



Employee Orientation Guide







Welcome To the Unsworth Team!

As a new member of Unsworth Vineyards, you have been selected as the preferred candidate based on several specific criteria – your skills and experience represent important contributions to our success in providing the highest standard of wine knowledge and service, fresh local food, and passion for hospitality.

Congratulations!

In keeping with our commitment to helping you succeed in your new role; we have prepared this guide to help you understand Unsworth's core policies and expectations for your performance. We trust that you will find this guide to be useful.

Please study the following thoroughly. Any questions may be directed to your manager. We are confident that your work at Unsworth will be fun, exciting, and rewarding.

Once again, welcome to Unsworth Vineyards

Your Management Team

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Property Information & History

The Unsworth property is 33 acres in total with 12 acres of forest and 10 acres of vineyard. The property was originally owned by the Swan family and much of the surrounding properties still are. The original acres of vineyard were planted by Bill Mattison, who purchased the property from the Swans. Bill named the property Cobble Hill Vineyards. Tim & Colleen Turyk purchased the property from Bill in 2009, turning Bill's hobby vineyard into a fully functioning winery & vineyard open to the public as of September.

The Turyk Family

Tim Turyk has a long history of summers at Shawnigan Lake, and in the fall of 2009, Tim & Colleen became aware of a small vineyard and winery for sale in the nearby in the South Cowichan Valley. With a forty-year history in BC's fishing industry, Tim & Colleen felt ready for a new challenge and purchased the property.

Unsworth Vineyards is named in memory of Tim's mother Marjorie, who as a child summered at Shawnigan. Tim and Colleen settled on the name Unsworth, Marjorie's maiden name, to showcase their wine.

Chris Turyk – Director of Sales & Marketing, Tim & Colleen's son, has the WSET Diploma, is a Master of Wine student, a Certified Sommelier, Culinary Institute of America trained chef, has judged sommelier competitions and restaurant awards, and sits on multiple industry boards. He has an intimate understanding of the global wine industry and Unsworth, having spent considerable time in our vineyard and winery, and has provided, and will continue to provide valuable input to our vineyard and winemaking decisions.

Sarah and Anna are Tim and Colleen's daughters.

In 2018, then in his late 60s, Tim started quietly looking for a succession plan for Unsworth. Then in early 2019 Tim was introduced through Vancouver Sun wine writer Anthony Gismondi, to Barbara Banke, Owner and President of Jackson Family Wines. True to their mantra of exploring the next great coastal Pinot Noir and Chardonnay growing regions around the world, Barbara and Julia purchased Unsworth in June 2020. The Turyk family still runs Unsworth but have handed over the reigns of the financial pressures of running a growing business.

Unsworth Winery

The Unsworth Winery building was erected in the Summer of 2013.

The first winemaker here was Daniel Cosman. Our current winemaker, Dan Wright, came on board in the summer of 2016. Dan has an honours BSc in Biochemistry from University of Guelph and a post-graduate certificate in grape and wine technology from Brock University's Cool Climate Oenology & Viticulture Institute. He has worked several winemaking vintages in a wide variety of cool climate wine growing regions, including the Niagara Peninsula of Ontario, Orange of Australia, Marlborough, New Zealand, and the Willamette Valley of Oregon.

Dan on his winemaking style: "I aim to bring out the best of the vintage (season), the terroir (site/place), and the variety. What that looks like is to scrutinize every decision with careful attention to detail and slowly over time build a deep understanding of Cowichan Valley and Vancouver Island wines. Each year presents new challenges and nuances and so each year we adapt our approach, embracing vintage variation but always with eye (nose and tongue) for quality."

Unsworth is best known for its Pinot Noir.

The Restaurant at Unsworth Vineyards

The Restaurant at Unsworth Vineyards was formerly the original 1910 farmhouse. A couple years after the Turyk's purchased the property, the restaurant was renovated into what it is today with the patio being added on in 2018. Our restaurant has been open since 2012.

Chef, Dan Bain, born and raised on Vancouver Island, Dan started working in Cowichan Bay kitchens when he was 15. Though largely self-taught, Dan trained at Camosun Culinary School then honed his skills at restaurants in Victoria. Committed to inspiring his team and "always wanting to do better," Dan gets his inspiration from a combination of his culinary travels and Vancouver Island's bounty of seafood, meats, and farm-fresh ingredients.

Unsworth Vineyard

Six grape varieties are grown on the property, Pinot Gris, Pinot Noir, Chardonnay, Sauvignette (white), Labelle and Corivese.

Currently Unsworth sources the rest of the grapes used from 11 small, local growers. The vineyard team, lead by Viticulturist Felix Egerer, manage the vineyards of 4 of those growers totaling ~12 acres. Fruit from one grower in the Fraser Valley goes towards the BC VQA rosé. Other than the Fraser Valley grower and one grower on Thetis Island, the rest are on Vancouver Island, primarily in the Cowichan Valley.

Our Way of Doing Business

Unsworth Vineyard's success depends on our people. Unsworth can only prosper and provide opportunities for employment and growth when we continually improve ourselves and the work we perform. Further, we recognize that success is not only measured by sales, guest counts, and numbers alone. We are measured as much by *the way* in which we achieve our goals, as we are by the actual achievements themselves.

We believe that a strong work ethic and a commitment to uncompromising values and integrity should always guide our actions and decisions as we pursue our goals.

The following are the core values that form the foundation of how we measure ourselves and our success:

We believe:

- **In providing extraordinary experiences.** Our goal is to provide unique, genuine, and memorable experiences that our guests will tell others about.
- **In being positive and passionate.** There's no doubt that positivity and passion enhance not only guest interaction, but staff relationships as well.
- **That good isn't enough.** We always strive to "raise the bar" - to do things better and more efficiently, no matter how good we are.
- **In honesty and trust.** We work to build trust through every transaction and interaction. We recognize that honesty and trust form the bond that hold work teams and relationships together.
- **In the ongoing training and development of our people.** Training and development are important investments in the future of the company and helps people to build their capabilities and achieve success in performing their role.
- **That our continued success depends on teamwork.** Great guest experiences are best achieved when we all work together as a team. Helping and respecting each other means a shift from "me" to "we".
- **In being responsible to others and to ourselves.** We keep our commitments and take personal accountability and avoid blaming others when things don't turn out as planned.

About this Handbook

This handbook is designed to introduce and help you become familiar with Unsworth's policies, general guidelines on work rules, and other issues related to your employment. It's very important that you take the time to review all the information contained in it.

We have prepared this booklet in an easy-to-understand format; we want you to know how we do business, our business policies, what we expect of you, and how important you and every team member is in helping us take care of our guests and making this a fun and rewarding place to work.

To manage our business effectively, we need to maintain flexibility. There will be times when we need to enforce our policies in a different way for different situations. Doing so doesn't diminish the importance of our policies or the need for you to follow them. Unsworth reserves its right to change and update its policies from time to time, and when that happens, we'll let you know.

Section 1 - General Employment Policies and Practices

Hiring Documentation

Unsworth can only hire workers who are lawfully permitted to work in Canada. As required by law, new employees will be required at the time of hire to provide original documents that establish this authorization (such as a Work Permit) or valid Social Insurance Number, as well as a completed TD1 Personal Tax Credits form.

If at any time during an employee's employment, it is discovered that any documentation presented was invalid or fraudulent, their employment will be immediately terminated for cause.

Non-Discrimination in Employment

Unsworth operates its business in a diverse community, and as a responsible and law-abiding employer, we will not tolerate discrimination based on any prohibited grounds covered by BC employment and human rights legislation. Employment decisions undertaken in the hiring, promotion, compensation, training and discipline processes will be made for legitimate business reasons based upon qualifications and other factors, and upon which we are lawfully permitted to choose.

Probationary Period

Having been through our recruitment process, we selected you for employment because you impressed us with your potential to develop into a successful employee. However, we require the opportunity to begin your training, to better get to know you, to see how you work with your team members, and assess your overall ability to carry out your job responsibilities.

It's also important for you to get to know us, to become familiar with how we operate, and to find out if this job is a fit *for you*. Our 90-day probationary period allows both you and Unsworth this opportunity. In certain circumstances, your probationary period may be extended.

During the probationary period you will begin your training and be observed by management and team members, and your Manager will regularly review your progress and discuss your performance with you. If you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from the management team.

Training

To help you be successful in your job you will receive appropriate training, and you will not be expected to be on your own until you are ready. You will participate in training programs and receive training materials to help you perform your job to the highest standard. Your trainers are qualified to train for your position and to prepare each new employee for their role. We want to ensure that you're equipped to be a knowledgeable and productive member of our team.

Scheduling

Schedules are prepared to meet the work demands of the various departments. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted and each employee is responsible for checking their schedule and working their scheduled shifts.

Schedule changes may be allowed only if you find a suitable and equivalent replacement and get a Manager's approval. Please remember that even though we will always try to comply with your requests, there is no assurance or guarantee that you will be granted the requested time off.

Attendance and Punctuality

It is important that you come to work when scheduled, that you report to work on time, and that you avoid unnecessary absences. Tardiness or absence by one employee imposes an undue burden on the rest of the team. Here is a summary of what we expect in terms of your attendance and punctuality:

- In order to maximize our guests' experience, employees are carefully scheduled by shifts, and all employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week, unless their schedule has been altered by a Manager.
- Employees must be prepared to start work promptly at the beginning of their scheduled shift. We strongly suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to familiarize yourself with today's events.
- If you are going to be late or miss work, employees are expected to call and talk to a Manager at least 4 hours before they are scheduled to work. If you are "no-call, no-show" for three (3) or more consecutive shifts, we will consider you to have abandoned your position and resigned from your employment with Unsworth.
- Excessive absenteeism, unjustified absence and poor punctuality will not be tolerated. If your absenteeism or tardiness becomes excessive, your attendance/punctuality record will be reviewed with you by your supervisor. Your cooperation and willingness to improve your record is critical to a successful turnaround. If your unsatisfactory record does not improve, the likely result will be disciplinary action ranging from a warning to dismissal from your job.
- Prior to taking a leave of absence for purposes of vacation, personal or other leave, or other planned absence (e.g. for medical reasons), you should request the leave in writing, for approval by your Manager. In some cases, your request may need to be supported by a note from your care provider. Such requests should be submitted at least 4 weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency.
- Prior to returning to work from an illness or medical leave, we may ask you to provide a note from your care provider that authorizes your return to work. Any employee who fails to return to work at the expiration of a leave of absence will be deemed to have abandoned their job, unless Unsworth is notified of a satisfactory reason for not returning as scheduled.

Performance Reviews

It is our intention to ensure that all new employees will receive a performance review during and following their probationary period, and on a regular basis thereafter. The review process is intended to let you know how you're performing, to recognize and acknowledge your strengths and progress and to help guide you to work as effectively and productively as possible, including setting goals for any necessary improvements. The review also gives you the opportunity to share your thoughts with your manager about your work performance, and how we can support you in your role and growth as an employee.

Dress Code and Personal Appearance Policy

Outlined below are the descriptions of required dress for our Restaurant and Tasting room team members. If you have any questions regarding our dress code, please ask one of your management team. Production members will dress according to safety guidelines outlined by their manager.

Shoes

Comfortable footwear is imperative, closed-toe, cleanable, has non-slip non-scuff soles that permit walking safely on wet floors.

Dress

Please dress on the side of business casual attire that allows you to move freely and to handle daily tasks such as lifting cases of wine and general cleaning.

Appearance

Clean and well-groomed hair. Hair pulled back off the shoulder. Hair restraints must be neat and in good taste. Well-groomed hands, fingernails, and fingernail polish. Facial hair should be neat and well-trimmed.

Accessories

No cologne, perfume, or anything that has an overpowering scent including hand cream. No excessive make-up or jewelry. No earrings longer than 1 inch. No unauthorized buttons or other visible accessories can be worn.

Standards of Conduct

It is important for all employees to be fully aware of the rules which govern our conduct and behaviour. To work together as a team and maintain an orderly, productive and positive working environment, everyone must abide by these rules.

An employee involved in any misconduct (including, but not limited to the following examples) may subject themselves to disciplinary action up to and including immediate termination of employment:

1. Invalid Work Authorization, or supplying false or misleading information to the Company, including information you provided at the time of application for employment.
2. Not showing up for a shift without notifying the Manager on duty.
3. Signing another employee "in" or "out" on the 7Shifts time sheet or having another employee sign you either "in" or "out."
4. Leaving your job before the scheduled time without the permission of the Manager on duty.
5. Disorderly or indecent conduct, including the use of profane, foul or abusive language.
6. Gambling on Unsworth property.
7. Theft of guest, employee or Unsworth property including items found in Unsworth premises.
8. Theft, dishonesty or mishandling of Unsworth funds or inventory. Failure to adhere to cash, credit card, billing, receiving of deliveries and any other processing procedures. E.g. (a) Unauthorized taking of money, food or property from the Company or from a fellow employee; (b) Eating food that has not been paid for or giving out free food or drinks to anyone; (c) Failure to ring in a sale in its entirety.

9. Waste, misuse, unauthorized operation, vandalism, destruction, or damage to Unsworth property or equipment.
10. Permitting visitors in work areas after closing, without the consent of a Manager.
11. Refusal to follow instructions.
12. Failure to consistently perform required job responsibilities in a satisfactory manner.
13. Failure to abide by the Company's Food Safety and Sanitation procedures.
14. Use, distribution or possession of alcohol, cannabis, or drugs on Unsworth property, or being under the influence of these substances when reporting to work or during work hours (except in the case of drugs that have been prescribed by a licensed medical practitioner and which do not impair the worker's ability to carry out their duties in a safe and efficient manner).
15. Actions or threats of violence or abusive language directed toward a guest or another team member.
16. Habitual failure to sign in or out.
17. Disclosing confidential information including policies, procedures, recipes, manuals, or any propriety information to anyone outside the Restaurant.
18. Rude or improper behavior with guests, including the discussion of tips.
19. Taking an unauthorized break to use your personal phone.
20. Smoking or eating in unapproved areas or during unauthorized breaks.
21. Failure to comply with Unsworth personal dress, cleanliness, and grooming standards.
22. Failure to promptly report health & safety hazards, equipment defects, accidents, or injuries to management.

Alcohol and Cannabis Policy

With the legalizing of recreational Cannabis on October 17th, 2018, we are updating our policy regarding workplace use as well as public use of drugs, alcohol and cannabis on the Unsworth property.

Policy for Employees: This applies to Alcohol, Cannabis and all illegal Drugs, and aligns with WorkSafe BC Regulations.

In keeping with our commitment to provide a healthy and safe workplace for our employees, we maintain a zero-tolerance policy for the consumption of Alcohol, Cannabis, and all illegal Drugs, before reporting to work, during a work shift, or on-premises immediately following a work shift. Violations of this policy will result in disciplinary action, up to and including dismissal.

- Employees must not consume Alcohol, Cannabis, or illegal Drugs during working hours.
- Employees must not work if they are impaired.
- Employees must inform their supervisor if they are impaired.
- Employees must inform their supervisor if they feel a co-worker may be impaired.
- Supervisors must inform Management of violations of this policy.

[Note: Drugs that have been lawfully prescribed to an employee by a licensed medical practitioner and which do not impair the worker's ability to carry out their duties in a safe and efficient manner are excluded from this Policy].

In addition, employees, regardless of age, are prohibited by legislation from drinking on Unsworth premises during a work shift. Employees who are under the age of 19 are expressly prohibited from drinking alcohol on the premises at any time.

An employee who wishes to dine in the Restaurant must do so outside of the employee's shift and must change into different clothing from their restaurant uniform.

Policy for the General Public

Alcohol: As per LCLB Regulations.

- Samples, or alcohol purchased from Unsworth may be consumed in the designated areas, in the format and limits as per the particular area – Tasting Room, Picnic Area, Restaurant including deck and patio, and tour area.
- Alcohol purchased elsewhere may not be brought on to the property for consumption unless on a tour with an Unsworth employee.

Cannabis

- Prohibited use in any form on Unsworth property.

Illegal drugs

- Prohibited at all times.

Personal Phone Use during Working Hours

Personal phones may only be used before the start of your work shift, during your breaks, and after your work shift. In exceptional circumstances and with a Manager's approval, you may use your cell phone during your shift (e.g. if you have a family situation that requires you to be in contact).

Personal phones must be turned off while you are working, unless your supervisor has OK'd you to have it on temporarily for an extraordinary reason. Personal calls should be routed to voice mail so they don't disrupt the work environment. Please ensure that your friends and family are aware of this policy.

Unless permission is granted by your Manager, it is not permissible to take photographs or videos of Unsworth operations, guests, staff or Managers.

Smoking (including the use of electronic cigarettes or any Vapour-related devices) Smoking

is prohibited on the Unsworth premises.

Profanity

We strive to offer a professional and respectful environment for our guests and team members. Accordingly, the use of profanity has no place at Unsworth, and will not be tolerated.

Chewing Gum or Tobacco

The practice of chewing gum or tobacco is not permitted. If you feel the need to freshen your breath, we encourage the use of mints.

Reduction of Staff

While we hope that it will not be necessary, there may be times when we will have to lay off employees. Our decision with respect to who will be laid off and for how long will be based on operational needs. We will provide

you with a Record of Employment as required, so that you may apply for employment insurance benefits, if you are eligible.

If we call you to return to work from layoff and you do not return to work within five business days after being recalled, you will be considered to have resigned from your employment and you will not be entitled to any notice of termination or termination pay.

Unsworth Vineyards will notify in writing those employees who are to be laid off with two calendar weeks of advance notice (or more if possible) prior to the effective date of the layoff.

Notice of layoff does not apply if you are:

1. discharged for just cause;
2. a casual employee;
3. employed for a specific term or task under 12 months; 4. offered and then refused reasonable alternative work.

Resignation of Employment

You are requested to give a minimum two-week notice of your plans to leave Unsworth. This notice is important so that we have adequate time to hire and train a replacement to fill your position. Giving a minimum of two-week notice is a professional courtesy and assures that you are eligible for re-hire and/or a reference and will not have a “left without notice” in your employment file.

An employee who does not call or report to work for three (3) consecutive shifts will be considered to have resigned and abandoned their employment, and their employment will be terminated for cause.

Section 2 - Respectful Workplace Policy

Dealing with Unlawful Discrimination, Harassment, including Bullying

Purpose

The purpose of this policy is to clearly define Unsworth's expectations of all team members in terms of respectful behaviours, and the avoidance of those which are unlawfully discriminatory, harassing or bullying, whether intended or not.

Policy

In accordance with BC Human Rights and Occupational Health & Safety legislation, as well as Unsworth Vineyards policy, any unwelcome, inappropriate, offensive, or illegal conduct associated with unlawful discrimination, harassment or bullying must be strictly avoided, and will not be tolerated.

The preservation of a respectful workplace, and the prevention of unlawful discrimination, harassment and bullying is a shared responsibility – by Unsworth Ownership, Managers, and all staff.

Unsworth is committed to creating and sustaining a vibrant, healthy, safe, and caring environment, supportive of the dignity, respect and fair treatment of all team members. It should also be understood that this policy is intended to support those values, and not to constrain welcome and socially acceptable interaction at Unsworth.

Scope

This policy applies to all staff of Unsworth Vineyards.

Definitions

Unlawful Discrimination and Harassment. Unlawful Discrimination and Harassment occurs when one engages in a course of vexatious comment or conduct or directs attention towards another individual that are known, or that any reasonable person would know, to be unwelcome.

In the Province of British Columbia, it is unlawful to discriminate in the basis of Race, Colour, Ancestry, Place of origin, Religion, Marital Status, Family Status, Physical or mental disability, Gender, Sexual Orientation, Age (except for minors), or Criminal Conviction (in employment).

Unlawful Discrimination and Harassment includes, but is not limited to, the following:

- Verbal harassment such as derogatory comments, slurs, false accusations, or negative stereotyping.
- Physical harassment such as assault, impeding or blocking movement, or any physical interference with normal work or movement that is directed at an individual.
- Visual forms of harassment such as graphic materials, derogatory posters, calendars, magazine centerfolds, cartoons or drawings.

Unlawful Discrimination and Harassment occurs when:

- Someone tries, either directly or indirectly, to get you to do something that's not work-related that the average person would find to be offensive, unwelcome or inappropriate, but doing so (or not doing so) could affect your status, or the terms or conditions of your employment; or
- A person in authority makes decisions affecting your status or employment based on your participation in or rejection of activity or conduct that would be reasonably viewed to be offensive, unwelcome, or inappropriate; or
- Another person's (or persons') conduct has the purpose or effect of substantially interfering with your work performance or creating a hostile or offensive working environment.

Other Forms of Unlawful Discrimination and Harassment

Sexual Harassment. Sexual harassment is defined as any unwelcome sexual comment or conduct that intimidates, demeans, or offends an individual. Sexual harassment is an expression of power in a sexual manner. Examples of sexual harassment include:

- Physical or verbal abuse such as derogatory remarks, jokes, innuendoes or taunts that are gender based;
- Sexual advances, touching, requests for sexual favors and other verbal or physical conduct involving sex, including threats;
- Display of sexual offensive or pornographic material;

Sexual assault. (*This may be a criminal offense and subject to criminal prosecution as well*).

Racial or ethnic slurs, materials, jokes or comments including derogatory nicknames;

Ethnic or religious materials displayed in a degrading or derogatory manner;

Physical or verbal abuse including derogatory remarks, innuendoes, or taunts contrary to any of the forms of unlawful discrimination set out in the B.C. Human Rights Act.

Bullying. Bullying is another form of harassment, which includes inappropriate conduct or comments by a person towards a worker that the person knew or reasonably ought to have known not only to be unwelcome, *but that would cause the worker to be humiliated or intimidated.* Here are some examples:

- Abuse of authority; when a person in a position of authority interacts with subordinates using humiliation, intimidation, threats or coercion;
- Vandalizing personal belongings;
- Sabotaging work;
- Spreading malicious rumours;
- Humiliating initiation practices, including hazing rituals;
- Demeaning and hurtful attacks; • Aggressive / threatening gestures;
- Cyber-bullying.

What Unlawful Discrimination, Harassment and Bullying is NOT

While unlawful discrimination, harassment and bullying can occur (a) on Unsworth premises, or (b) during a Unsworth-related activity off Unsworth premises, or even (c) on-line, it does NOT include normal managerial activities or supervision, as long as these actions are performed in a lawful and respectful manner.

Examples of what would NOT be considered misconduct:

- Expressing differences of opinion or disagreement;
- Offering constructive feedback;
- Making a legitimate complaint about another worker's conduct;
- Reasonable management action, including decisions about:
 - Duties and work to be performed
 - Workloads and deadlines
 - Layoffs, transfers, promotions, and reorganizations
 - Work or learning instruction, supervision, or feedback
 - Work or learning evaluation
- Performance or attendance management • Discipline, suspensions, or termination.

Management Responsibilities:

Unsworth has an obligation to stop and prevent unlawful discrimination, harassment and bullying in the workplace. Managers are responsible for:

- striving to establish and maintain a work environment that is free from unlawful harassment;
- refusing to participate in or condone harassment;
- taking action as quickly as possible upon becoming aware of alleged harassment, whether or not a complaint has been filed;
- ensuring employees are aware of their rights and responsibilities under these guidelines;
- addressing and resolving informal complaints as soon as practicable;
- conducting formal investigations where warranted, that are thorough, procedurally fair, and impartial.

Steps for You to Follow:

If you believe that you are the target of unlawful discrimination, harassment or bullying:

- a. Where appropriate, bring the matter to the attention of the person responsible for the conduct. Tell that person that his/her behaviour is unwelcome and **ask him/her to stop**.
- b. Keep a written record of incidents including dates, times, locations, possible witnesses, what happened and your response(s).
- c. If you do not wish to bring the matter directly to the attention of the person responsible, or where such an approach is attempted and does not produce a satisfactory result, it may be helpful for you to approach a trusted co-worker to help you deal with the situation.

This policy cannot deal with every type of unfair, hurtful, or inappropriate conduct. Further, it is possible that your complaint may not meet the definition of unlawful discrimination, harassment, and bullying, however, this does not necessarily mean that your problem will be ignored. Usually, a solution can be found through such informal channels and that is always the preferable course of action.

Sometimes, harassment complaints arise from perceptions or misunderstandings, and proceeding informally as outlined above may identify this problem readily and produce a quick and simple resolution.

- d. If, however, a solution through informal reporting and follow-up cannot be achieved, you should **FORMALLY REPORT** allegations of unlawful discrimination, harassment and bullying to your Manager or, if not appropriate because the complaint concerns the Manager's alleged conduct, to the General Manager, or another senior Manager.

FORMAL reports must be in writing, supported by details of the allegation, occurrence date(s), time(s), and place(s), names of witnesses, and any supporting documentation such as e-mails, handwritten notes, photographs or other physical supporting evidence.

Unsworth Response to a Formal Complaint

When a formal complaint is received, the Management will investigate. All such complaints will be treated seriously by the Company and will be investigated as expediently as possible. To preserve the integrity of the process, we will strive to enlist up to 2 managers with no direct involvement in the complaint as part of the investigative review.

Manager(s) responsible for investigative review will acknowledge receipt of a formal complaint within 1 working day of receiving it, and the respondent will be formally notified of the complaint and its nature. It may be necessary for the Company to obtain legal or other professional advice, or to speak with one or more witnesses to properly investigate a formal complaint. A formal investigation may result in any of the following outcomes:

- a. The complaint is unsubstantiated. There is not sufficient evidence of harassment in which case no disciplinary action will be taken. The complaint will be dismissed and no record of it will be retained in the accused harasser's file once the incident is closed. If the complaint was evidently made in good faith, there will be no penalty to the person who complained, and no record in his/her file once the incident is closed.
- b. The complaint is substantiated. The employee will be subject to appropriate disciplinary measures by the Company, up to and including dismissal.
- c. The complaint is made in bad faith. When it is evident that a complaint has been made with no basis, and made deliberately and/or maliciously, the complainant will be subject to a range of disciplinary action up to and including dismissal. A person who makes a complaint in bad faith may also be required to make efforts to restore the reputation of the individual improperly accused of unlawful harassment.

The complainant and the alleged harasser will in all cases be informed of the decision. The complainant will be informed, in general terms only, of the nature of any sanctions imposed on a harasser. At the conclusion of the investigative process, either party may appeal the decision to the General Manager or another senior Manager.

An employee who believes that they have been subjected to harassment has the right to pursue the matter through the BC Human Rights Tribunal. Filing a complaint initiates a legal process that is like a court proceeding. The Company will fully cooperate with legal authorities in any such action. However, an employee may not 'double-stream' their complaint, resulting in parallel investigations.

Confidentiality

Knowledge of details of your complaint will be restricted to those persons necessary for the proper investigation of the complaint, and/or as required by law.

Retaliation

Attempted reprisals against anyone who has reported harassment / unlawful discrimination or assists in an investigation or has been the subject of an upheld complaint will not be tolerated. Retaliation in any form will attract potential disciplinary action up to and including termination of employment or expulsion from the Company.

Malicious or Trivial Complaints

As the goal of this policy is to protect all employees from unlawful discrimination, harassment, and bullying, if it is revealed that your complaint was malicious, trivial, frivolous or vexatious in nature, you may be subject to disciplinary action, up to and including termination of employment.

Section 3 - Payroll Procedures (including Holiday & Vacation Pay); Other Benefits

Payroll Administration

You are paid on a bi-weekly basis, every other Friday via direct debit. Your pay statement will be emailed and will indicate your gross earnings as well as deductions required by law. Federal and Provincial withholding taxes are authorized by you based on the information you provided to us on the TD-1 form. If you wish to have an explanation of your deductions or to change those in any way, please see your Manager or Supervisor.

As per Federal and Provincial law, the Company complies with court orders directing us to withhold payment of salary or wages associated with garnishments and/or tax demands. You will be notified of any legally authorized payroll deductions.

Change of Address

We ask that you report any address changes to your Manager or Supervisor as soon as possible. This will ensure that your record of employment and year end T-4 slip, will be mailed to the correct address.

Statutory Holidays

Due to the nature of the Company's business, you may be required to work on Statutory Holidays. Pay for work on a Statutory Holiday will be in accordance with the BC Employment Standards Act.

Vacations

Vacations are provided by Unsworth to enable employees to leave their work environment for a period of time and must be taken within the year in which they are earned.

All hourly employees with less than 5 years' service are entitled to 4% vacation pay calculated on their gross earnings. This amount increases to 6% after 5 years of service with Unsworth. Accrued vacation pay will be paid to the employee upon request on the next pay period. Any earned vacation pay remaining on the books at fiscal year-end will be paid out prior to fiscal year-end.

Employees must submit requests for vacation at least one month prior to the scheduled vacation date (unless the request is due to an unexpected situation). Vacation requests are to be submitted prior to taking vacation leave, and are approved on a first-come, first served basis. Efforts will be made to grant vacation time as requested, but business needs may require an employee to adjust his or her vacation time. At certain times of the year, staffing requirements for the tasting room may limit the number of staff approved for vacation leave.

***Employee Meals**

Employees receive a 50% discount off the regular price of food items during a scheduled shift. There will times, due to high volumes and timing that we are unable to do staff meals, so bringing in a snack is always a good idea. Meals can be purchased either before or after your shift, or on a scheduled break. This discount is for employees only and is not available or transferable to family or friends. Please be prepared to work at least three hours prior to taking a meal break. Breaks are to be organized by the manager. Employees will also receive a 20% discount when dining outside of work hours.

Section 4 - Health & Safety of our Employees

General Policy

Unsworth is committed to maintaining a safe workplace for all our employees. Safety is **everyone's** responsibility and is a regular, ongoing part of everyone's job. To achieve this, our Company has established and will maintain an occupational health and safety program designed to prevent injuries and disease.

As noted above, health and Safety at Unsworth is a shared responsibility:

Unsworth’s responsibilities include:

- Establishing the health and safety program;
- Conducting an annual review;
- Training managers and supervisors;
- Providing a safe and healthy work environment.

Managers’ and Supervisors’ responsibilities include:

- Orienting new workers, as well as ongoing training of workers;
- Conducting regular staff safety meetings;
- Performing inspections and investigations, and reporting any safety or health hazards;
- Ensuring unsafe acts and conditions are corrected.

Workers’ responsibilities include:

- Learning and following safe work procedures;
- Correcting hazards and/or reporting them to supervisors;
- Participating in inspections and investigations where applicable;
- Using personal protective equipment where required;
- Helping create a safe workplace by recommending ways to improve workplace health and safety.

Here are some basic guidelines and safety rules to always keep in mind:

- ☐ Wipe up all spills immediately, and place wet floor sign on wet surface immediately. Warn all team members that the floor surface is wet and slippery.
- ☐ Walk carefully – don’t run! - in hallways or in the kitchen. Even when it’s busy, pay attention.
- ☐ Wear non-slip soled shoes - they cost no more that standard shoes. Ask your Manager where to buy them.
- ☐ Report defective equipment or tools to a Manager immediately.
- ☐ Never operate equipment unless you have been trained how to use it properly.
- ☐ Pay special attention when using slicers. They are very sharp and move very fast.
- ☐ Wear nylon, no-cut gloves when cleaning slicers. If you don’t have a pair, see a Manager.
- ☐ Never try to catch a falling knife. Knives are easier to replace than fingers.
- ☐ Let people know when you’re carrying anything hot. Don’t be shy, yell out something like, “HOT STUFF COMING THROUGH.”
- ☐ Use proper lifting techniques. Never lift too much (i.e. over 45 lb). If you are uncomfortable, make two trips or ask someone for help. Remember to always bend at the knees, lift with your legs, not your back.

Food Safety and Sanitation

We are obsessed with sanitation and food safety! Due to the nature of the restaurant and winery business, it is ABSOLUTELY ESSENTIAL that EVERYONE follows safe food handling procedures.

This is one area of Unsworth where there is absolutely no compromise. NEVER take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our guests. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we ALWAYS follow and enforce:

- ☐ **Keep your hands washed.** Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing. If you use latex gloves, change them frequently.

- **Sanitize everything.** Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.
- **Prevent cross-contamination.** Cross-contamination occurs when raw meat encounters other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.
- **Keep food at the proper temperatures.** Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 4°C (40°F). Food that is cooking or in holding should always be above 60°C (140°F). Bacteria count on food grows rapidly between 45° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."
- **Store food correctly.** Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

Worker's Compensation

WorkSafe BC provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and during, their employment with the Restaurant. An employee who is injured on the job, regardless of the severity of the injury or illness, must:

- Immediately report the occurrence to the Manager on duty.
- The Manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.
- All necessary forms will need to be completed in a timely manner, and within all government guidelines.

Section 5 - Restaurant | Tasting Room Policies & Practices

Guest Service

Our Restaurant and Tasting Room exist only because of our guests, and in particular repeat guests who voluntarily choose to return here and spend their hard earned money in our establishment. Without these guests we don't have a restaurant or tasting room, they are the only reason we are all here. As a result, taking care of our guests is our highest priority, in fact a privilege, never an interruption. At Unsworth, the guest always comes first! Remember that Positive 'Word of Mouth' promoting, is a business's #1 marketing tool!

Guest Complaints

Nobody enjoys being the recipient of guest complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly, complaints can give us insights as to how to make our guest experience better. Demanding guests force us to be our best and resolving complaints satisfactorily can even increase guest loyalty IF they are handled properly.

When faced with a guest complaint:

- Don't get defensive and try to over explain or make excuses.
- Remove the offending item immediately.
- Sincerely apologize for the problem and tell the guest you will take care of the situation.
- Take care of the issue in a timely manner and treat it as a priority to win the guest's satisfaction.
- If you feel you need the assistance of a Manager, don't hesitate to ask. Often a Manager can de-escalate the situation more effectively, and without the emotion of being directly in the situation.

Do everything you can to let the guest know that we care, and that this isn't the kind of experience we want them to have, or leave with.

Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), Thanks for calling Unsworth Vineyards, how may I help you?"

Respond to any questions that you are certain of. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a Manager. Always thank the person for calling and ask the caller for their name when they ask to speak to a Manager.

Management / Employee Relations

Our Managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. Our Management staff are committed to treating all employees and guests of Unsworth Vineyards with respect.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner. To do this we need your help in bringing them to our attention. If you have such a problem, you should promptly talk to your Manager, taking into account the activity at that time. We want to understand and resolve issues brought to our attention. No problem is too small or insignificant and each issue will be given the appropriate attention and consideration.

Meetings

Staff meetings are held on occasion to assist every team member to have a good sense of “what’s going on” in the Company. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc.

Most meetings offer employees the opportunity to provide valuable feedback and provide constructive suggestions to enhance our working environment and the operation of the Company. Such meetings are treated as a shift and attendance is mandatory - only management-approved absences will be accepted. If a meeting occurs at a time, you are not scheduled for work, you will be paid for the time you attend.

Accidents and Emergency Situations

Report all accidents, no matter how minor they seem, to the Manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a Manager immediately.

Trained Managers and supervisors are responsible for administering CPR, choking procedures or appropriate first aid. When directed by your Manager, **call 911** for emergency services assistance.

Robbery or Other Criminal Activity

If you are ever involved in a robbery, **DO NOT RESIST**. Statistics show that people, who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow teammates and guests are our highest priority. Don’t be a hero, always cooperate fully and do not resist! For all serious incidents, **call 911** as soon as possible and only when it is safe to do so.

Fire Protection

All employees must know the specific location and operation of fire protection. The Restaurant is equipped with fire-extinguishing systems and Tasting Room and Winery have hand fire extinguishers. If the fire alarm sounds, inform guests that the building is being evacuated and assist them to the nearest fire exit and out of the building immediately.

Alcohol Serving Policy

As a business that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our guests and other members of the community’s safety, by educating our team members on responsible service and management of alcohol. We want our guests to enjoy alcoholic beverages in moderation, but if a guest shows signs of drinking too much, a manager should become informed immediately.

It is also required that all team members, 19 years of age and older, complete the Serving it Right certificate program. This is a mandatory BC self-directed study course that educates licensees, managers and servers about their legal responsibilities when serving alcohol.

Employees who serve guests, must abide by the Company's policies on alcoholic beverage service:

1. We will not knowingly allow anyone on our staff that is under the legal drinking age to serve, dispense or consume alcoholic beverages.
2. We will not serve alcoholic beverages to an intoxicated person.
3. We will not knowingly serve alcoholic beverages to a person under the legal drinking age of 19 years old. It is our policy to 'card' anyone who appears to be under 30 years old.
4. We will offer non-alcoholic alternatives such as soft drinks, etc.
5. In the event an alcohol-related incident occurs, the details are to be promptly communicated to the Manager on duty or Supervisor, who must document the incident, in detailed written format (including date, time, parties involved (and their contact information, if possible), and a full account of the incident) for potential investigation or follow-up. Records of such incidents are to be kept on file.

Proprietary & Confidential Information

It is illegal to steal, copy, communicate or transmit any current, or former employer's property, which includes confidential or proprietary information. Proprietary information includes information, a design, a process, a procedure, formulas, or recipes that have value and that the owners have taken measures to prevent from becoming generally available.

Our internal business practices, procedures and recipes are of great value to Unsworth. Employees are not to disclose any proprietary processes or recipes to any person, either during your employment or after you leave employment with Unsworth, unless specifically authorized by the Owners or Management.

Unsworth reserves its right to pursue legal action against anyone who violates this policy.

Solicitation

Employees – Employee focus on the job at hand and the guests they are serving is priority number one. Unless specifically authorized by the Manager, there should be no solicitation of any goods or services or distribution of literature of any kind by any employee. In addition, employees are not allowed to purchase items from guests while they are working. Any employee who violates any part of this policy will be subject to counseling and/or disciplinary action up to and including dismissal.

Non-Employees – Unless specifically authorized by the Manager, non-employees are prohibited from soliciting any goods (except for fresh food products to the Kitchen) or services or distributing literature at all times anywhere on Unsworth property. Subject to the exception noted above, non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area's public use, and only during posted hours of operation.

