



WELCOME - ORIENTATION

COMPANY LOGO/NAME



LAND ACKNOWLEDGEMENT

Customize this slide based on the traditional territory(ies) on which you conduct business

Examples could include:

We respectfully acknowledge that the location and work of [Company] takes place on the traditional, unceded territories of the [enter Nation]. We honour our ongoing relationships with Indigenous Peoples and Nations around BC, and we commit to continuing to work together.

We respectfully acknowledge that the location and work of [Company] takes place on the unceded, ancestral, and traditional territory of the [enter Nation name] Nation. We pay respect to those Nations and are grateful to live, work, travel and play on these lands and waters.

We respectfully acknowledge that the location and work of [Company] takes place on the traditional, unceded territories of the [enter Nation] and that our work also occurs on the lands of Indigenous Nations throughout the province. We pay respect to those Nations and are grateful to live, work, travel and play on these lands and waters.



COMPANY OVERVIEW





COMPANY HISTORY



COMPANY MISSION, VISION, VALUES

Mission

Vision

Values



ORGANIZATIONAL CHART



COMPANY DETAILS



COMPANY PROGRAMS, INITIATIVES

COMPANY PERKS & BENEFITS

We offer health and wellness programs such as

- access to Employee Assistance Programs (EAP) or Employee Family Assistance Programs (EFAP) from everyone's first day of work regardless of employee classification or length of tenure.
- flexible breaks to attend to fitness classes, mental wellness initiatives, and varied life situations such as pet or child commitments
- complimentary tours or use of equipment, gym membership or fitness equipment reimbursements
- We are at the beginning stages of implementing diversity and inclusion initiatives to further support underrepresented groups

KEY EMPLOYEE POLICIES

Overview of Policies

- Hours of work
- Getting Paid
- Statutory Holidays
- Sick days and leaves of absence
- Uniform & Appearance
- Email/Internet use/Social Media
- Guests/Visitors
- Performance Management – coaching and performance review process
- Respect in the Workplace including Equity, diversity & inclusion (EDI)
- Health & Safety incl. Workplace Harassment, Discrimination, Bullying and Violence Prevention



KEY EMPLOYEE POLICIES

Overview of Policies

KEY POLICIES

Respect in the Workplace

As our brand ambassadors, all employees contribute to creating a culture of respect. Our employees are dedicated professionals who show integrity and respect that contributes to an inclusive workplace. Where incidents arise, it is further expected that every employee is committed in good faith to resolving issues through respectful and timely conversations.

[COMPANY] has zero tolerance for illegal, fraudulent, unethical, discriminatory, and dishonest behaviour including serious negligence in the performance of work duties.

(A) Equity, Diversity, and Inclusion (EDI)

[COMPANY] is committed to creating and maintaining an inclusive workplace that welcomes, respects, and values diverse backgrounds, viewpoints, and abilities, and supports every employee to actively engage in the workplace. We lead with respect, listen, and learn from our employees. All employees are welcomed to bring their authentic selves to work and to voice their concerns without fear of retribution.

KEY POLICIES

Respect in the Workplace cont...

- (B) Progressive Discipline
- (C) Conflict of Interest
- (D) Confidentiality
- (E) Complaint Process incl. Whistleblower if applicable

TAKING A CLOSER LOOK - WHAT IS EDI?



Equity

is understanding that not everyone starts from the same place. Different barriers must be removed so people have the same opportunities.



Diversity

is the variety of people, experiences and ideas. Some types of diversity are: race, ethnicity, age, gender, sexual orientation, religious beliefs, economic status, physical abilities, life experiences, and personal perspectives.



Inclusion

is embracing and respecting diversity so everyone feels valued and able to contribute to their fullest potential.



WHAT EDI MEANS TO US

For example: "At [business], we strive to bring equity, diversity, and inclusion into all that we do. We lead with respect, listen, and learn from our employees. We welcome employees to voice their concerns without fear of retribution."

For example: "At [business], it is our vision to cultivate excellent guest relations. To do this, we welcome guests from all backgrounds and strive to approach all interactions with mutual respect, cultural humility, and a curiosity to learn how we can improve our services."

HOW WE MODEL EDI

Some examples could include:

- We use inclusive language
- We do the work to uncover our own personal biases (***link with any training initiatives you have undertaken***)
- We work in partnership with equity-deserving communities, doing more listening than speaking
- We do not tolerate hate of any kind (***link with your OH&S Respect in the Workplace or Discrimination/Harassment prevention policies***)
- We abide by our promises and hold ourselves accountable
- We set EDI goals (***share what they are***)
- We are curious about learning new ways to improve on our EDI journey and are willing to grow, make mistakes and accept criticism
- We are transparent about our work
- We respect the life experiences of all people and strive to make them feel welcome
- We aim for progress, not perfection

BENEFITS OF BEING MORE EQUITABLE, DIVERSE, AND INCLUSIVE

Why we are committed to this process:

- Better workplace culture
- Increased employee well-being
- Employees have good rapport
- Employees stay longer and want to be more productive
- Increase in innovation in employees
- Guests feel welcomed and will want to return
- Business grows and sales increase
- Increase in innovation

And...it's the right thing to do!

KEY POLICIES

Occupational Health & Safety

Example:

[Company] strives to provide a healthy and safe environment for its workers, supervisors, managers, and guests. We value the well-being of our employees and believe that all individuals should be treated with dignity and respect.

To achieve this, [Company Name] has established a Health and Safety Program and is committed to maintaining and improving it as necessary. Workplace health and safety is a shared responsibility and therefore, we will collectively work together to see the success of this program.

KEY POLICIES

Occupational Health & Safety Policy Statements

We believe that all incidents are preventable, so our goal is **ZERO** incidents. Active participation at all levels will ensure that our goal can be achieved.

<Company> is dedicated to providing proper and relevant employee training, job-specific safe work practices, personal protective equipment, operation and maintenance procedures, and safety guidelines that focus awareness on reducing the risk of incidents in all activities.

<Company>, contractors, and all working individuals, are responsible for complying with all health and safety standards and regulations, including the Workers Compensation Act and the OHS Regulation governed through WorkSafeBC.

<Company> is committed to safe and sustainable practices in all aspects of our operations and therefore will review and update our safety program on a yearly basis to adapt to industry changes, trends and requirements.

WHAT HEALTH & SAFETY MEANS TO US

Occupational Health & Safety Program Components

- Add in program components *i.e.* do you have a Joint Occupational Health & Safety Committee or job hazard assessments
- Add in general info. about where/when additional department and/or position-specific OH&S training will take place



WHAT HEALTH & SAFETY MEANS TO US - COMMUNICATION

Occupational Health & Safety Program

KEY POLICIES

Occupational Health & Safety - Workplace Harassment, Discrimination, Bullying and Violence Prevention

[COMPANY] is committed to providing a safe, healthy, equitable, and respectful workplace free from harassment (including discriminatory and sexual harassment), discrimination, bullying, and violence. Harassment, discrimination, bullying or violence, in any manner or form, is expressly prohibited by the Company.

Ongoing training

- As part of our commitment to continuous improvement, [Company] offers initial and annual training in this area

KEY POLICIES

Occupational Health & Safety - Workplace Harassment, Discrimination, Bullying and Violence Prevention

- Scope
- Definitions (what Workplace Harassment and Bullying is and is not, Discriminatory Harassment, Sexual Harassment, Discrimination, Microaggression, Workplace Violence)
- Responsibilities and Obligations
- Procedure – incl. informal and formal possible avenues
- No reprisal/retaliation

HEALTH & SAFETY

- We value the well-being of our employees and believe that all individuals should be treated with dignity and respect.
- We are committed to fostering a workplace culture that encourages and celebrates collaboration, well-life balance, and diversity and inclusion.
- We do this by offering health and wellness programs such as gym memberships, along with flexible breaks to attend fitness classes. We have also implemented diversity and inclusion initiatives to support underrepresented groups.

WORKPLACE TOUR

- Take employees on a general tour around the workplace to familiarize them
- Introduce team members
- Highlight important employee and guest areas, what happens in those areas, how to access, etc.



GREAT SERVICE



WELCOME TO THE TEAM!

Questions?

Contact: