

Employee Operational Practices and FAQs

Version: 2024-11

Holidays (= “STAT”s in Q360)

Canadian (Ontario) S360 Holidays (STATs in Q360)

- **New Year's Day:** January 1
- **Family Day:** Third Monday in February
- **Good Friday:** Friday before Easter Sunday
- **Victoria Day:** Last Monday before or on May 24
- **Canada Day:** July 1
- **Civic Holiday:** First Monday in August
- **Labour Day:** First Monday in September
- **Thanksgiving Day:** Second Monday in October
- **National Day for Truth and Reconciliation (NDTR):** September 30
- **Christmas Day:** December 25
- **Boxing Day:** December 26

US S360 Holidays (STATs in Q360)

- **New Year's Day:** January 1
- **Easter Monday:** Monday following Easter Sunday
- **Memorial Day:** Last Monday in May
- **Independence Day:** July 4
- **Labor Day:** First Monday in September
- **Thanksgiving:** Fourth Thursday in November
- **Black Friday:** Fourth Friday in November
- **Christmas Eve:** December 24 (or the workday prior to the 25th STAT)
- **Christmas Day:** December 25
- **Martin Luther King Jr. Day (MLK)**
- **Veterans Day**

STATs Observed by Both US and Canada

The following STATs are observed simultaneously in both the US and Canada:

- New Year's Day
- Labor Day
- Christmas Day

US Holiday and Leave Management (see Policy Manual for full Time and Attendance Exceptions)

Can I work on a STAT and take another day in lieu?

Yes. With manager approval, you may request a STAT in-lieu in Q360, using the type "STAT" and the comment "In lieu of [STAT Name]." Be sure to use it before year-end, as it will not carry over. Once Manager and HR approved, the original STAT will be replaced in your schedule.

Do STATs roll over?

No, STAT holidays do not roll over. Ensure you utilize them within the designated time frame.

Paid Leave Accrual

You may start using your Paid Leave Days after your 3 month onboarding. Paid leave accrues monthly based on your annual entitlement and goes to 20 Days per year in your 4th calendar year.

Accrual example:

- 15 days per year = 1.25 days per month
- In your 4th calendar year PL goes up to 20 days per year = 1.66 days per month

If you start partway through the year, your entitlement will be prorated, starting on the first full month worked.

Maximum contiguous Paid Leave is 2 weeks, unless you have specifically arranged permission from your Manager beforehand.

*Be aware, if you take Paid Leave that has not been accrued/earned and then you leave the company, the unearned days will come out of your last pay.

Do Paid Leave Days roll over to the next year?

For US employees with state-specific allowances/exceptions, refer to the US Time and Attendance Policy. For Canadian employees, up to 5 accrued Paid Leave days may roll over to the next year.

Sick Days

See full US Policy for State specific (not less than 3) These do not roll over. If more sick time is needed, consider using Paid Leave or STATs.

If you are ill, please alert both your Manager and HR via email, Slack, or phone, as soon as you realize you are not going to make it in.

These days can be used for illness, appointments for yourself or family etc.

Bereavement Leave

In the event of the death of a family member, you are entitled to 3 paid bereavement days unless there are extenuating circumstances or State Specific Policies, (see full policy manual). If additional time is required, consult HR or your manager.

Unpaid Leave

Unpaid leave must be pre-approved by both HR and your Manager. Do not request in Q360 before speaking to HR. It is offered only in certain circumstances.

Time Off Requests

- Managers are expected to approve or deny time off requests within 48 hours.
- HR Approval/Denial, is expected within 24 hours after the manager's approval.
- If your request is delayed, please follow up with your Manager or HR.

Company Resources and Tools

Solutions360 Org Chart

To access the organizational chart, navigate to:

Q360 > File > Company > Solutions360 > Org

MPO Profiles

To view an employee's MPO profile, go to:

Q360 > File > Company > Solutions360 > Contacts > Employee

"Living our Values" 2-minute videos for (**S360 Employees only**). [S360 Living Our Values LOV](#)

"Self-Introduction" Channel (Employees only) [Self Intros](#)

MPO fun explainer. [explainer video.mp4](#)

MPO Profiles with Comms etc. Download to view properly.

[MPO Profile Types and Communication Styles All employees V2.xlsx](#)

Payroll

Payroll is processed on the 15th and the last day of the month. If the last day falls on a weekend, payroll will be deposited on the preceding Friday.

Equipment Expenses

New employees will be provided the use of a laptop and docking station. Additional items may be requested with pre-approval from your manager and arrangement with IT Manager. The following items may be reimbursable with pre-approval:

- Monitor: \$200 each (maximum of 2)
- Mouse: \$60
- Keyboard: \$50
- Camera: \$75
- Headset: \$60
- Power strip: \$50

General Internet Allowance

The company does not provide a standard internet allowance or reimbursement. Exceptions may be made on a case-by-case basis, typically negotiated prior to employment.

Manager Phone Allowance

Managers who are required to be available outside of regular business hours or required to travel frequently are eligible for a \$60 USD monthly phone allowance. This can be used for service fees or device costs. However, costs related to device upgrades or similar expenses won't be covered beyond this allowance.

Phone Reimbursement for Business Travel

Employees required to travel for business regularly, are eligible for a \$60 USD monthly phone allowance. One-time phone expenses (e.g., roaming charges) incurred during business trips may also be reimbursed with manager approval.

Do I get time off in-lieu of required travel for business during non-work hours and weekends?

There is no hour/to/hour or day/per/day

Speak to your Manager with any request for compensatory time-off for *required* business travel on weekends. Your manager will decide on a case-by-case basis and by their own discretion.

If you are traveling to attend a social event, you are not entitled to compensatory time off.

Compensatory time-off for *required* or *voluntary* travel **does not apply** to Managers.

Working Hours

Regular business hours are from 8:30 AM to 5:00 PM ET. Employees have an hour for lunch and should record 7.5 hours of time billing within the 8.5-hour workday.

Frunch Zoom Attendance

Attendance at Frunch Zoom sessions is encouraged for team-building purposes. Please arrange your schedule accordingly. Frunch is held from 1 to 1:30 to allow for you to have your lunch break before or after and can be recorded under ADMIN in TB.

Code of Conduct

The company expects all employees to adhere to a simple code of conduct: "Do the right thing." Reflect on the question: "How do I become our clients' *and* my coworkers' most valued business partner?"

Referral Program

Employees who refer successful candidates are eligible for referral bonuses:

- \$1,000 upon the candidate's 1st day of work
- \$1,000 upon the candidate's successful completion of the 3-month onboarding period
- \$2,000 upon the candidate's successful completion of 6 months

Referral payments are processed in the next payroll cycle following each milestone.

Who should I alert for Address changes?

Go to your own account in **Claim Secure** or **Insperity** for changes.

Also let vraduic@solutions360.com and ldempsey@solutions360.com know about changes to your Employee File (i.e. Address, personal email, Cell no. Emerg, contact).

Meeting Guidelines, for full Policy see: [Solutions360 Meeting Conduct Guidelines.docx](#)

In a nutshell:

Respectful, Professional Communications. Practice active listening. Keep sensitive information confidential.

Cameras on, with full face view, dressed in business casual, and without distractions in your home office.

Use S360 virtual Backgrounds (pre-loaded in your Zoom profile) for Client meetings.

Manage your time, use 50 min or 25 min bookings, with an outline in advance.

Be on time, every time. If you are going to be late or can't attend, reach out in advance.

"S360 reserves the right to modify, update, or discontinue any operational practices or policies outlined above at any time to support our business objectives. However, we will continue to adhere to mandatory legal and regulatory requirements."