

Who we are

Riverside Lobster International Inc. has been a well-known live lobster exporter worldwide since the mid 1990's and is located in Meteghan River, Nova Scotia, Canada. We are situated on the shores of the Atlantic Ocean, more specifically known as St. Mary's Bay. This area is very well known for its black, hard shell, quality live lobster (*homarus americanus*) which is why it is sought after worldwide. At Riverside Lobster International Inc. we recognize that our future is measured by the success of our customers; therefore, we take great pride in providing our customers with a top quality product.

In a market that is always changing and to provide our customers with more product choices, we purchased another facility in 2009. We are proud to say we can now supply our customers with frozen cooked lobster meat, whole cooked lobster and frozen raw lobster tails. As you can see, we are always looking for ways to expand in the seafood industry and provide our customers with superior, quality product.

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Employee Handbook



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Overview of our Products

Live Lobster



Harvested from the cold, pristine waters of St. Mary’s Bay, in Western Nova Scotia, Riverside’s live lobster is well known for its black, hard shell and fully-meated characteristics.

Frozen Lobster Meat



Riverside’s lobster meat comes chef ready and allows for quick and easy preparation. We have a broad range of formats and blends that can include claw, knuckle, tail, and leg meat, based on customer needs.

Frozen Lobster Tails



Riverside’s delicious, frozen raw lobster tails are simple to prepare and easy to serve so you can enjoy the luxury of lobster without the fuss. Premium quality, with no additives or preservatives.

Company Policies and Procedures

Attendance and Punctuality

The normal work week for Riverside Lobster International Inc. shall consist of six, nine hour days. Ordinarily, work hours are from 8:00 a.m. to 5:30 p.m., Monday through Saturday, including 30 minutes (unpaid) for lunch. Two 15 minute breaks take place during each work day; one at 10:00 a.m. and 3:00 p.m.

Attendance is a key factor in your job performance. Punctuality and regular attendance are expected of all employees. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as possible in the event of an emergency. Employees who need to leave work early, for illness or otherwise, should inform a supervisor before departure.

When reporting an absence, you should indicate the nature of the problem causing your absence and your expected return-to-work date. A physician's statement may be required as proof of the need for any illness-related absence regardless of the length of the absence.



Introduction

The Employee Handbook has been developed to provide general guidelines about Riverside Lobster International Inc. and its policies and procedures for employees. It is a guide to assist you in becoming familiar with some privileges and obligations of your employment.

Riverside Lobster International Inc. will provide each individual with a copy of the handbook upon employment.

Please note that the company has the right to revise, suspend, revoke, terminate or change any of its policies, in its sole discretion. Every effort will be made to keep you informed of the policies, however we cannot guarantee that notice of revisions will be provided.

As an employee of Riverside Lobster International Inc. it is your responsibility to read the information outlined in the handbook, and to ask questions if something is not clear. We are ready and willing to assist you in any way we can.



Workplace Commitments

Equal Opportunity Employment

Riverside Lobster International Inc. is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

Policy against Harassment and Discrimination

Riverside Lobster International Inc. is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, personal appearance, or any other characteristics protected by the law.



Riverside Lobster International Inc. is determined to providing a safe work environment free of any type of harassment and/or discrimination

To reinforce this commitment, a policy against harassment and a reporting procedure for employees who have been subject to or witnessed harassment, has been developed as

Workplace Commitments con't...

per the *Canadian Human Rights Commission*. The policy outlines what is classified as harassment, the responsibilities and expectations of management and employees, as well as the procedures for addressing a harassment complaint.

Any employee can request a copy of this policy at any given time.



CANADIAN HUMAN RIGHTS COMMISSION
COMMISSION CANADIENNE DES DROITS DE LA PERSONNE

Compliance with this policy is a condition of each employee's employment with Riverside Lobster International Inc.

Drug and Alcohol Free Environment

Employees are prohibited from unlawfully consuming, distributing, possessing, selling or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, during work hours or on company grounds. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.

Company Policies and Procedures con't...

Elected deductions are deductions authorized by the employee, and may include, for example, contributions to benefit plans. Please note that advances on paychecks are not permitted. Also, it is important for you to notify a supervisor if the paycheck/paystub appears to be inaccurate.

Any changes in name, address, telephone number, or marital status must be reported to Office Administration, who then report the updated information to our Payroll Clerk.

Work Performance

Riverside Lobster International Inc. expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation.

Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.



Supervisors and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Such acts are subject to disciplinary action, up to and including termination.

Company Policies and Procedures con't...

When initially employed with Riverside Lobster International Inc., all employees begin at a set rate of \$11.00 per hour.

In order to qualify for a pay increase, the following three criterias are considered:

- ✓ **Attendance**
- ✓ **Work Ethic**
- ✓ **Length of Service**

Management, with the help of Supervisors, monitor your performance on a daily basis. After two weeks of employment with the company, your overall performance is reviewed, and determines whether or not you qualify for a pay increase.

***Ability is what you're capable of doing
Motivation determines what you do
Attitude determines how well you do it***

Further promotions will be determined by your continued dedication to our team at Riverside Lobster International Inc.

Benefits

Life and Health Insurance

Great-West Life is a leading Canadian life and health insurer. As a leading provider, they offer effective benefit solutions for large and small employee groups.

Plan members, including their dependents, are eligible for Life Insurance, as well as, Health Care benefits.

You are eligible to participate in the plan after 3 months of continuous employment with Riverside Lobster International Inc. You and your dependents (if applicable) will be covered as soon as you become eligible.

Only full-time employees may benefit from this plan. Temporary and part-time employees are not able to participate.

For more information on the offered Group Benefit Plan, you can visit www.greatwestlife.com or simply ask Office Administration Staff and we will be more than happy to assist you with any inquiries or concerns you may have.

A Great-West Life handbook is also available, and provides a detailed outline of the benefit plan offered. Office Administration Staff will provide you with the handbook upon your request.



Company Policies and Procedures con't...

However, chronic absenteeism (whether excused or unexcused), tardiness, or leaving early without authorization, is unacceptable and will be grounds for discipline up to and including termination.

Time off Requests

In order to better control and keep track of employees' scheduled absences, Riverside Lobster International Inc. has created a *Request for Time off* sheet for employees who require time off, whether it be for a scheduled appointment or personal reason. Your request will be reviewed and approved/declined by your supervisor.

Pay Day

Upon hiring, you will be asked to provide a Void Cheque from your bank, for the purpose of Direct Deposit. While we await this information, your pay will be in the form of a cheque.



Paychecks/Paystubs are distributed on Thursday, every week. If the pay date lands on a holiday, paychecks/paystubs will be distributed on the closest business day before the holiday.

The paycheck/paystub will reflect hours worked from Sunday through Saturday. Paychecks/paystubs include salary or wages earned, less any mandatory or elected deductions. Mandatory deductions include federal and provincial withholding tax, and other withholdings.

Employee Health and Safety con't...

In the event of an emergency, dial 911 immediately. If you hear a fire alarm or other emergency alert system, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a supervisor may authorize employees to reenter. Fire evacuation plans are posted in all processing areas.

If you have any questions or concerns regarding the fire evacuation plans, or other health and safety conditions, please discuss with our Occupational Health and Safety representative.



Worker's Compensation

As required by law, Riverside Lobster International Inc. provides workers' compensation benefits for the protection of employees with work-related injuries or illnesses.

Workers' compensation insurance provides coverage to employees who receive job-related injuries or illnesses. If an employee is injured or becomes ill as a result of his/her job, it is the employee's responsibility to immediately notify a supervisor of their injury in order to receive benefits.

Riverside Lobster International Inc. will advise the employee of the procedure for submitting a workers' compensation claim. Employees should retain all paperwork provided to them by the medical facility.

Failure to report a work-related injury or illness promptly could result in denial of benefits.

Benefits con't...

RBC Deferred Profit Sharing Plan (DSP)

A DPSP allows Riverside Lobster International Inc. (the sponsor of the plan) to contribute a portion of the company's pre-tax profits to you through a tax-deferred account you establish with Royal Bank of Canada.

Similar to an RRSP account, you select investments based on your personal needs. Contributions made by your company then get invested based on your selections.

DPSPs are a great way to share in your company's success, while they also provide the opportunity to save for your retirement needs.

How it Works:

- Employees establish an account with RBC and select investments with the help of a qualified investment professional.
- Contributions are then made to the account by your employer (employees cannot make contributions to a DPSP)
- Contributions are limited to 18% of your compensation or half of the money purchase limit, whichever is less.
- When you leave the company, all vested money can be transferred to an individual RRSP account or withdrawn in cash (subject to applicable withholding taxes)

Benefits con't...

You are eligible to participate in the Deferred Profit Sharing Plan after 3 months of continuous employment with our company

For your convenience, Riverside Lobster International Inc. is prepared to offer you in-house financial consultations with an RBC investment specialist, regarding your DPSP or any other financial inquiries you may have.

You may also wish to call 1-800-769-2511 or visit your local RBC branch to start your DPSP plan or for any other financial inquiries.

Your employer has established a Deferred Profit Sharing Plan (DPSP) to help you share in your company's success!



Employee Health and Safety

Workplace Safety

The company takes every reasonable precaution to ensure that employees have a safe working environment. Safety measures and rules are in place for the protection of all accidents. Ultimately, it is the responsibility of each employee to help prevent accidents.

Employees should use all safety and protective equipment provided to them, and maintain work areas in a safe and orderly manner, free from hazardous conditions.

Employees who observe an unsafe practice or condition should report it to a supervisor or management immediately. Any questions regarding safety and safe practices should be directed to the Occupational Health and Safety representative.

In the event of an accident, employees must notify a supervisor immediately. Report every injury, regardless of how minor, to a supervisor as soon as possible. Physical discomfort caused by repetitive tasks must also be reported.

For more information about on the job injuries, please refer to the next section of this handbook.



Discipline Policy con't...

Should this occur, the Nova Scotia Labour Standards requests that the employee provide advance notice, in verbal or written form. How much notice an employee must give depends on how long he/she has been working for the same employer.

All rights and privileges of employment with Riverside Lobster International Inc. terminate upon the date of separation. Terminated employees must return all company property assigned to them. Failure to do so may result in the withholding of their final paycheck.

As per the Nova Scotia Labour Standards, Riverside Lobster International Inc. can end employment without notice when an employee has been guilty of willful misconduct or disobedience or neglect of duty that has not been condoned by the employer. In order to end an employee's job without notice, Riverside Lobster International Inc. must usually show that the employee has been given progressive discipline but has not improved his/her behavior.

For more information on the Nova Scotia Labour Standards regarding Ending Employment, please feel free to visit the website;

<http://novascotia.ca/lae/employmentrights/endemployment.asp>



Employee Health and Safety con't...

An employee's report must contain as many details as possible, including the date, time, description of the illness or injury, and the name of any witnesses.

A separate insurance company administers the worker's compensation insurance. Representatives of this company may contact injured employees regarding their benefits under the plan. Additional information regarding worker's compensation is available by calling toll free, 1-800-870-3331, or by visiting their website, <http://www.wcb.ns.ca/>

WORK SAFE. FOR LIFE.
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

Discipline Policy

Grounds for Disciplinary Action

Riverside Lobster International Inc. reserves the right to discipline and/or terminate any employee who violates company policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination. As per Labour Standards, new employees are on a 3 month (90 days) probation period. During the probation period, Riverside Lobster International Inc. has the authority to terminate an employee without providing any notice. More information regarding termination is available further along this section.

The following actions are unacceptable and considered grounds for disciplinary action. These actions include, **but are not limited to:**

- Engaging in acts of discrimination or harassment in the workplace
- Possessing, distributing or being under the influence of illicit controlled substances;
- Damage, destruction or theft of company property, equipment, devices or assets;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Illegal or violent activity;
- Disregard for safety and security procedures;
- Disrespecting supervisors and/or co-workers;
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

Discipline Policy con't...

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. Riverside Lobster International Inc. reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

Procedures

Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by Riverside Lobster International Inc. at its sole discretion as it deems appropriate.

Termination

Employment with Riverside Lobster International Inc. is on an at-will basis and may be terminated voluntarily or involuntarily at any time.

Riverside Lobster International Inc. recognizes that personal situations may arise which require a voluntary termination of employment.

