

Sangster's provides its employees with many benefits to improve your quality of life and protect you and your families. This section describes the benefits that **Sangster's** offers and defines who is eligible for each program.

PROCEDURES:

1. Employment Classifications

- a. **Regular Full-Time:** You are considered to be a Regular Full-Time employee after having satisfactorily completed the Training Period (including the Nutritional Consultant Course and Certified Product Advisor Course), and if your normal work schedule calls for at least thirty-two (32) hours per week on a continuing basis. Under these circumstances, you are entitled to all benefits available to regular full-time employees as described elsewhere in this Manual.
- b. **Part-Time:** You are considered to be a Part-Time employee after having satisfactorily completed the Training Period (including the Nutritional Consultant Course & Certified Product Advisor Course), and if you work from fifteen (15) to thirty-one (31) hours per week on a regular basis. Under these circumstances, you are entitled to all benefits available to part-time employees as described elsewhere in this Manual.
- c. **Per Diem:** If you come to work only when called to do so, you are considered a Per Diem Employee and are not entitled to benefits.
- d. **Temporary:** If you are hired for a specific assignment or for a specific period of time not to exceed three (3) calendar months, with the understanding that your employment may end at the completion of the assignment or period of time, you are considered a Temporary Employee and are entitled to limited benefits.

2. Benefit Plans

The Company's benefits plan includes the following categories. The details of some of these plans may change from year to year, and every effort is made to clearly communicate all updates. For current information on any of the company plans, please request a brochure from Head Office.

Section 2: Employee Benefits Employment Classifications

Policy No. 2.01

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Benefit	Who Is Eligible	Waiting Period
Medical insurance	Full-Time and Part-Time	3 calendar months
Dental insurance	Full-Time and Part-Time	3 calendar months
Employee discount	Full-Time and Part-Time (see below)	Immediately
Paid vacations	Full-Time and Part-Time	3 calendar months
Direct paycheck deposit	Full-Time and Part-Time	Immediately
Education Assistance Program	Full-time only	90 calendar days

Temporary employees are eligible for a 15% employee discount on purchases. (See Section 2.13 for guidelines.)

When employees leave **Sangster's** employment, either by resignation or termination, and are rehired at a later date, they may be reinstated to their original hire date if they have been gone from **Sangster's** 3 months or less.

Sangster's reserves the right to alter benefits and/or contributions upon notice.

Section 2: Employee Benefits

Direct Deposit

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Sangster's offers employees the convenience of having pay cheques directly deposited into one of several local banks. On payday, the employee receives an earnings statement showing his or her gross salary, taxes and all other deductions, and net pay. The net pay is deposited directly into the employee's account on payday.

To initiate direct deposit of your pay cheque, you must submit a voided personal cheque from the account into which you would like your pay cheque deposited.

A. Salesperson 100 Gold Star Circle Paradise, CA 95210	0100 10
Pay to the order of	\$ <input type="text"/>
VOID	
Success Bank 2000 Wealth Ave. Paradise, CA 90210	VOID
For	

Submit your voided cheque to the Manager who will forward it to the Payroll Department. You will then be informed of the deposit date of your first directly deposited pay cheque.

Sangster's is pleased to offer its regular full-time and regular part-time employees with a very comprehensive group insurance program. Enrollment in this insurance plan will not be automatic. Eligible employees may enroll in individual plans by completing enrollment forms.

The following summaries of insurance plans are intended as basic outlines of the coverage offered. Employees are asked to consult their plan documents for more detailed descriptions.

PROCEDURES:

1. Group Health Insurance Plan

- a. As a regular full-time or regular part-time employee, you are eligible to participate through ENCON Group Inc..
- b. Special brochures outlining your coverage will be made available to you upon request.

2. Eligibility

- a. All regular full-time employees and regular part-time employees are eligible to participate in the health/dental plans offered by Sangster's working a minimum of 20 hours per week and a resident of Canada.
- b. Coverage for all interested employees begins the first of the month following 3 months of employment. Employees may be asked to complete forms indicating their interest in plan participation during their third month of employment.
- c. Employees enrolling in a medical/dental plan may also include all *eligible dependents*. Eligible dependents include your spouse, unless legally divorced, and your unmarried dependent children until age 21; or age 26 if the child is a full-time student.
- d. Employees must enroll themselves and all eligible dependents within 31 days of becoming eligible. Eligible employees and dependents whom do not enroll during the time of eligibility will be subject to a health review, which must be approved by the carrier. The insurance carrier will make all final decisions of insurability.

- e. Health plan benefits will cease on the earliest of the date you terminate employment; the date you cease to be eligible due to retirement, death, leave of absence, age limitation, change in classification, etc.; or the termination date of the Group Policy.

3. Premium Cost

- a. **Sangster's** pays a significant portion of your group insurance coverage, with your portion, representing 50% of the premium, being deducted from your pay cheque on your written authorization.
- b. The premium costs are split between pay cheques and is taken on a pre-tax basis.
- c. Employee contributions to premiums may be changed upon written notice.

4. Benefit Summaries

a. Basic Life Insurance:

You are eligible for \$25,000.00 of Basic Life Insurance. Your benefit reduces by 50% at age 65. Coverage terminates on the date you attain age 70 or retirement, whichever is earlier, and as outlined in your package. Dependent Life Insurance if applicable for both spouse and each child as well as an optional Life Insurance is in addition to not in lieu of, Basic Life and/or Dependent Life Insurance.

b. Medical Insurance Plan:

Extended Health Care Benefits

Reimbursement	100%
Maximum	Unlimited unless defined otherwise
Coverage Terminates	At the earlier of retirement or age 70

Prescription Drug Benefits

Reimbursement	80%
Maximum	\$1000 per person per calendar year
Coverage Terminates	At the earlier of retirement or age 70

Hospital Accommodation Benefits

Reimbursement	100% - Semi-private
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Section 2: Employee Benefits Health and Dental Insurance

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Coverage Terminates

At the earlier of retirement or age 70

Emergency Travel Assistance

Reimbursement

100%

Maximum

\$1,000,000 per person/calendar yr

Out of Province Referral Services

\$50,000 per person/calendar yr

Coverage Terminates

At the earlier of retirement or age 70

c. Dental Insurance:

Basic and Major

Reimbursement:

Basic:

80%

Major:

50%

Annual Combined Maximum

\$1,500 per person/yr

Coverage Terminates

At the earlier of retirement or age 70

Sangster's reserves the right to change or reduce benefits upon notice.

Sangster's recognizes certain days of religious and historic importance as holidays and is happy to provide its employees with time off or additional pay in accordance with special eligibility rules.

PROCEDURES:

1. Sangster's Observed Holidays

- a. Two (2) paid holidays are provided to all of **Sangster's** regular full-time and regular part-time employees. The stores are normally closed on these days:

New Years Day (January 1)

Christmas Day (December 25)

- b. **Sangster's** does not observe the following holidays. The stores are normally open on these days:

Good Friday

Victoria Day

Canada Day

Labour Day

Thanksgiving Day

Remembrance Day

Boxing Day

When the store is open on these holidays, employees who are scheduled to work in our stores shall be paid their regular hourly wage plus their provincial statutory pay if applicable.

- c. Announcement of any changes to the observed holiday schedule for the upcoming year will be made in January of the New Year and distributed by the Head Office.

2. Eligibility

- a. To be eligible for holiday pay, regular full-time and part-time employees must have been continuously employed by **Sangster's** for at least thirty (30) days.

3. Holidays During Vacations

- a. When a holiday occurs during an authorized paid vacation period, the employee is eligible for an additional day or shall receive holiday pay.

4. Religious Holidays

- a. Sangster's will make every reasonable accommodation in approving time off for an employee's observance of a religious holiday not observed as a holiday by Sangster's.
- b. Religious holidays are not considered official holidays. Employees will not receive provincial statutory pay for these days.

5. Absences Occurring Before or After a Holiday

- a. Employees are expected to work the scheduled day before and after any holiday.
- b. Employees who are absent on a scheduled day before or after a holiday, without justification, shall not receive holiday pay.
- c. An employee who is ill or injured may be asked to provide verification from a physician.
- d. If a holiday falls on a Saturday or Sunday, a compensating vacation day off may be approved at the convenience of the company and only with prior authorization of the Store Manager/Franchisee.

6. Holidays Occurring During Leaves of Absences

- a. Employees who are on unpaid leaves of absences will not be paid for any holidays occurring during the leave.

Sangster's believes that its employees will benefit from scheduled time off to enjoy relaxation and recreation and to return to work rejuvenated. In order to provide for such time off without any concern for salary continuation, **Sangster's** has provided a very competitive vacation policy as a benefit to its loyal and hardworking employees.

PROCEDURES:

1. Eligibility

- a. All regular full-time and regular part-time employees are eligible to receive vacation benefits as per Canadian employment policies.
- b. An employee's eligibility to use accrued vacation is based on the employee's anniversary date and subject to the Manager/Franchisees' approval.

2. Vacation Accruals

- a. Eligible employees accrue vacation credit for each full month (calendar days) of service in which the employee is actively in **Sangster's** employment and in a paid status.
- b. Vacation days will not be earned in any month in which the employee is on a leave of absence.
- c. Employees will accrue paid vacation as follows:

Length of Employment	Days of Vacation
Six months of continuous service as of June 30 or December 31.	4% of vacation able earnings (BC, AB, MB, ON, QC, NB, NS, PE, NF, YT, NT, NU) 3/52 of vacation-able earnings (SK)
Five years of continuous service as of December 31 (with the exception of NB which is eight years and SK which is ten years and NF which is fifteen years)	6% of vacation able earnings (BC, AB, MB, QC, NB, NF, NT, NU) 4/52 of vacation able earnings (SK)

Examples:

- i. An employee who makes \$10.00/hour and works a 40 hour week on a regular basis at 4% will accrue the following estimated amount in one year: \$832.00 which equals an estimated 10 days
- ii. An employee who makes \$10.00/hour and works a 40 hour week on a regular basis at 3/52 will accrue the following estimated amount in one year: \$1200.16 which equals an estimated 15 days

3. Vacation Scheduling

- a. Each Store Manager/Franchisee has the responsibility to see that vacations do not disrupt the operation of the store. All vacations must be scheduled and taken only with the Store Manager's/Franchisee's approval. Requested vacation days must be submitted in letter form 6 weeks in advance.
- b. Vacations are discouraged during the major sales campaigns or during quarterly and the year-end inventory.
- c. Vacations may be taken in a single continuous period or in separate weeks. Vacations may not be taken in less than one-week time frames.
- d. No more than two weeks may be taken at one time.
- e. If any conflicts in scheduling should arise, they shall first be resolved with regard to *when* the written request was made, and if this cannot satisfy the conflict, they shall be resolved in favor of the employee with the most seniority.
- f. Sangster's recognizes that occasionally some employees may be prohibited from utilizing their scheduled vacation time due to pressing store business. In these cases, special arrangements for taking such vacation will be made and cleared with the Store Manager/Franchisee in order to preserve accumulation rights.

4. Vacation Exceptions / Adjustments

- a. Pay in lieu of vacation may not be granted for any reason except upon termination.

- b. Employees may request pay in advance of any vacation lasting one (1) or more weeks by asking the Store Manager/Franchisee prior to one pay period in advance of the vacation. The pay will be issued on the payday preceding the vacation.
- c. When a statutory holiday falls within an employee's vacation, that additional time will be granted.

5. Vacation Pay Upon Termination

- a. In cases of termination, eligible employees will receive payment for all earned, unused vacation in their final pay cheque.
- b. If terminating employees have taken vacation prior to earning it, an appropriate deduction for the unearned vacation taken will be made from their final pay cheque.

6. Re-Employment

- a. Any employee who has left the employment of **Sangster's** and who has been gone for more than one year will begin as a new employee with respect to the vacation accrual schedule.
- b. Any employee who has left the employment of **Sangster's** in good standing and who has been gone less than one year is eligible to be rehired with preserved seniority as it relates to vacation accrual.

Section 2: Employee Benefits Educational Assistance Program

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Sangster's is interested in helping its employees continuously develop and grow with the company to achieve their professional goals.

In this regard, **Sangster's** has established a policy for its regular full-time employees to obtain additional education or training and shall reimburse all or part of the employee's costs for tuition and books upon the successful completion of the course/work.

PROCEDURES:

- a. **Sangster's** is making available to each of its regular full-time employees a tuition refund program for approved courses.
- b. To be eligible, an employee must have an above-average merit rating with **Sangster's** and must be employed by **Sangster's** a minimum of 1 year.
- c. Approved courses are defined as:
 - Those containing subject matter required to increase competencies and knowledge in their present jobs and to prepare for future advancement within the company.
 - Only courses offered by accredited educational organizations, which include: special short programs, such as seminars, correspondence courses and programmed instructional courses.
- d. Courses approved for educational assistance shall be eligible for reimbursement of the following:

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SCHEDULE OF REIMBURSABLE EXPENSES

Approved Course	Expenses	Amount Reimbursed
Single Formal course	Tuition	50%
	Textbooks	None
	Mileage and Meals	None
Correspondence Schools	Tuition	50%
	Written Instructional Materials (Manuals that are an integral part of course)	50%
	Textbooks	None
	Equipment	None
Programmed Instructional Courses	Tuition	50%
	Written Instructional Materials	50%
	Textbooks	None
	Equipment	None
Miscellaneous Training Aids	Manuals	50%
	Periodicals	None
	Textbooks	None

- e. Prior to an employee registering for a course, he/she should complete an Application for Educational Assistance Form. This form will ask for details about the course, including a copy of the catalog description. It must be submitted and approved by the employee's Manager/Franchisee at least one month prior to the commencement of the course.
- f. Employees will submit to **Sangster's** the catalog description and syllabus to provide evidence that the course will improve existing job skills and knowledge and/or aid in acquiring the competence standards required for promotional positions.

- g. Course work qualifying for educational assistance shall be determined on an individual basis in advance of the employee's enrollment. This determination shall be at the option of, as well as in the best interests of **Sangster's**.
- h. Reimbursement for tuition based on the above schedule shall be made if the following eligibility and procedural requirements are met:
 - Employee submits evidence of earning a passing grade for the course, which shall mean a 70% or better.
 - All adequate receipts are submitted to his or her Manager/Franchisee.
- j. Participation in this plan is solely on a voluntary basis and is not a condition of employment.
- k. Employees understand that taking any course must not interfere with the needs of daily operations or present a scheduling problem for others at **Sangster's**.

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Sangster's

APPLICATION FOR EDUCATIONAL ASSISTANCE

Name:		Social Security Number:	
Job Position:	Employment Date:	Salary Status: Exempt Nonexempt	
Name and Address Of Accredited Educational Organization/School:			
List courses. Provide your Manager/Franchisee with a copy of the catalog description of each of the courses listed below:			
Briefly describe reasons for taking these courses. How will it improve your present skills and knowledge? How will it prepare you for future advancement with Sangster's?			
# of Credits:	Present Academic Standings: Undergraduate Graduate Other	Work Schedule While attending classes: _____ hours/week	
Date Course Begins:	Completions Date:	Tuition: \$	Manuals: \$ Other Fees: \$

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Total Reimbursable:

I am requesting approval and applying for reimbursement of tuition and manuals for the course(s) desired. I understand that, upon completion of the course(s) with a grade of 70% or better, I will be reimbursed an amount equal to that represented in the Reimbursement Schedule as stated in the Educational Assistance Program Policy of our company. I also understand that my work performance and the operation of the store must not be impaired as a result of my being engaged in these extra curricular activities.

Employee Signature _____

Date _____

Manager Approval _____

Date _____

Franchisee's Approval _____

Date _____

Sangster's wants to provide its customers with efficient and outstanding service. Accomplishing this objective means its employees report to work regularly and promptly. All employees at **Sangster's** are expected to adhere strictly to their work schedules and to arrive at the store ready and willing to perform to the best of their abilities.

Sangster's also recognizes and appreciates that from time to time employees will be unable to report to work as scheduled, due to personal or other sick leave conditions. In this regard, **Sangster's** may offer, to its regular full-time and part-time employees who meet all eligibility requirements, paid sick leave based on individual circumstances under which absence becomes necessary.

Employees absent from work due to illness, injury, and doctor or dental appointments may be eligible for paid sick leave during the absence. Sick pay is accrued and available for these purposes only. It is not earned as a form of compensation or vacation.

PROCEDURES:

1. Waiting Period

- a. All regular full-time and part-time employees, after completing one (1) year of continuous employment, may be eligible for paid sick leave benefits.
- b. Sick leave benefits may not be taken by employees during the Waiting Period.

2. Sick Leave Accrual

- a. All regular full-time and part-time employees will begin to accrue sick pay time on their first day after the waiting period.
- b. Sick pay accrues and is paid at the employee's regular rate of pay.
- c. Sick pay for regular full-time employees is accrued at the rate of one-half day per two months for a maximum of three days per calendar year.
- d. Sick pay for regular part-time employees is accrued at the rate of one-third day per two months for a maximum of two days per calendar year.
- e. Any accumulated sick pay is forfeited on December 31, and there will be no advance on a future year's sick leave time.
- f. Any accumulated sick pay is forfeited when an employee terminates employment with **Sangster's**.

- g. Any employee on a leave of absence will accrue sick pay hours for the time that he or she is on paid time off, not to exceed thirty (30) days.

3. Eligibility Requirements

- a. Sick pay is to be used only in the following situations:
 - Personal illness or injury preventing the employee from working.
 - Doctor's appointment
- b. To be eligible for sick pay, employees must:
 - Notify the Store Manager/Franchisee at least two hours before the scheduled work shift.
 - State the reason for the absence.
 - Have the absence approved by the Store Manager/Franchisee.
 - Keep the Store Manager/Franchisee informed of conditions during the absence, including requested medical verifications.
- c. Employees absent for five or more consecutive days are required to provide written releases from their doctors. This release must authorize the employee's return to work, as well as confirming that the employee was unable to work during the absence.
- d. Employees who use all of their paid sick leave will be required to use accrued vacation time. Subsequently, they will be on unpaid leave.
- e. Employees who are unable to return to work after twelve weeks will be terminated from active service and placed on a preferred hiring list. **Sangster's will attempt to hold open all employees' jobs for a reasonable length of time. However, it is not possible to guarantee that the same position will still be open and available.**
- f. Employees paid any Workers' Compensation benefits will have amounts equal to those benefits deducted from their sick leave pay.
- g. Paid and unpaid time off due to illness/injury should be recorded on all time cards.

4. Ineligible Situations

- a. Sick pay will not be provided to employees as an extension of vacation or holiday time. Employees who become ill or injured the day prior to, during or the day

after a holiday or vacation will be required to submit a doctor's certification of the illness or injury and sick pay will be granted at the managers/franchisees discretion.

- b. Sick pay may not be utilized to stay home and care for family members. Available vacation time may be used only if approved by the Store Manager/Franchisee.
- c. Employees who are excessively absent from their jobs are subject to disciplinary action, including termination.
- d. Sick leave pay is to be used only for legitimate illness or injury. It is not meant for extra vacation or unauthorized absence. If Sangster's determines that any employee has misused or abused paid sick leave, that employee may be subject to discipline, including termination.
- e. Terminated employees are not eligible to receive accrued, unused sick time pay.

Sangster's pays substantial dollars to the unemployment benefits reserve account. These contributions constitute a fund from which payment is made to those employees who have lost their employment through no fault of their own and are unable to find work. **Sangster's** has no reason to dispute or reject any claims for benefits to those individuals who are eligible. However, if **Sangster's** finds an individual filing an unemployment claim to which he or she is not entitled the company will contest the claim.

PROCEDURES

1. General Policies and Procedures

- a. The law provides income for all employees who are laid off or terminated by the company, through no fault of their own.
- b. Unemployment benefits are administered by your Provincial Government.
- c. Qualification for unemployment benefits depends on the reason for unemployment.
- d. Eligibility and the amount of benefits you may receive are specified by Provincial law.

2. Training Periods

- a. **Sangster's** establishes training periods for new employees. This time frame is established as a matter of policy to determine whether or not a new hire will become a satisfactory employee. It should be viewed as part of the hiring process.
- b. If within the established training period it is determined after appropriate corrective action has been taken that an employee's performance is unacceptable, that employee will be terminated immediately.

3. General Employment Policies

- a. It is **Sangster's** desire to reduce the number of successful unemployment claims. In this regard, Store Managers/Franchisees are expected to follow all established policies and procedures related to **Sangster's** good and fair employment policies.
- b. Employees who are terminated for misconduct or who voluntarily quit without good cause are barred from collecting unemployment benefits until they re-qualify to receive benefits.

All employees of **Sangster's** are covered by Workers' Compensation, as required by law. It is paid for entirely by **Sangster's** and provides benefits for employees who suffer personal injury due to accidents arising out of their employment with **Sangster's**. The reporting requirements and benefit levels are regulated by each individual Worker's Compensation Board.

PROCEDURES:

1. Mandatory Requirements

- a. Workers' Compensation covers all employees during the time they are on the job.
- b. Covered injuries and illnesses may be physical or mental and specific or cumulative.
- c. An injury is considered job-related when it arises out of employment and when it happens during the course of employment. A job that is an active or positive factor in the injury most likely falls under Workers' Compensation.
- d. The activity that caused the injury also must be one which is required by the employer.

2. Denial of Workers' Compensation Benefits

Injuries **not** covered by Workers' Compensation include those where the employee:

- a. Was intoxicated by alcohol or drugs.
- b. Was in the process of committing a felony (and has been convicted).
- c. Was participating in a social or recreational activity off-duty which was not directly related to his/her work.
- d. Was commuting to or from work unless doing so under the direct control/orders of the company.
- e. Caused the injury intentionally or committed suicide.
- f. Was "horsing around" or fighting on the job.

3. Reporting Requirements

- a. Any employee suffering an injury or illness which is work-related is responsible for *immediately* reporting that illness or injury -- no matter how minor -- to the Store Manager/Franchisee.
- b. Once the incident has been reported, the Store Manager/Franchisee shall complete an Accident or Illness report and forward that report to WCB within 24 hours of the occurrence.
- c. If any injury requires emergency medical care, it will be provided immediately.
- d. Sangster's will attempt to reach the person designated by the employee as the emergency contact from information shown on his or her employment papers.
- e. The Manager/Franchisee will question the employee as well as others who may have information concerning the cause and particulars surrounding the injury or illness.

4. Request for Leave

- a. Any employee whose job-related injury or illness will prevent him or her from reporting to work within one week following the initial incident should contact the Manager/Franchisee during the first week of the absence.
- b. Disability and Workers' Compensation leave may be granted for situations in which there is a physician's written statement that a leave of absence is required.
- c. The physician's statement must provide adequate details acceptable to Sangster's regarding the nature of the disability and the anticipated length of absence from work.
- d. Sangster's may, at its discretion, require another medical opinion by an appointed physician at the company's expense. Sangster's also reserves the right to deny benefits where there is insufficient evidence that the illness/injury arose out of or occurred in the course of employment.
- e. Absences due to work-related injury or illness shall be charged to earned sick time first, then to earned vacation time if the employee wishes.

5. Returning to Work

- a. Upon expiration of a disability or workers' compensation leave and prior to returning to work, the employee must obtain a physician's release.
- b. Failure to obtain a physician's release may delay company authorization to return to work.
- c. **Sangster's** has the option for another medical release to be required from an appointed physician at the company's expense.

6. Safety and Accident Prevention

- a. The Safety Rules of **Sangster's** are designed with the specific purpose of reducing, minimizing and avoiding injury, suffering and time away from the job.

7. Questionable Liabilities

If **Sangster's** does deny a Workers' Compensation claim:

- a. The employee may contest the decision in accordance with the provisions of the local workers' compensation laws.
- b. Managers and staff are not obligated to make any commitments or statements pertaining to **Sangster's** liability concerning an employee's injury or illness.
- c. Employees desiring information about the company's position on the liability claim will be informed only that **Sangster's** is conducting an investigation.

Under certain circumstances, regular full-time and regular part-time employees may be granted an unpaid extended leave of absence. Except in specific leave of absence situations where reinstatement to the same or a substantially similar position may be required by law, **Sangster's**, is under *no obligation* to reinstate an employee who has been granted an extended leave of absence. Granting the extended leave of absence, however, does imply that efforts will be made to reinstate the employee involved.

For purposes of this Policy, an extended leave of absence shall be defined as an excused absence, without pay, going beyond ten consecutive working days. Any absence involving paid time off shall not be considered a leave of absence.

PROCEDURES:

1. General

The following policies and procedures cover all types of extended leaves of absences.

- a. All employees who want to take an extended leave of absence from their jobs should discuss their eligibility for the particular type of leave with the store Franchisee/Manager.
- b. All eligible employees should complete a Leave of Absence Form and forward it to the store Franchisee/Manager.
- c. Approval of any leave, except pregnancy or Workers' Compensation-related, shall depend upon the following considerations:
 - Reason for the request.
 - Convenience to the company.
 - Reinstatement possibility upon return.
 - Employee's performance record.
 - Employee's length of service.
 - Length of time requested.
 - Number of previous leaves.
- d. Whenever possible, an employee returning from an extended leave of absence will be reinstated with **Sangster's** using the following guidelines:
 - Prior position, if available, except where required by law.
 - An equivalent position for which the employee is qualified, if available.
 - A lesser position for which the employee is qualified, if available.

- Any employee refusing an offer of reinstatement or failing to return from a leave as scheduled will be considered as voluntarily resigning his or her employment with Sangster's.
- e. Employees must contact the store Franchisee/Manager directly by phone at least two weeks or fourteen (14) working days prior to the return date to verify their intentions of returning to work.
- f. Employees who are on extended leave of absence will not receive their employee discounts.
- g. Employees do not lose credit for years of service resulting from an extended leave of absence.

2. Personal Leave

- a. Personal leave of absence may be available only to employees who have completed one year of continuous employment with Sangster's.
- b. Personal leave must be kept to a minimum period, normally not to exceed six (6) weeks, and may be granted according to considerations listed under 1(c) of this section.
- c. Accrued vacation benefits must be used before beginning a personal leave of absence.
- d. Written request must be made at least fourteen days in advance.

3. Medical Leave

- a. Medical leave of absence (unpaid) may be granted for a bona fide illness, injury or disability. Total medical leave, including extensions, may not normally exceed ninety (90) calendar days including any paid time portion of the leave. Paid time may include any earned vacation or sick pay.
- b. Sangster's may require employees to provide a physician's statement at the time of granting or extending the leave, or upon the request for an employee's return from any medical leave.
- c. Any and all employees who fail or refuse to produce a physician's statement may be denied the leave request or return to work request.

- d. Employees may apply for Provincial Insurance to supplement any short-term illness or injury.
- e. Employees may choose to utilize any of their earned and unused vacation or sick days, either to be paid in full-time daily equivalents or supplements to Provincial Insurance payments. Payments will be issued on the normal paydays and may be mailed to the employee upon request. Requests must be made prior to the end of the pay period in which payments are due. Leave of absence forms may be used, and evidence of Provincial Insurance approval must be provided.
- f. Employees may request a medical leave due to one's own illness, or due to the illness of one's spouse, child, mother, father or any relative who is a member of the employee's household.

4. Military Leave

- a. Employees who enter the Canadian Armed Forces or are called for active service or military training will be granted a leave of absence according to the existing provincial and federal laws.
- b. All employees concluding their military leave shall be returned to the position they held prior to entry into the military service and shall be assigned a pay rate the employees would have received had they not entered the service.
- c. Reservists ordered to initial active duty for training for not less than twelve (12) consecutive weeks, or reservists ordered to active duty for not more than ninety (90) days may be entitled to re-employment rights if they re-apply within thirty-one (31) days following release from duty, or within one year after discharge from hospitalization.
- e. Paid time off is not accrued during any unpaid portion of the leave.
- f. In all cases of military leave requiring employees to be absent from work, these employees must notify the Franchisee/Manager of the dates for duty at least four weeks in advance or when orders have been received. A copy of these orders must be shown to the Franchisee/Manager.
- g. If any employee is eligible for more than one week of paid vacation, he or she may choose to take the vacation leave instead of time off without pay.

5. Maternity Leave

- a. Sangster's will reasonably accommodate a pregnant employee by providing a maternity leave of absence according to provincial labour laws up to a period of twelve (12) months.
- b. All pregnant employees are entitled to an additional leave of absence for a temporary disability resulting from pregnancy, childbirth or a related medical condition.
- c. The duration of an additional leave of absence will be determined by the employee's physician and any other medical consultants.
- d. Sangster's may require a physician's statement at the time of granting the leave, extending the leave, or approving the employee's return from a maternity leave.
- e. Employees returning from maternity leave will be returned to their same job or a job of like status and pay.
- f. There may be portions of a maternity leave which qualify an employee for Provincial Insurance. Employees are encouraged to consult their physicians.

6. Affect of Leaves on Employee Status

- a. Length of Employment: After an employee returns from an extended leave of absence, his or her total length of continuous employment is computed as though the employee had not been on the leave of absence.
- b. Holiday Pay: An employee on an extended unpaid leave is not paid for any holidays occurring during the leave.
- c. Vacations: An employee on an extended leave of absence will accrue vacation hours for the time that he or she is on paid time off, not to exceed thirty (30) days.
- d. Sick Pay: An employee on a leave of absence will accrue sick pay hours for the time that he or she is on paid time off, not to exceed 30 days as of Provincial labour laws.

Sangster's

REQUEST FOR AUTHORIZED LEAVE OF ABSENCE

Employee's Name: _____ Location: _____

I HEREBY APPLY FOR A LEAVE OF ABSENCE FOR THE FOLLOWING

REASONS:

For the Dates: (from) _____ (to) _____

My address while on leave will be:

Address: _____

City: _____ Prov. _____ Postal: _____

My telephone number will be: _____

(Area Code)

Phone Number

CONDITIONS:

I UNDERSTAND THAT eligibility for a leave does not guarantee that one will be granted except in cases where required by law. Leaves are granted on the basis of the reason for the leave, the convenience to the company, the length of service, the employee's performance rating and the number and frequency of leaves requested and previously taken.

I AGREE TO NOTIFY the company no later than _____, which is 10 days before the expiration date shown above if I am unable to return to work at the end of this leave. This notification must be in writing to be valid.

I UNDERSTAND THAT I will be considered to have resigned voluntarily if I do not return to work at the expiration of my leave or on the expiration date of an extension, if such an extension is requested and approved.

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Extended Leave of Absence**

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Upon return from this leave, **Sangster's** will offer the same or a similar type of position if available except in situations where reinstatement is required by law.

I understand the conditions stated for a leave of absence and pending approval of this request, I agree to the above.

Employee's Signature

Date

Manager's Signature

Date

Franchisee's Signature

Date

FOR OFFICE ONLY:

Type of Leave:

Personal _____

Medical _____

Military _____

Other _____

Franchisee/Manager Signature

Date

1. All employees who feel they should be considered for paid bereavement leave should write a request and present it to their Manager/Franchisee. This request should include the details of the situation and the number of days required.
2. The Franchisee/Manager shall make a recommendation for paid leave, unpaid leave, accumulated paid sick leave or authorized accrued vacation leave.
3. Employees who suffer a death in the immediate family will be granted up to three (3) days' paid leave of absence to handle the necessary family details and to attend the funeral.
4. Any employees who are notified of a death in their immediate family while at work, and leave early, shall be paid for the hours not worked. These hours shall count toward the three (3) days' paid leave of absence.
5. Employees may extend their bereavement leave by utilizing up to three (3) additional days of vacation pay, when available and approved in advance. If all accrued vacation pay has been exhausted, the employee may take up to an additional three (3) days leave, unpaid.
6. Employees may serve as pallbearers when requested without loss of straight-time pay on the day of the funeral and only for the time necessary to perform this function.
7. Pay in lieu of taking bereavement time off is not permitted.
8. Bereavement leave must occur at the time of the family member's death. Requests for leave after some time has passed will be denied.

It is **Sangster's** policy to encourage all of its employees in the performance of their civic responsibilities. In this regard, the company asks and encourages all employees to fulfill their civic duties and to serve as jurors when summoned.

PROCEDURES:

- a. All employees are required to notify their Franchisee/Manager promptly upon receipt of a jury summons and subsequent notice that they have been selected to serve.
- b. Upon receiving a jury notice, all employees are required to inform their Franchisee/Manager of the dates they will be serving as jurors.
- c. Proof of such notice is to be submitted prior to serving on the jury and will be given to the Franchisee/Manager for retention in your personnel file.
- d. **Sangster's** will allow all employees to retain any moneys given to them by the court system, including any mileage reimbursements.
- e. Employees are expected to report for jury duty every day as instructed.
- f. All employees are expected to return to work in the following circumstances:
 - Early court recesses.
 - Failure of the court to adjourn as scheduled.
- g. While **Sangster's** feels it is everyone's civic duty to serve as a juror, there may be compelling business reasons where a particular employee's extended absence would have a negative impact on the business' operations. In these circumstances, **Sangster's** may find it necessary to request that an employee be excused from jury duty. The Manager/Franchisee will write a letter to the court clerk outlining these reasons and request the assignment is postponed.

When staff wants to purchase an item, either a Manager/Franchisee or another staff member should be present and signed by the employee. Any product leaving the premises without being logged on a notation somewhere will result in termination. A guideline to follow for employee discounts which encourages them to use the products they are selling but also for staff retention and recruitment purposes.

40% off of all supplements, body care, fitness
20% off of equipment & food (bulk, frozen, fresh, packaged)

Stores that don't give discounts have a higher rate of staff theft. Keep this simple retail rule in mind:

20% will Usually steal
20% will Never steal
60% will steal if given the opportunity

You will be able to keep track of staff purchases by having the receipt with the staff name and discount stapled to your daily sales report. This way you will know if your staff uses the products.

Staff is not allowed to enter their own purchases into the system.

If staff is not purchasing their products from you the Franchisee, ask yourself why? Either they are stealing from you OR they don't believe in the products OR they are getting a better discount on products from your competitor. Your best customers should be your employees.

