - and working that shift causes the employee to work more than forty eight hours in that week the employee shall not be entitled to overtime pay for those excess hours. Overtime is only paid when it is worked at the behest of management.

Clocking in early or clocking out late outside scheduled hours must be approved by management and may be necessary in some cases.

All overtime must be recorded on time cards and the time cards must be signed by management for the overtime to be paid.

Overtime will be paid after 15 minutes past shift if signed for. Arrival for Shift Policy applies to time before shifts and is not paid time.

Barrington Passage Pharmacy Ltd.

WORK SCHEDULES

Pertains to: All Employees

Date: January 2017

Policy:

In order for stores to function effectively schedules are used to ensure proper staffing during store hours. Various aspects are considered when schedules are prepared including among others... store activity levels, employee skill sets, number of contractual hours, staffing in other departments, to name a few.

Every effort is made to accommodate the needs of all employees when preparing schedules. Consequently, it is important that all employees respect prepared schedules.

If an employee is unable to work a scheduled shift they should make every effort to arrange for another employee to cover that shift for them.

If, despite having made every possible effort to find another employee to cover their shift they are unable to do so they should contact their supervisor to provide as much advance notice as possible that they will be unable to work their scheduled shift.

Barrington Passage Pharmacy Ltd.

HOLIDAY PAY

Pertains to: Full-Time Employees

Date: January 2017

Policy:

In NS, there are six (6) Statutory Holidays plus ***Remembrance Day** per calendar year:

- New Year's Day
- Viola Desmond Day (Family Day)
- Good Friday
- Canada Day
- Labour Day
- Christmas Day

Barrington Passage Pharmacy Ltd. also provides holiday pay for the following:

- Thanksgiving Day
- Boxing Day

To have a day off with pay for these holidays, an employee must:

- be entitled to receive pay for (which includes time worked, paid sick time off, paid time off or properly scheduled vacation time) for at least 15 of the 30 calendar days before the holiday.
- work last scheduled shift or day before the holiday and the first scheduled shift or day after the holiday.
- The rate of pay for paid holidays will be based on the average daily hours worked in the thirty (30) days immediately preceding the holiday.

***Remembrance Day...**

An employees who works on Remembrance Day and who has worked on at least fifteen (15) of the thirty (30) calendar days immediately before Remembrance Day may be entitled to receive a holiday with pay. That day with pay may be taken at the end of the employee's vacation or any other day the employee and employer may agree upon.

Barrington Passage Pharmacy Ltd.

SICK LEAVE

Pertains to: Full-Time & Part-Time Employees

Date: November 2016

Policy:

Full-time employees are entitled to receive up to four (4) paid sick days of which 1 can be a personal day each year.

Part-Time employees are entitled to receive up to four (4) days, *unpaid* sick leave of which one can be a personal day each year. This will be granted **only** for the employee's personal illness or injury.

Paid sick leave **will not** be granted to care for an ill parent, child or family member, or for medical, dental or other similar appointments. *Unpaid* leave time *may* be granted (at company discretion) for such situations.

Employees are requested to make every effort to schedule medical, dental or other similar appointments for days when they are not scheduled to work. An employee can make a shift change during an evening, day or weekend if necessary.

- If you are unable to work for more than two consecutive shifts, the Company reserves the right to request a medical certificate to support your absence (sick days).
- Unused sick time **will not** be carried over to the next calendar year.
- Sick leave will be paid only for those days regularly scheduled for work.
- Paid sick leave is not granted for maternity leave and may only be used for the employee's personal illness or injury.
- Employees receiving Workers' Compensation benefits are not entitled to sick leave payments from the company.
- If you are forced to be absent from work because you are sick or disabled or under examination or treatment by a physician, chiropractor or dentist, or because of an accident not covered under the Workers' Compensation Act of Nova Scotia, you will be entitled to sick pay as defined in this document. If you are unable to come to work, let your supervisor know as soon as possible.
- The rate of pay for sick leave is based on the average daily hours worked in the thirty (30) days prior to the commencement of sick leave.

Sick Leave Policy cont'd.../

Barrington Passage Pharmacy Ltd.

During prolonged sick leave, effective four (4) weeks following the conclusion of the employee's last day worked before beginning their sick leave, employees can maintain entirely at their own expense the following benefits plans provided through the company:

Life Insurance; Medical; Dental; Vision; Short Term Disability; Long Term Disability.

Employee must provide postdated cheques to cover the entire cost (both their share and the employer's share) of the above benefits for the entire duration of their sick leave. Cheques are to be provided to the controller by the employee not later than the last Friday of every second (2nd) pay period during the employee's sick leave. Each cheque should be for an amount equal to four (4) weeks, or two (2) pay periods of both the employer and employee share of the cost of the above benefits.

The employee's option to maintain the above benefits entirely at their own expense expires six months from the last day worked by the employee before beginning their sick leave. Effective that date, all the above benefits are suspended in their entirety for as long as the employee remains on sick leave, and cannot be reinstated until the employee's first day back to work on a regular basis.

During prolonged sick leave all RRSP contributions (both Employer and Employee portions) are suspended effective the date of the last pay day before the employee begins their sick leave and cannot be resumed until the date of the first pay day following the employee's return to work on a regular basis.

Staff Discount is suspended during sick leave effective at the conclusion of the employee's sixth (6th) week off work on sick leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Charging privileges are suspended at the conclusion of the employee's last day worked before beginning sick leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Barrington Passage Pharmacy Ltd.

PERSONAL LEAVE DAYS

Pertains to: Full-Time Employees

Date: November 2016

Policy:

Refer to sick leave policy.

Barrington Passage Pharmacy Ltd.

VACATION

Pertains to: Full-Time Employees (*see specific references to Part-Time Employees*)

Date: January 2017

Policy:

The vacation policy outlined herein pertains to both full-time and part-time employees, all of whom must comply with the Time Off Request Procedure outline in this policy.

All part-time employees are entitled to:

4% of gross wages in lieu of paid time off - paid to the employee with each pay

All full-time employees are entitled to:

4% of gross wages in lieu of paid time off - paid to the employee with each pay

or

6% of gross wages in lieu of paid time off - paid to the employee with each pay
(after 5 years of continuous employment)

Vacation Eligibility:

Eligible upon reaching 1 year anniversary date from point of hire. To be taken within the calendar year following the calendar year in which they were accrued.

Waiving Vacation Entitlement:

Employees may not waive their vacation entitlement in lieu of compensation.

Allowable Days Off:

Maximum number of consecutive days that may be taken at one time will be 10 days (at Owner's/Manager's discretion.)

Maximum number of days that may be taken between June 1 and August 31 is 10.

Maximum number of days that may be taken between June 1 and October 31 is 15.

Vacation Notice Procedure:

All employees must inform their supervisor of their intention to take vacation time and indicate their desired vacation time on the Time Request Form (located in the Appendices).

Vacation Policy cont'd.../

Discretion:

The company has sole discretion in granting specific vacation requests.

As a rule, vacation requests are considered in the order in which they are received. For the period of February through April, please submit vacation requests by January 15th as these months can be in high demand for vacation.

For the period of June 1 to September 30, specific vacation requests will be considered in the following manner:

- A vacation calendar will be posted in all company locations by April 1
- Employees will have until April 30 to submit their specific vacation requests
- Conflicting requests for the same dates that are submitted prior to April 30 will be considered on the basis of seniority (the employee's tenure with the company).
- Conflicting requests for the same dates that are submitted after April 30 will be considered in the order in which they are submitted regardless of seniority.

The company may, at its sole discretion, schedule any outstanding vacation time to be used by employees prior to December 31st if employees have not booked that time themselves by November 1st.

Vacation Entitlement for Terminated Employees:

Where the employment of an employee ceases, the employee will be paid their unused vacation pay that has been earned within 10 days after the employment relationship ends, in accordance with the Employment Standards Act of NS.

Weekend Rotations:

If your schedule includes a weekend rotation you should try to schedule your vacation accordingly so that you are not on vacation the weekend you are scheduled to work. If you cannot avoid scheduling your vacation to be away the weekend you are scheduled to work, it is your responsibility to arrange with another employee to switch weekends with you, or to cover your scheduled weekend for you.

Yearly Vacation Accrual:

Employees may not carry over unused vacation time from year to the next.

Barrington Passage Pharmacy Ltd.

COMPASSIONATE CARE LEAVE

Pertains to: Full-Time Employees

Date: Janaury 2017

Policy:

NS LABOUR CODE:

Compassionate care is an unpaid, 28-week leave for employees who need to care for a seriously ill family member who has a high risk of dying within 26 weeks.

To take compassionate care leave, employees must be employed more than three months. Also, they must give as much notice as possible before taking the leave. An employee can be asked to provide a medical certificate from a medical doctor stating that the employee's family member is seriously ill. The leave can be broken up into separate periods of no less than one-week blocks.

Employees who take a compassionate care leave may qualify for a six-week compassionate care leave benefit under the federal government's Employment Insurance program.

During the leave, the employee will be allowed to keep up any benefit plans at his/her own expense. If this option to keep up the benefits has an expiry date, the employer will provide at least 10 days notice before the option is not longer in effect.

Company Policy:

During Compassionate Care leave, employees can maintain entirely at their own expense the following benefits plans provided through the company:
Life Insurance; Medical; Dental; Vision; Short Term Disability; Long Term Disability.

Employee must provide postdated cheques to cover the entire cost (both their share and the employer's share) of the above benefits for the entire duration of their Compassionate Care leave. Cheques are to be provided to the controller by the employee not later than the conclusion of the last day the employee works before beginning their Compassionate Care leave. Each cheque should be for an amount equal to four (4) weeks, or two (2) pay periods of both the employer and employee share of the cost of the above benefits

Compassionate Care Leave Policy cont'd.../

During Compassionate Care leave all RRSP contributions (both Employer and Employee portions) are suspended effective the date of the last pay day before the employee begins their Compassionate Care leave and cannot be resumed until the date of the first pay day following the employee's return to work on a regular basis.

Staff Discount is suspended during Compassionate Care leave effective at the conclusion of the employee's last day worked before beginning their Compassionate Care leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Charging privileges are suspended at the conclusion of the employee's last day worked before beginning their Compassionate Care leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Barrington Passage Pharmacy Ltd.

BEREAVEMENT LEAVE

Pertains to: Full-Time & Part-Time Employees

Date: January 2017

Policy:

Full-time employees can take paid leave of up to three working days in a row if their spouse, parent, guardian, child, (or a child under their care) dies. Part-Time employees are entitled to unpaid leave for these days.

Full-time employees can take one working day's paid leave if their grandparent, grandchild, sibling, mother or father-in-law, daughter or son-in-law, sister or brother-in-law dies. Part-time employees are entitled to unpaid leave for this day.

Employees can take unpaid leave for the time required to attend the funeral of any other family member than those specifically mentioned above.

Regardless of the relationship to the deceased individual, all employees must provide as much notice as they can that they will take this leave.

Barrington Passage Pharmacy Ltd.

COURT LEAVE

Pertains to: Full-Time Employees

Date: January 2017

Policy:

Employees can take unpaid leave if they must serve on a jury or the court says that they must appear as a witness. Employees must provide as much notice as possible that they will take court leave.

Court leave does not apply in cases where the employee is themselves a plaintiff or defendant. In such instances, employees are requested to make every effort to schedule such activities on their days off, and to provide as much notice as possible when such is not possible.

Barrington Passage Pharmacy Ltd.

PREGNANCY AND PARENTAL LEAVE

Pertains to: Full-Time Employees

Date: January 2017

Policy:

NS LABOUR CODE

Pregnancy leave is an unpaid leave for pregnant employees. It can last up to 17 weeks. The employee can start the leave up to 16 weeks before the expected date of delivery. She must also take at least one week after the date of delivery.

Employees who have worked for an employer for at least one (1) year may qualify for this leave. An employer can require that an employee take an unpaid leave of absence if her pregnancy interferes with her work. There are times when the Human Rights Act or the employee's contract prevents this.

Under the NS Labour Standards Code parents are also entitled to take parental leave to care for their newborn or newly adopted children. This unpaid leave is up to 52 weeks and is available to every parent that qualifies for it. To qualify for the leave an employee must have worked for the employer for at least one year and must become a parent to the child as a result of its birth or adoption.

To Take Pregnancy or Parental Leave

The employee must give at least four weeks' notice of both the date on which the leave will start and, if the employee plans to return early, the planned date of return to work. If the employee cannot give four weeks' notice of leave because the baby is born early, because of a medical condition, or because of an unexpected adoption placement, then the employee must give as much notice as possible.

As the employer, we can ask for proof of entitlement for pregnancy or parental leave. This can include a certificate from a doctor or adoption worker.

If an employee is taking both pregnancy and parental leaves, she must take them one right after the other and not go back to work between the two leaves. In this case, she can take up to 52 weeks' total leave (17 pregnancy and 35 parental).

Pregnancy and Parental Leave Policy cont'd.../

If an employee is taking parental leave but not pregnancy leave, he can take up to 52 weeks' leave in the time after the child is born or arrives in the home. The employee loses this right if the leave is not taken within 52 weeks after the child arrives in the home. Employees who do not take pregnancy leave but who do take parental leave include natural fathers and adoptive mothers and fathers.

If a newly arrived child must go into hospital for more than one week, the employee can return to work and use the rest of the parental leave after the child comes out of hospital.

Company Policy:

During Pregnancy and Parental leave, employees can maintain entirely at their own expense the following benefits plans provided through the company:

Life Insurance; Medical; Dental; Vision; Short Term Disability; Long Term Disability.

Employee must provide postdated cheques to cover the entire cost (both their share and the employer's share) of the above benefits for the entire duration of their Pregnancy and Parental leave. Cheques are to be provided to the controller by the employee not later than the conclusion of the last day the employee works before beginning their Pregnancy and Parental leave. Each cheque should be for an amount equal to four (4) weeks, or two (2) pay periods of both the employer and employee share of the cost of the above benefits.

During Pregnancy and Parental leave all RRSP contributions (both employer and employee portions) are suspended effective the date of the last pay day before the employee begins their leave and cannot be resumed until the date of the first pay day following the employee's return to work on a regular basis.

Staff Discount is suspended during Pregnancy and Parental leave effective at the conclusion of the employee's last day worked before beginning their leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Charging privileges are suspended at the conclusion of the employee's last day worked before beginning their Pregnancy and Parental leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Barrington Passage Pharmacy Ltd.

GROUP BENEFITS

Pertains to: Eligible Employees

Date: January 2017

Policy:

Employees are eligible to receive Group Medical Benefits as outlined in their Policy (Health, Dental, Vision, Long-term Disability (LTD), AD&D, Life Insurance, Critical Illness and Prescription Medication).

Employees pay 100% of the Life Insurance, AD&D, LTD, as well as Dependents Life to ensure tax-free benefits.

This coverage will be effective after three (3) months of employment.

If above is declined, a "Letter of Refusal" is required.

This policy is subject to change at the discretion of the owners. Any major changes will be communicated in writing.

Any questions about the drug plan should be forwarded to the plan administrator at your site.

Barrington Passage Pharmacy Ltd.

STAFF SOCIAL FUND

Pertains to: All Employees

Date: January 2017

Policy:

The employees of & Barrington Passage Pharmacy Ltd. will maintain a Staff Social Fund which is administered by the employees themselves and is used to fund various employee social activities or events.

Examples of Staff Social Fund expenditures include the purchase of birthday cards and cakes; gifts for wedding showers or baby showers; parting gifts for departing employees; or the funding in whole or in part of social functions such as BBQs; boat rides; parties; etc.

The company, on behalf of the employees will deduct a small fixed amount from each employee's pay to support this fund which will be accounted for by the bookkeeper.

As of this date the amounts deducted from each bi-weekly pay are as follows: Full-time Employees \$1.00 and Part-time Employees \$0.50.

All money deducted in this manner, for this purpose, is turned over to the Staff Social Fund for use at the sole discretion of the employees. The company has no role in the management of the Staff Social Fund or in how any of it is disbursed.

Employees may request funds or inquire about fund balance at any point by filling out the Staff Social Fund Request/Inquiry form in the appendices of this document.

SNOW/STORM DAYS & POWER OUTAGES

Pertains to: All Employees

Date: January 2017

Policy:

To meet the commitments we have to our customers it is necessary to provide uninterrupted service, sometimes even in the face of adverse weather conditions and power outages.

As we also have a commitment to our employees to provide safe working conditions the following policy regarding inclement weather and power outages has been developed.

When storm conditions exist...

- If the store remains open, employees have the right to refuse to attend work. The company does not expect any employee to put themselves at risk.
- Employees who do not report for work may elect to claim the day off as a paid vacation or personal day.
- If management decides to close the store after it is open, all employees present will be paid for either the time they have worked or the three (3) hour minimum "call-in", whichever is greater.
- If management decides not to open the store, any scheduled employees may elect to claim the day off as a paid vacation day.
- If management decides to either not open, or to close the store after opening, scheduled staff may be sent home and contacted to come in at a later period once the storm subsides, even if it is after the end of their regularly scheduled shift.

Scheduled employees will be notified as soon as possible once any decision is made to either not open, or to close, or to re-open the store due to storm conditions.

Storm Days Policy cont'd.../

Barrington Passage Pharmacy Ltd.

Storm Day Procedure:

In the event of a storm, begin by contacting the store to see if people are on-site. If there is no answer at the store, try to contact the following people in priority sequence until you make contact with one of them (*Front Store Manager, Operations Manager, Owner*). You should always have access to home and/or cell phone numbers for the aforementioned individuals.

No one should call in the morning to book the entire day off. We expect an effort be made to get in and work **as much of** your scheduled shift as possible as soon as conditions will permit.

Power Outage Procedure:

In the case of a power outage after opening, the doors must be locked; the supervisor and staff must take a walk around the store and direct all customers to the front cash to complete their cash purchases and leave the store immediately thereafter.

A sign must be posted immediately at all entrances to the store informing customers of the situation.

A staff member must monitor the main entrance to the store and allow access to customers requiring prescriptions during the power outage.

All staff must stay on-site and wait for further direction from management.

Each store is equipped with an emergency power backup which will engage automatically within minutes of a power failure and will provide sufficient light and power to operate basic functions during a power outage.

- If management decides to close the store after it is open due to extended power failure, all employees present will be paid for either the time they have worked or the three (3) hour minimum "call-in", whichever is greater.
- If management decides not to open the store due to lack of power, any scheduled employees may elect to claim the day off as a paid vacation day.
- If management decides to either not open, or to close the store after opening, scheduled staff may be sent home and contacted to come in at a later period once power is restored, even if it is after the end of their regularly scheduled shift.

Scheduled employees will be notified as soon as possible once any decision is made to either not open, or to close, or to re-open the store due to power failures.

Barrington Passage Pharmacy Ltd.

DRESS CODE

Pertains to: Front Store Employees

Date: January 2017

Policy:

All employees are to wear their assigned uniform shirts, which will be provided as outlined below :

- Uniform shirts are to be worn with black or navy dress pants (not provided).
- If your uniform shirt becomes damaged or requires replacing, please speak to your Manager immediately.
- Dispensary staff are to wear appropriate lab coats and nametags.
- Please arrive at work wearing your uniform.
- Uniforms are to be pressed and kept clean for each shift.
- Jeans are not permitted to be worn at work (except on designated “casual days”).
- ALWAYS wear your nametag.
- Hair is to be kept tidy. No hats. For your safety, longer hair should be pulled back.
- All full-time employees will be provided with two uniform shirts annually.
- All part-time employees will be provided with one uniform shirt annually.
- Clogs, sandals or open toe shoes are not permitted to be worn at work by any employee for safety concerns.
- Tank tops are not permitted to be worn (*even on casual days*).

Appropriate dress or appearance will be at the discretion of the Management.

KITCHEN / STAFF ROOM

Pertains to: All Employees

Date: January 2017

Policy:

Kitchens / Staff Rooms are to be kept clean and tidy at all times.

All employees must wash any dishes or cutlery **they use** immediately after using them.
Do not leave for other staff members

Fridges are to be kept clean at all times. Do not leave food to spoil in the fridge.

Be careful to avoid spills. In the event you do spill something, please clean it up immediately. In the event you are unable to clean it up completely, please advise management immediately so appropriate action can be taken to prevent any permanent damage resulting from the spill.

Do not leave purses, lunch bags, knapsacks, coats, sweaters, or any other clothing lying around on tables or chairs. Please use closets, lockers, shelves or other storage areas provided for such things.

Employees should make every effort to keep eating areas clean and free of clutter at all times.

Barrington Passage Pharmacy Ltd.

PARKING

Pertains to: All Employees

Date: January 2017

Policy:

Due to limited parking space and our customers' needs, it is important that staff avoid parking in prime parking spaces such as in front of the building. There are designated parking areas for staff at both locations. Please be considerate of our customers.

Barrington Passage employees are to park as close to the road as possible, leaving parking spaces open in front of the store.

Barrington Passage Pharmacy Ltd.

STAFF MEETINGS

Pertains to: All Employees

Date: January 2017

Policy:

Staff meetings will be held on an as needed basis. A full staff meeting will be held annually.

Dispensary and Front Shop meetings may be scheduled as deemed appropriate by Management.

All employees will be paid for the actual scheduled meeting time.

ARRIVAL FOR SHIFT

Pertains to: All Employees

Date: January 2017

Policy:

All employees are required to arrive for their shift ten (10) minutes prior to their start time, and be at their workstation ready to work by their start time.

In instances where an employee is replacing another employee already at a work station, the employee is required to be at that work station five (5) minutes prior to their start time to facilitate a proper change over.

Employees should not clock in more than fifteen (15) minutes prior to the start of their shifts.

Employees should clock out promptly at the end of their shifts, and may not work past the scheduled end of their shift without prior approval from their supervisor.

Employees opening or closing a store should refer to the procedures specified for such occasions elsewhere in this handbook.

Absence or late-arrival to your job interferes with your work and affects the performance of others. If you are unable to come to work or are expecting to be late, notify your supervisor as soon as possible.

LEAVING DURING WORK HOURS

Pertains to: All Employees

Date: January 2017

Policy:

All employees are expected to remain at their designated stations/assigned responsibilities as scheduled unless the Store Owner or Supervisor has given them permission to leave their work station for store business.

If you must leave during your shift, it is required that you first seek permission of your Supervisor's discretion.

The presence on-site of dispensary staff – in particular the Pharmacist-On-Duty, is mandated by provincial pharmacy regulations unless there is a "Lock & Leave" dispensary.

STORE CLOSING PROCEDURES

Pertains to: All Employees

Date: January 2017

Policy:

All entrances must be locked promptly at the close of business- but not before the scheduled closing time.

The pharmacist on duty is responsible for ensuring that all entrance doors are properly locked, and that all lights are turned off.

For safety reasons two staff members should check doors in areas away from public view.

Only store employee should be present in the store upon closing.

All employees should leave the store together at time of closing.

For safety reasons, at least two employees, including a supervisor, must leave the store together after the alarm has been armed.

RESTRICTED AREAS

Pertains to: All Employees

Date: January 2017

Policy:

Only store employees are permitted behind checkout counters, dispensary counters in stock rooms, offices or other areas not generally open to the public.

Dispensaries are further restricted to specific dispensary staff such as pharmacists, pharmacy assistants and pharmacy technicians.

All other employees are to refrain from entering dispensaries except to pick up or deliver something or when requested by a pharmacy staff member to do so to provide assistance. Due to the highly confidential nature of the work completed in the dispensary as well as the need for concentration all staff are asked to respect this policy at all times.

CAREER DEVELOPMENT & TRAINING

Pertains to: All Employees

Date: January 2017

Policy:

You will have access to Pharmasave Atlantic and other professional continuing education opportunities to support and encourage your career development.

Requests for reimbursement of education programs will be managed on an individual basis and is at the discretion of the store owners.

MEAL AND BREAK PERIODS

Pertains to: All Employees

Date: January 2017

Policy:

Employees are entitled to breaks and meal periods as follows:

- scheduled shifts up to 5 hours in duration: one, paid 15 minute break
- scheduled shifts 6-7 hours in duration: one, unpaid 30 minute meal period
- scheduled shifts 7.5 hours or more in duration: one, paid 15 minute break and one 30 minute unpaid meal period

Allotted time for meal periods and breaks will be stipulated by the Supervisor and must be taken as scheduled. Any changes must be approved by the Supervisor.

All employees must sign out at the beginning and sign back in at the end of their breaks using the sheet provided for that purpose at the checkouts.

All employees must clock out at the beginning and clock back in at the end of their meal period using the time cards provided for that purpose.

All meals and breaks taken on site must be in the designated area of the store.

Employees may be required to interrupt their break and return to work to assist customers should the need arise. In such cases the employee should notify their supervisor who will ensure they receive the entire time allotted for their break.

Employees working a checkout should finish serving those customers already in line at their checkout before closing it. Employees late leaving for their break or meal as a result of helping a customer should notify their supervisor who will ensure they receive the entire time allotted for their break.

PERSONAL PHONE CALLS, TEXT MESSAGING & EMAILS

Applies to: All Employees

Date: January 2017

Policy:

Personal phone calls are to be kept to an absolute minimum during your shift. In the event that you need to make a personal phone call **(this includes your personal cell phone)**, please wait until your break to do so.

Cell phones and all other electronic audio or video systems and communication devices are not permitted on the sales floor or workspace. Personal emails and/or text messaging are not permitted during your shift. Do not use phones located on the floor or behind the cash for personal use except in the case of an emergency.

No personal e-mails are to be sent, or personal email accounts accessed during work hours or via Company computers. The only acceptable use of email is via the internal e-mail system to message another employee regarding a work issue.

In the dispensary, the use of e-mail and internet is to be confined to patient care issues.

The following may not be sent or distributed by any employee via e-mail under any circumstances:

- Confidential data relating to the business, customers or employees
- Written or pictorial discriminatory slurs, even in joke form
- Written or pictorial sexual harassment
- Distribution of copyrighted material
- Any written or pictorial data containing obscene, pornographic, violent or hate propaganda.
- All messages sent must be identified with the employees' name. Sending of anonymous or pseudonymous messages is forbidden.

Please also refer to the Internet Usage Policy regarding further information on Internet protocol.

Failure to adhere to this policy may result in disciplinary action, including termination of employment.

Barrington Passage Pharmacy Ltd.

INTERNET USAGE

Pertains to: All Employees

Date: January 2017

Policy:

The Internet facilities provided by Barrington Passage Pharmacy Ltd. are considered company property.

Access to the Internet via Company facilities is provided for and limited to bona fide Company business purposes. Internet usage for personal reasons is strictly prohibited.

Acceptable use of the Internet must be ethical and honest - with due respect for intellectual property, system security, and personal privacy and free of intimidation, harassment or unwanted annoyance.

Downloading of programs such as music to smart phones, etc. that is not relevant to company work activities is prohibited. No programs or downloads or other means of adding materials to the store computers is permitted unless directed by management. Use of instant messaging is prohibited except as provided for by Pharmasave for inter-store messaging for work purposes only.

Regardless of available encryption methods or other security, it should be assumed that the Internet is not adequately equipped to protect data that is considered highly sensitive, confidential, or personal. Dissemination of business or technical information of a sensitive, proprietary, or internal nature is not permitted without prior approval.

Failure to adhere to this policy may result in disciplinary action, including termination of employment.

USE OF THE PHARMASAVE NAME

Pertains to: All Employees

Date: January 2017

Policy:

Pharmasave and its related companies (collectively "Pharmasave") own numerous trade-marks including the registered trade-mark "Pharmasave" registered with the Canadian Intellectual Property Office as TMA 296109 which therefore dictates the usage of this property, as per the policy below.

POLICY:

Any employee of Pharmasave or individual is strictly prohibited from using the trademarks without seeking permission from the store Owner, Regional Office or National Office.

Furthermore, employees or individuals are also strictly prohibited from:

- using the Pharmasave name, Pharmasave logo, or version of the Pharmasave name or logo or any identifying marks or images through any media (which may include television, radio, print, direct mail or other) or on any electronic site (currently including internet websites, public or personal, social networks and in the future, such as **Facebook or You Tube**) or sites yet to be invented.
- posting or using images that relate to, or otherwise identify Pharmasave in any way, or the posting of images or video that depict the interior or exterior of any Pharmasave location.

If an employee is in doubt about the applicability of this policy, they should consult with a manager for appropriate guidance. Failure to comply with the terms and conditions of this policy will result in discipline which may include termination of employment.

Barrington Passage Pharmacy Ltd.

STAFF DISCOUNT

Pertains to: All Employees

Date: January 2017

Policy:

All employees become eligible for staff discount upon successful completion of their initial ninety (90) day probation period.

The cost-base staff discount is a privilege offered to our employees as a thank you for your good service to our business. We extend the discount to your family members who are under your immediate care and dependent on you for financial support.

When your children finish their education (even though they may still be living in your home), they are not eligible for this discount. Giving discounts to individuals not on this list is prohibited.

Part-Time student employees are only permitted the employee discount on personal use purchases.

The discount level is subject to change at the sole discretion of the company at any time without notice. Certain exceptions apply, and such exceptions are subject to change at the sole discretion of the company at any time without notice as well.

On those occasions where the "Sale" price of an item is lower than the employee's usual staff discount price, the employee will only be charged the lower "Sale" price.

Procedure:

All employee discount purchases must be made by the employees themselves. Immediate family members may make purchases on behalf of an employee only in case of extreme emergency when the employee is unable to get to the store themselves, and then only with advance notification by the employee to the supervisor on duty at the time of the purchase.

All staff purchases are to be rung in/charged at the cash immediately upon receipt of the item by another staff member with paperwork clearly attached (ie. sales receipt attached for carry-out items).

Employee Purchases & Staff Discount cont'd.../

Food items purchased by employees for consumption while at work must display the purchase receipt.

All employee purchases must be made while on break or outside their scheduled work hours.

Employees may not set aside merchandise for purchase at a later time. All merchandise must be paid for immediately and may be stored in a designated area thereafter.

All employee purchases charged to employee accounts in any given month may be deducted from the employee's pay if not paid within 60 days of charging.

Employees may not ring through family members.

All purchases made by employees using their employee discount are NOT eligible for the Pharmasave Brand Loyalty Card program and no stamps may be provided. Employees are not permitted to accumulate stamps on any Pharmasave Brand Loyalty Card for any purchases made using their employee discount.

Staff Discount is suspended during Pregnancy and Parental leave, and during Compassionate Care leave effective at the conclusion of the employee's last day worked before beginning their Pregnancy and Parental leave, or Compassionate Care leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Staff Discount is suspended during Sick Leave effective at the conclusion of the employee's sixth (6th) week off work on Sick leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Staff Discount is suspended during any leave covered by a Workers Compensation Board claim effective at the conclusion of the employee's last day worked before beginning their leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Charging privileges are suspended at the conclusion of the employee's last day worked before beginning ANY leave and cannot be reinstated until the employee's first day back to work on a regular basis.

Upon termination of employment, management reserves the right, and the employee agrees to allow management the right, to deduct from the employee's final pay the entire amount of any balance outstanding on the employee's account at that time.

Failure to adhere to this Policy could result in an individual employee's discount being revoked.

EMPLOYEE PURCHASES & AIR MILES TRANSACTIONS

Pertains to: All Employees

Date: January 2017

Policy:

Personal Transactions:

Employees are not permitted to ring in their own purchases, nor the purchases of family members; another staff member must perform the transactions.

You can receive Air Miles based on the purchase price you pay (the discount price not full retail value)

Personal Air Miles Transactions:

Employees may only credit Air Miles to the card presented to them by the customer, other than their own valid employee purchases (see procedure below).

Furthermore, employees are strictly prohibited from accepting Air Miles from the purchases of other employees or from customers who do not have an Air Miles card or customers who offer their Air Miles to the employee.

Crediting your own Air Miles account for any reason other than your own valid purchases is strictly prohibited, is considered theft, and may be terms for immediate dismissal.

Please refer to “Air Miles Issuance Guidelines” (next page) for complete AM protocol.

AIR MILES ISSUANCE GUIDELINES

Pertains to: All Employees

Date: January 2017

Policy:

Introduction:

The purpose of this document is to provide Owners, Managers and Staff with an overview of the proper use of AIR MILES® Reward Miles collector cards. As an AIR MILES® sponsor, the following guidelines apply to all Pharmasave locations in Atlantic Canada.

Air Miles Guidelines & Procedures:

- Ask all Pharmasave customers for an Air Miles card.
- Air Miles customers must produce an Air Miles collector card or provide an Air Miles collector card number at point of purchase.
- The Air Miles collector's card is swiped or scanned by the Pharmasave Employee as part of the customer's transaction.
- It is not permissible to store Air Miles collector's card numbers in a POS system, RX software or by written list.
- Air Miles reward miles for a valid transaction can be issued **only** to the cardholder (staff or customer) making the purchase.
- Pharmasave Employees may not accept reward miles offered to them by Air Miles collectors or swipe their own Air Miles card for any transaction other than their own valid purchase.
- Pharmasave Employees cannot issue reward miles to themselves and must follow the set cash-handling procedures for staff purchases.
- Pharmasave Employees must use or issue only current offers; employees are not permitted to issue reward miles from any past or expired promotions.
- Neither Pharmasave Atlantic nor Loyalty Management Group (Air Miles) endorse the collection of reward miles from customers for charitable donations unless otherwise organized by Pharmasave Atlantic or Loyalty Management Group.

Conclusion

With proper and consistent procedures in place for the AIR MILES® Reward Miles program at Pharmasave Atlantic we will continue to provide a strong loyalty program. If you have any questions or concerns regarding the above information or the AIR MILES® program in general, please contact Jeannine Massie at 902-468-7257 at the Pharmasave Atlantic office.

PROGRESSIVE DISCIPLINE

Pertains to: All Employees

Date: January 2017

Policy:

This Progressive Discipline Policy is written for the employees and management of **Barrington Passage Pharmacy Ltd.** This document outlines the steps of progressive discipline as it applies to each employee's responsibilities and the Code of Conduct.

It is to be noted that the Employer retains the right to proceed to any level of discipline depending on the seriousness of the offence and at the Employer's discretion move directly to termination.

Step 1: Verbal Warning

- Employee and Manager/Owner will meet to discuss the issue at hand, its consequences and a plan of action to correct the situation.
- This meeting will serve as an opportunity for both parties to discuss and identify means of support that may be relevant and/or available.

Step 2: Written Warning

- In the event of such things as a serious offence, recurring poor behaviour or circumstance (for which a verbal warning may/or may not have been issued) the Employee will receive a Written Warning of Discipline.
- If the Manager/Owner deems it appropriate, the Manager/Owner will meet with the Employee to identify what resources could be made available to assist the Employee in correcting the situation.
- At this time, the Employee should bring to the Manager's/Owner's attention any resources/training they believe would assist them.
- The Employee will be requested to sign the Written Warning.

Progressive Discipline Policy and Procedure cont'd.../

Barrington Passage Pharmacy Ltd.

Step 3: Final Warning

In the event of such things as a serious offence, poor behaviour or circumstance (for which a verbal or written warning may/or may not have been issued) the Employee will receive a Final Warning indicating that the next occurrence will be addressed with either suspension with or without pay, or termination without further notice, pay in lieu of notice or compensation of any kind.

Step 4: Suspension or Termination

In the event of such things as a serious offence, poor behaviour or circumstance (for which a verbal, written and/or final notice may or may not have been issued), the Employer will move to final discipline which would be either Suspension with or without pay or Termination without further notice, pay in lieu of notice or compensation of any kind.

In the event of Suspension with or without pay:

- 5 days prior to the end of the suspension, the Manager/Owner will attempt to provide the Employee with written notice reconfirming the date of return. At this time, the Employee will be requested to provide (as soon as possible) written intent to return to work as per the original return date.
- The Employee should note that failure to return to work three consecutive shifts after the agreed-upon return date without any kind of notice from a medical professional will be considered failure to report to work and will result in immediate dismissal.
- Upon return to work, the Manager/Owner will review the performance expectations and terms of employment with the Employee as soon as possible.

In the event of Termination:

The Employee will be asked to leave the premises immediately and will be paid for any hours worked and vacation accrued up to the point of termination.

Also note:

Complaints or allegations will not be taken as proof but as an indication of a problem. Prior to disciplinary action, the Manager/Owner will investigate if and/or when they deem it to be appropriate.

Barrington Passage Pharmacy Ltd.

COMPLAINT RESOLUTION

Pertains to: All Employees

Date: January 2017

Policy:

BARRINGTON PASSAGE PHARMACY is committed to providing employees with a positive and fair process to address or bring forth and to facilitate a resolution of workplace concerns as per the following:

Step 1: Informal Resolution

Whenever possible and appropriate, employees should attempt to resolve concerns about their work and work environment directly with the person or persons involved. Employees are encouraged to make every effort possible to resolve problems as soon as they arise in a cooperative and professional manner.

If an employee is unable to resolve a complaint directly with the person/s involved, he or she should discuss the issue with his or her supervisor. The supervisor will consider the employee's complaint and make all reasonable efforts to remedy the concern. If the supervisor is unable to resolve the issue to the satisfaction of the employee, that employee may file a formal complaint to the Owner using the Formal Complaint Form found in the Appendix of the Employee Handbook.

Please note: Any decisions impacting workflow, employee or customer relations in anyway must be reported in writing to the Owner or Manager for final review.

Step 2: Formal Resolution

If informal resolution of a complaint or concern is not successful or possible, an employee may file a formal complaint. All formal complaints must be in writing and must be signed by the employee submitting the complaint.

An employee filing a formal complaint must provide the completed form to his or her supervisor or store Owner. The Formal Complaint Form should be completed as soon as possible following the time that the situation arose, and must include as much detail as possible including specific dates, times and descriptions of the event/s.

Complaint Resolution Policy cont'd.../

Formal complaints will be dismissed or investigated at the sole discretion of the supervisor or store Owner.

Where a complaint is investigated, the employee who filed the complaint will be advised and will be permitted to provide relevant evidence.

In the case that employee or public safety may be compromised due to the nature of a complaint, interim measures will be put in place until the issue is substantiated or the situation is resolved. Such measures could include, but are not limited to, reassignment of responsibilities or schedule, or temporary suspension with pay.

In the event that disciplinary action must be taken as a result of a substantiated complaint or concern, the Progressive Discipline Procedure will be followed and is subject to the severity of the complaint or situation.

Every reasonable effort will be made to keep all formal complaints in the strictest of confidence. All involved employees are also required to keep the details of the situation confidential. Breach of confidentiality by an employee is terms for immediate dismissal with cause.

HARASSMENT AND DISCRIMINATION

Pertains to: All Employees

Date: January 2017

Policy:

BARRINGTON PASSAGE PHARMACY is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, owners and management expect that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

The policy relating to non-discrimination and anti-harassment, as well as sexual harassment applies to all applicants and employees, and prohibits harassment; discrimination and retaliation whether engage in by fellow employees, a supervisor or manager or by someone not directly connected to this company (eg. an outside vendor, consultant or customer.) Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

BARRINGTON PASSAGE PHARMACY prohibits retaliation against an individual who reports discrimination or harassment or participates in the investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action, including the possibility of termination with cause.

Harassment on the basis of any protected characteristic is strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, colour, religion, sex, sexual orientation, marital status, age, national origin, disability or any other protected characteristic as established by law, or that of his/her relatives, friends or associates, and that: has the purpose or effect of creating an intimidating, hostile, unpleasant, uncomfortable, or offensive working environment; has the purpose or effect of unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities.

Harassment and Discrimination Policy cont'd.../

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping, threatening or hostile acts, denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail.)

Sexual harassment constitutes discrimination and is unlawful and unacceptable conduct which undermines the integrity of the employment relationship. Sexual harassment will not be tolerated, whether such harassment is directed at fellow employees, or the general public.

Sexual harassment is defined as unwelcome and repeated sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature when one or more of the following conditions are met:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, or
- Submission to, or rejection of such conduct by an individual is used as the basis of employment decisions affecting such individuals, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, unpleasant, uncomfortable or offensive work environment, or
- Submission to, or rejection of such conduct by an individual is used as the basis for delivery to, or withholding of an agency's services from a client.

Sexual harassment may include a range of subtle and not so subtle behaviours and may involve individuals of the same or different gender. Depending on the circumstances, these behaviours may include, but are not limited to:

- Unwanted sexual advances or requests for sexual favours
- Subtle pressure for sexual activity
- Outright demand for sexual favours, accompanied by implied or overt promises of preferential treatment or threats concerning an individual's employment status
- Sexual jokes or innuendo
- Sex-oriented verbal teasing or abuse
- Commentary about an individual's body
- Leering or catcalls
- Physical contact such as patting, pinching, or constant brushing against another's body
- Insulting or obscene comments or gestures
- Display or circulation in the workplace of sexually suggestive objects or pictures (including through email)
- And other physical, verbal or visual conduct of a sexual nature

Sex-based harassment, that is, harassment not involving sexual activity or language (eg. Male Manager yells at female employees and not males) may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

Complaints of sexual harassment should be made in person or in writing using the Formal Complaint Form found in the Appendix section of the Employee Handbook.

Sexual harassment will be treated as wilful misconduct and may be the subject of disciplinary action as required, and may lead to termination with cause. Because of the differences in backgrounds, some individuals may find it difficult to recognize their own behaviour as sexual harassment. Moreover, some who are being harassed may not understand or appreciate their right to be protected from such behaviour. A good rule of thumb is, "If in doubt, don't."

This Company strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe is contrary to this policy or who have concerns about such matters should file their complaints with their immediate supervisor before the conduct becomes severe or pervasive. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing the matter to the attention of the Owner.

IMPORTANT NOTICE TO ALL EMPLOYEES:

Employees who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of the complaint procedure. An employee's failure to fulfill this obligation could affect his or her rights in pursuing legal action. Also, please note that some laws may establish specific periods for initiating a legal proceeding pursuant to those laws. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, this Company strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. This Company will make every effort to stop alleged harassment before it becomes pervasive or severe, but can only do so with the cooperation of its employees. The availability of this complaint procedure does not preclude individuals who believe that they are being subjected to harassing conduct from promptly advising the offender that his or her behaviour is unwelcome and requesting that it be stopped immediately.

Finally, this policy should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment. The law and the policies of this Company prohibit disparate treatment on the basis of sex or any other protected characteristics, with regard to terms, conditions, privileges and prerequisites of employment.

The prohibitions against harassment, discrimination and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

APPENDICES

Barrington Passage Pharmacy Ltd.

ACKNOWLEDGEMENT

This is to acknowledge that I have received a copy of the Employee Handbook as issued by Barrington Passage Pharmacy Ltd. I have read the Handbook and understand that this document outlines a number of my privileges and obligations as an employee of **BARRINGTON PASSAGE PHARMACY LTD.**

Since the information outlined in the Employee Handbook is subject to change, I understand and agree that such changes may be made by the company and I agree to observe all present and revised policies and procedures.

I further understand that 1) I am governed by the contents and conditions outlined in this Handbook, and 2) that it is my responsibility to familiarize myself with all policies, procedures and information and to ask any questions I have at this time and in the future.

Employee Name

Employee Signature

Employer Signature

Date

Barrington Passage Pharmacy Ltd.

Time Off Request

Please ensure you provide the required notice as outlined in the Vacation Policy.

Employee Name: _____

Position: _____

Location: _____

Total Number of Days _____ **OR** Hours _____ Requested

Start Date: _____ *(first day required off)*

End Date: _____ *(last day required off)*

OR:

Individual Date/s: _____

Employee Signature

Management Approval

Date Submitted

Date Approved

Barrington Passage Pharmacy Ltd.

MAINTAINING CONFIDENTIALITY A Memorandum of Understanding

BARRINGTON PASSAGE PHARMACY LTD.

As an employee of **BARRINGTON PASSAGE PHARMACY LTD.** I understand that I have access to and am aware of specific confidential information pertaining to the business operations of the above-mentioned Pharmasave store. I understand that this information is to be obtained and used for the purpose(s) of fulfilling my employment responsibilities only. I agree to keep all information relating to the business, the employees and customers confidential and used only in the manner noted.

Areas of confidentiality include (but may not be limited to) the following:

- Business and financial information/records
- Client / Customer Information
- Program information
- Staffing and other Human Resource information
- Supply, merchandising, vendor information specific to the Pharmasave program
- Strategic planning initiatives

I also understand that breach of confidentiality is terms for immediate dismissal with cause.

Employee

Signature

Date

Owner

Signature

Date

Barrington Passage Pharmacy Ltd.

Formal Complaint Form

(Please refer to the Complaint Resolution Policy/Procedure for further information.)

Explanation of Complaint: (include as much detail as possible, including dates, times, and witnesses.

Attach additional pages if required.

If applicable to the nature of the complaint/concern, what steps have already been taken to address this situation or issue? (Please use additional pages if required.)

I confirm that the information provided in this Formal Complaint Form is true to the best of my knowledge.

Employee Signature

Date

Received by (Supervisor / Owner)

Date

Anonymous complaints will not be accepted. All Formal Complaints must be signed by the employee submitting the complaint.