



# Jollys Pharmacy

Employee  
Handbook

JOLLYS PHARMACY  
CELEBRATING



Caribbean  
Pharmacy Sigma  
Business  
Award 2018

1<sup>st</sup> Prize for  
Best  
Pharmacy

With Growth Comes Responsibility,  
**BUILDING COMMUNITY TOGETHER.**

Updated August 27, 2020

## WELCOME

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Welcome to Jollys Pharmacy Ltd where 'Discipline and Determination' are two of most important skills needed to be successful at Jollys. Leaders are not born; they are made. We love what we do here, and are excited that you would like to be part of it.

*Orrin Jolly, Pharm.D*  
*Managing Director*

**Registered Office:** 8 King George V Street, Roseau, Commonwealth of Dominica

**Mailing Address:** P.O. Box 232, Roseau, Commonwealth of Dominica | [service@jollysonline.com](mailto:service@jollysonline.com) | [www.jollys.dm](http://www.jollys.dm)

**Business Locations:** King George V Street, Great George Street, Hillsborough Street

## INTRODUCTION

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Jollys Pharmacy Limited, JPL, is all about health and wellness as critical ingredients for living a rewarding life. As such, we commit to be Accurate, Efficient and Affordable every time we serve a customer. We also commit to improve customer satisfaction every time a customer walks into one of our stores or deals with our mobile sales employees. Because of this commitment, the competence of our employees has to be our greatest resource. It is no wonder our tagline states “Leading the Way in Healthcare!” To “lead” requires a team of confident, reliable, empowered and trusted employees who share our commitment to our customers.

Your Employee Handbook is a summary of policies, procedures and decisions of management, which govern the administration of human resources at Jollys Pharmacy Ltd.

The Managing Director has the primary responsibility for leading the organization to achieve the mission of the company. To assist him in this very important and complex assignment is the Executive Team, which is responsible for achieving the targets assigned to their various functions and departments. The Executive Team is similarly responsible for taking corrective actions in their functions and departments to align with the mission of Jollys Pharmacy. Supervisors are the key conduit between the Executive Team and staffs, and they are charged with ensuring that their subordinate employees comply with the Employee Handbook and the directives of the Executive Team. As such, Supervisors and their staff teams should refer to this Handbook to ensure that policies are adhered to and there is organizational consistency in this regard.

The Human Resources Lead is responsible for championing and modeling the policies and procedures in this Handbook, and is available to answer any questions or provide clarification on any aspect of this Handbook. A copy of this Handbook is provided to all new employees. Additionally, current employees should also familiarize themselves with the contents.

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## **TAG LINE**

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Leading the Way in Healthcare.

## **MISSION**

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We aim to lead the way in healthcare in Dominica, bringing modern concepts and professionalism to an industry that is often undervalued.

## **VISSION**

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“To provide quality healthcare with no compromise.”

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## **1. THE COMPANY**

### **1.1. COMPANY BACKGROUND**

Jollys Pharmacy was established in 1980 by Anderson Jolly, a Registered Pharmacist, and his wife Fatima Jolly, also a Registered Pharmacist. The business is a limited liability company with all shares held by the Jollys. Initial operations started in rented property on Great George Street, Roseau but were relocated to property previously housing Greens Dispensary on King George V Street, and which is how the Wholesale Department of Jollys Pharmacy. A nearby property was subsequently acquired, making expansion possible in close proximity. The two properties at No. 12 and No. 8 King George V Street are owned by the Company. As the name of our business implies, Jollys Pharmacy's core business has been the sale of pharmaceuticals but the Company has been transformed into a distributor, wholesaler and retailer of convenience products. During the second decade of the 21st century, growth came exponentially with the addition of Jollys Manufacturing, Fitness University Gym, JP Mega and JP Mini at the Dominica State College Stock Farm Campus. Jollys Manufacturing Company is a wholly-owned subsidiary of Jollys Pharmacy Limited. Jollys Pharmacy is now a household name in Dominica and a leader in health and wellness products and services.



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## **1.THE COMPANY**

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### **1.2. QUALITY STATEMENT**

Like other pharmacies, Jollys Pharmacy Limited (JPL) is built on quality assurance in everything we manufacture, dispense and sell. Our customers, clinicians and clients depend on us to provide accurate, precise and reliable service in a prompt, professional, courteous manner, every time. The accuracy and the timeliness of our dispensing represent to us a person awaiting medication and/or treatment. We promise to give the best services to all our customers, clinicians, clients, and practice the quality values of ISO 9001 on quality assurance; ISO 13940 on health informatics and ISO/ 20831:2017 on health informatics. We stand by our accurate results and clients confidentiality, the first time, each time and every time. Our commitment to our clients requires no less.

This quality assurance can only be delivered if our staffs believe it is possible. As a result, our staffs will undergo continuous training on product knowledge and service delivery. Individual members of staff will be expected to deliver exceptional and accurate service every time. Employees who are repeatedly challenged to keep “leading the way in healthcare” will not be assured of continued employment.

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## **1. THE COMPANY**

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### **1.3. SCOPE**

Jollys Pharmacy Ltd operates from five locations in the Roseau area: 8 King George V Street, 12 King George V Street (Wholesale), 36 Great George Street, JP Mini at the DSC Stock Farm Campus and JP Mega at Fond Cole. At the King George V Street, Great George Street and JP Mega pharmacies, there are highly trained Registered Pharmacists and Technicians to fill out prescriptions and have consultations with customers. Jollys Pharmacy provides customers with a wide range of everyday-items, which include, but not limited to, pharmaceuticals, food, cleaning items, and baby products. Mobile sales persons, on a weekly basis, deliver wholesale items to customers who are unable to make the trip to the physical outlets.

In 2016, Jollys Pharmacy formally launched its subsidiary, Jollys Manufacturing, with a new line of products to include deodorants, creams, insect repellents, soaps, and various pharmaceuticals.

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## **1.THE COMPANY**

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### **1.4. CONFIDENTIALITY**

The importance of respecting the confidentiality of all information learned from or about stakeholders cannot be overemphasized. It is the policy of the Jollys Pharmacy Ltd that an employee shall **NOT** divulge any information including, but not limited to, information about the company's shareholders, suppliers, finances and business plans, obtained by virtue of employment. Any such confidential information must **NOT** be used by an employee for personal gain or to further an outside enterprise.

This must always be seen as a zero-tolerance condition of employment. All employees are required to sign a **Confidentiality, Non-compete, and Non-disclosure Agreement** prepared by Jollys Pharmacy Ltd. A copy is attached to this document only for purposes of reference. Failure to adhere to this policy will result in strict disciplinary action which may include termination of employment without notice or payment in lieu.

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## **2. THE CUSTOMER**

Mantra “A customer is not an outsider to our business. He is a definite part of it. A customer is not an interruption of our work. He is the purpose of it. A customer is doing us a favour by letting us service him. We are not doing him any favour. A customer is not a cold statistic. He is a flesh and blood human being with feelings and emotions like us. A customer is not someone to argue or match wits with. He deserves courteous and attentive treatment. A customer brings us his wants. It is our job to handle them properly and profitably- both to him and us. A customer makes it possible to pay our salary, whether we are a driver, plant or office employee.”- Mohandas Karamchand Gandhi

Customer Service Standards:

- Commit to quality service
- Know the products and services of Jollys Pharmacy Ltd
- Know the customers
- Treat people with courtesy and respect
- Never argue with a customer
- Do not leave customers on hold or unattended for too long
- Always provide what you promise
- Assume that customers are telling the truth
- Focus on making customers, not making sales

It has been said that acquiring a new customer is anywhere from five to twenty-five times more expensive than retaining an existing one. Therefore every effort must be made to meet the basic needs of our customers and to exceed their expectations. Any customer complaint of whatever nature must be brought to the attention of management. The matter must be handled and dealt with in the soonest possible time.

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### 3. CONDITIONS OF EMPLOYMENT

Jollys Pharmacy is an equal opportunity employer that hires people irrespective to race, ancestry, ethnic origin, citizenship, place of birth, language, religion, creed, marital status, sexual orientation, gender, disability or financial ability. The company is committed to issuing fair and unbiased treatment to all employees. Be frank with management and let us know if you feel discriminated.

As an **Essential Service**, as defined by the Laws of Dominica, Jollys Pharmacy Limited is required to operate an uninterrupted health and wellness service to the community. An excerpt of the law is annexed to this Handbook.

#### 3.1. RECRUITMENT AND SELECTION

The goal of recruitment and selection is to staff the company with manpower who have the required skill set, abilities and experience required to assist the company achieve its mission. Where vacancies arise, current employees with the requirements are encouraged to submit their applications for the positions. Vacancies are posted internally prior to advertising to the public.

Current employees who wish to apply for internal vacancies must meet the following criteria:

1. Must be in their current position for at least six (6) months
2. Must have received a minimum score of 75% in Performance Appraisal in their current position
3. Must not have any performance related employee counseling or any disciplinary action taken against them in the last six (6) months
4. Must meet the qualifications listed for the position

Employees who meet the criteria should submit their application, along with a current résumé, demonstrating that they meet the minimum criteria for the position being sought. All applications should be submitted to the human resource department.

Where a current employee and an external applicant are assessed the same for an opening, the current employee will be given hiring preference.

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## **3.2. ORIENTATION**

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All new employees will go through an orientation process which will outline organizational knowledge, structure, policies and procedures of Jollys Pharmacy Ltd. During this process, employees who are new to a position or the company will be informed of management's objectives and performance expectations as they relate to their position and department. The orientation process is essentially meant to culture the new employee. Every new employee will be given a copy of the Employee Handbook and should be knowledgeable of its contents.

## **3.3. PROBATION**

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The Laws of Dominica provide for an initial probation to be served by new employees. It is the practice at Jollys Pharmacy that all new employees serve a probationary period for a maximum of six (6) months. During this time, the employer and employee are expected to assess each other, and the employment relationship, to determine suitability. This period affords the Human Resources Department, HRD, the opportunity to address performance and conduct shortfalls in the employee, and make an informed decision on tenure when the period ends. Jollys Pharmacy may terminate the employment of an employee at any time during the probationary period, without notice or payment in lieu of notice, if the employee does not demonstrate that he is able to perform his duties in a satisfactory manner or is guilty of a serious misconduct in, or in relation to, his employment.

Upon satisfactory completion of the probationary period, the employee will receive written confirmation from the HRD that he has successfully completed the probation, following which the employee will become entitled to full benefits as outlined in this Handbook.

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### 3.4. EMPLOYEE CLASSIFICATIONS

Every employee of Jollys Pharmacy is classified according to the following:

#### **Full Time Employee**

1. *Regular Full Time*- An employee who works a 40-hour work week for an indefinite period of time

2. *Temporary Full Time*- An employee who works a 40-hour work week for a definite period of time, either on a short-term assignment or while the substantive holder of a job is absent.

#### **Part Time Employee**

- i. *Regular Part-time*- An employee who works on a regular scheduled basis for a period that is not more than 34 hours a week or 1760 hours in a year of employment.
- ii. *Temporary Part-time*- An employee who works when required by the company for a period that is not more than 34 hours a week or 1760 hours in a year of employment.
- iii. *Casuals* – employees who are part of gangs hired for a specific task, and who have not been classified as independent contractors by the employer.

### 3.5. EMPLOYEE DUTIES

Every employee will be given a description of his duties, preferably as part of his orientation package. Job Descriptions may also contain specifications of the ideal employee for the position. Job Descriptions for supervisory and managerial employees will include areas of responsibilities in addition to job duties. The Job Description will be used to assess an employee's performance during the probationary period but, thereafter, performance will be assessed against targets, goals and standards. It must be understood that Job Descriptions are not written in stone. They are actually a camera view of the organization at a particular point in time. As such, they are revised as the job itself evolves. Although, the employee may be consulted with regards to any amendments; the final decision and implementation will be made by Management. If any employee is uncertain of the contents of his job, he should seek clarification from his immediate supervisor.

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### **3.6. FAMILIARITY**

Jollys Pharmacy must be informed of any familiarity among staffs. This requirement is to enable management best utilize its workforce without fear of favoritism, nepotism, discrimination, etc., in its workforce. For the purpose of this Section, “familiarity” is defined as: parent, step-parent, foster parent, sibling, grand parent, grandchild, spouse (common-law included), children, step children, aunt and uncle. Any personal relationship should be disclosed to the HRD before accepting the job offer from the Company. If a candidate fails to disclose that information, this shall be considered a violation of this Section and Policy.

### **3.7. PERSONNEL LIFE**

Jollys Pharmacy maintains personal information of its employees as is required by law and convention. Such information is included in the personal files of employees and relate to the employee’s tenure with the company. This information is available, upon request to the HRD, to the employee for perusal. All information contained in the files is the property of the employer, kept secured and not shared with third parties.

### **3.8. PROFESSIONALISM**

When representing Jollys Pharmacy Ltd, employees should dress and behave appropriately, as spelled out in this Handbook and communicated by management. Excessive use of jewelry and outward adornment are not to be used as part of dressing for work. Use of profanity and slander are neither professional or respectful to stakeholders and shall **NOT** be tolerated.

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### **3.9. DRESS CODE**

Jollys Pharmacy Ltd, requires **ALL** employees to present a clean and professional appearance when representing the company, whether in or outside of the premises. JPL may opt to outfit staffs in dress uniforms, promotional outfit and other outfits displaying the livery of the company. Where such clothing is provided, staffs shall wear them when required to do so. Notwithstanding, the employer's choice to provide clothing for work, the Laws of Dominica and JPL recognize that employees are required to provide their own clothing and dress in a manner befitting the work they do. Employees inappropriately dressed will be asked to leave the premises for the day or asked to change their clothing.

The following dress guidelines should be utilized when no uniform is provided by management:

#### **SHIRTS/TOPS/BLOUSES:**

- No vests/sleeveless tops should be worn or any other top where underarms will be exposed
- T-shirts too short to cover body while maneuvering may be worn with a full under-shirt
- No logos should be on shirts or tops
- Material should not be transparent or translucent
- T-shirts should only be worn on Fridays and Saturdays
- Long sleeves and button down shirts can be worn Monday to Friday

#### **PANTS AND SKIRTS:**

- Pants/skirts of denim (jeans) should only be worn on Fridays and Saturdays
- Ladies dress and skirt length should be no shorter than 2" above knee length
- No ripped or distressed jeans
- No inappropriate slacks, sweatpants, exercise pants, Bermuda shorts, leggings and any spandex form-fitting pants should be worn.

#### **SHOES:**

- Closed shoes must be worn by all employees. By "closed shoes" is meant, shoes which wholly enclose the feet. This also a requirement for safety while at work. Closed shoes minimize slips and falls while the employee in descending stairs, or carrying supplies.

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### **3.10 EATING**

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At **NO** time should an employee be found eating at his workstation. All employees are granted a 15minute morning break and one (1) hour lunch break to eat. Absolutely **NO** chewing of gum is allowed while serving customers. It is the responsibility of each employee to wash-up when finished with his meals.

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## 4. PERFORMANCE APPRAISALS

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Performance appraisals are one of the most common methods used to assess whether a business organisation is achieving its mission. These assessments seek to discover and influence the efficiency of the various resources used by the organisation. At Jollys Pharmacy, performance appraisals of our employees are conducted bi-annually, in the months of June and December, on two major platforms, namely, (a) Job Performance Evaluations and (2) Organizational Knowledge Evaluations. Every employee will be assessed on the targets, goals and standard established by management and communicated to the employee at the start of the performance year. Each employee's assessment will be done by his immediate supervisor, before being reviewed by senior management. Occasionally, personnel from Human Resource Department will be present to observe during these proceedings. The "passing grade" for employee performance appraisal is attainment of all targets, goals and standards assigned. Repeated failure to attain targets will be progressed to remedial training or disciplinary action or both.

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## **5. HOURS OF WORK**

The hours of work are designed to reflect the operating hours of JPL, and are set exclusively by management. As a result, the hours of work of employees will not all be uniform, and can be altered by management as the operations require. The current operating hours are as follows:

### **JPL Retail Stores:**

Monday to Friday - 8:00 a.m to 6:00 p.m  
Saturday - 8:00 a.m to 3:00 p.m  
Sunday - 10:00 a.m to 2:00 p.m

### **JP Mini DSC Stockfarm Campus**

8:00 a.m to 5:00 p.m  
Closed  
Closed

### **Wholesale Department:**

Monday to Friday - 8:00 a.m to 5:00 p.m  
Saturday - 8:00 a.m. to 2:00 p.m.

### **JP Mega (Fond Cole)**

8:00 a.m to 6:00 p.m  
8:00 a.m to 3:00 p.m

The normal working hours of employees will not exceed forty (40) per week, and will follow a shift or roster system prepared and communicated by management. Employees may be called upon to work beyond 40 hours a week as the need arises and, as far as is practicable, be given no less than 4 hours notice. Work done beyond 40 hours a week will attract overtime pay.

## **5.1. PUNCTUALITY**

Punctuality is the key to an efficient service. Members of staff are required and encouraged to be at work stations prior to starting time, and on resumption of work after breaks. Reporting late for work and on resumption of work will be treated as misconduct. Employees will be considered late for work when he/she fails to report for work at or reports for work past their scheduled time. Additionally, employees are allowed four (4) late clock-ins per month before they are written a formal warning letter.

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## 5.2 ATTENDANCE

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Every employee must attend work at the time(s) stipulated and must not arrive for work at another time without the prior approval or, in cases where the lateness was not foreseen, notification to management. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the company, employees will be held individually accountable for adhering to their workplace time schedule. It is the responsibility of the employee to inform the Supervisor of any unplanned lateness or absents at a time before the employee would have stated his shift. Every employee is issued an employee identification card which is used to clock in and out at the appropriate times. Jollys Pharmacy requires every employee to clock at least four times daily; at the start of his shift; when going out for and returning from lunch; and at the end of the day's shift. Employees will be considered late for work when he fails to report for work at or reports for work past their scheduled time. An employee is deemed absent when he does not attend work, and was not scheduled to be off. Employees noticed with absent days recorded will be subject to disciplinary action.

The following will also be counted as violation of the punctuality and attendance policy:

- An employee leaving work prior to the end of scheduled work time without advance supervisory approval.
- An employee takes an extended snack or lunch break without approval.
- Failure to clock-in-or-out.
- Failure to clock-in-or-out accurately.
- System Manipulation:
  - o Clocking in at a location that is not your assigned work location. (E.g. An employee clocking in at the Great George Street location but reports to work at the Wholesale)
  - o Having another employee clock for you.

Where an employee who was not previously authorized to be late for work is running late, he must personally make contact with his immediate supervisor, and not another. Supervisors are not authorized to accept any notification of lateness transmitted through another employee or supervisor.

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## 5.3 OVERTIME

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Overtime pay will apply for any time worked in excess of 8 hours in a day and 40 hours in a work week, for daily paid and weekly paid workers respectively. All overtime hours must be pre-authorized by the employee's immediate supervisor before being worked. Overtime will be calculated at the rate of "time-and-a-half", and double time, for work performed on a public holiday, will be calculated at the rate of "time-by-2". Where the supervisor and employee agree, the employee may receive time-off in lieu of overtime pay. Business travel for conferences, meetings, etc., which may result in an employee traveling on a non-work day does not constitute overtime. If travel is part of the employee's job, or could be reasonably expected to occur in the course of performing one's duties, it will be treated as an inconvenience only.

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## **6. REMUNERATION AND BENEFITS**

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### **6. 1. SALARY**

Salaries and wages shall be determined by management and be in accordance with the remuneration guidelines adopted by Jollys Pharmacy. Individual salaries and wages will be further determined by individual performance. The payroll is run fortnightly, and will include the usual and necessary statutory and other deductions payable in accordance with the Employer's standard payroll practices. These payroll practices may be changed from time to time at the Employer's sole discretion. Salaries and wages are paid to employees every other Thursday via their bank accounts. For this to be done smoothly, every employee is required to furnish to the payroll team a current bank or credit union account number to which their salaries and wages will be credited. Fees charged by banks and credit unions to transfer monies from an employee's account to any other account will be met by the employee.

Jollys Pharmacy Ltd will not be held responsible for any delays encountered by employees in accessing their monies at the bank or credit union of their choice.

### **6.2. SALARY REVIEWS**

Any request for a salary review must be submitted to Management with specific reasoning and a recommendation from the employee's supervisor. Salary reviews will be considered during a salary review process which will take into account the employee's performance, current market rates for the position, and the Company's overall performance. Salary review will not necessarily lead to an increase. Additionally, salary reviews may be considered on an annual basis at the discretion of the Managing Director.

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## 6.3 PAYROLL DEDUCTIONS

**NO** deductions will be made from an employee's salary without his authorization, and employees will be allowed a maximum of three (3) deductions per pay period. Employees are allowed to apply for an Accounts Receivable Charge account with the company. By doing so, he acknowledges that Jollys Pharmacy Ltd reserves the right to deduct any unpaid balances from his salary at the end of every quarter.

There may be an instance where an employee's request for a salary deduction cannot be processed because the employee does not have sufficient residual salary. Where this occurs, the request for deduction will be denied, and the employee will be so informed.

## 6.4. BONUS

A bonus is not an entitlement but rather it is a performance reward given to an employee for surpassing his goals, targets and standards. To be considered for a performance bonus, an employee will be required to consistently top the organizational knowledge evaluations as part of the standards. The bonus quantum is very flexible and will ultimately be determined by corporate performance.

## 6.5. GROUP HEALTH AND LIFE INSURANCE

Jollys Pharmacy Ltd offers all its permanent post-probation employees Group Health benefits currently provided by Sagikor Life Inc. Employees who are enrolled in the plan may choose to select Employee Only, Employee and One, or Employee and Family coverage plans as required. JPL will subsidize the cost of insurance for the employee only. Where dependants are added, the employee will meet the additional premium.

Current coverage rates are as follows:

1. Employee Only: Employee Premium - 40%, Employer Premium - 60%
  2. Employee and One: Employee Premium - 64%, Employer Premium - 36%
  3. Employee and Family: Employee Premium - 71%, Employer Premium - 29%
- Employee premiums will be paid fortnightly via salary deductions.

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The plan includes a component for Life Insurance, Accidental Death and Dismemberment (AD&D), and Vision care. Dependent life is also included. Employees who do not wish to enroll for the group health and life insurance policies are required to sign a waiver of insurance form.

All claims and application for refunds must be lodged with the HRD for processing and submission to the insurance company. Claims must be submitted no later than ninety (90) days after the service has been received.

## **6.6. STAFF DISCOUNT**

Employees are treated to purchase discounts on prescription and non-prescription items as determined by management. The discount percentage is 20% and will be subject to amendments at any time. Discounts will also extend to three family members determined by every employee. These persons must present a family discount card, distributed by the administrative department, upon cashing out their items. Items receiving discounts are solely for personal use and not for resale. Abuse of this facility will result in disciplinary action.

## **6.7. GYM FACILITIES**

Employees, both full time and part time, are afforded free access to the Fitness University facility at any time during the opening hours. Employees who desire personal fitness training should make arrangements with the Fitness Instructor. Such free access is restricted to the employee, not his family or friend. Abuse of this facility will result in disciplinary action.

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## 6.8. PROFESSIONAL DEVELOPMENT

At the initiative of an employee, the Managing Director may approve a request for the employee to attend an overseas conference, course, seminar or meeting which, in the opinion of the Managing Director, will be beneficial to the employee's professional development. If such staff-initiated developmental activity is directly related to the employee's position, and is recommended by the Supervisor of Department, Jollys Pharmacy Ltd may cover the cost of registration, course materials and some travel expenses.

Jollys Pharmacy will reimburse 50% of the tuition of any course or academic programme that an employee is actively enrolled in if it is deemed by management to be applicable or directly related to the employee's tenure. These programmes must be above high school level to qualify for payment support. Typically, these programmes will be at the tertiary and professional levels. If the employee does not successfully complete or if he fails any course that the company has paid for or reimburse for, that employee will be required to reimburse Jollys Pharmacy the total sum of any funds given. The decision to bond an employee rests exclusively with management.

Jollys Pharmacy also offers in-house training through the company's supervisory team and consultants.

Separate and apart from the foregoing, this Handbook recognizes that Jollys Pharmacy's primary brand is in medication and personal care products and, as a result, the professional development of health care providers takes an above-average focus for us. Jollys Pharmacy encourages employees who may want to consider a career in Pharmacology, Phlebotomy, Medical Lab Technology, or Healthcare/Wellness Counseling to discuss their interests with the Managing Director or the executive responsible for professional development of health care providers. Jollys Pharmacy may be interested in investing in your career.

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## 6.9. PROMOTIONS AND TRANSFERS

In an effort to match employees with the job that they are most suited for and/or to meet the business and operational needs of Jollys Pharmacy Ltd, employees may be transferred from their current job.

This may be either at the employee's request or as a result of Management's decision. Transfers will not result in demotion of an employee.

Reasons for transfer may include, but are not necessarily limited to, fluctuations in department workloads or production flow; a desire for more efficient utilization of personnel; increased career opportunities; health; manpower fluctuations; personal request; or other business reasons. For this and other reasons, all job openings will be posted via email by the HRD. It shall not be a violation of the Handbook where management transfers or promotes an employee without posting the availability of that position. Temporary transfers may be made at the discretion of management. Where a transfer is initiated by management, and this results in logistical hardship to the employee, management will provide the required support.

An employee is eligible to request a transfer, and to be considered, on completion of 1 year of continuous and unbroken employment in the same job position. However, a transfer may take place within the first six (6) months of employment if the management of Jollys Pharmacy Ltd believes that it is in the best interest of the company to make an exception to this policy. Promotion from one level to another will be at the determination of management only, however, employees can prepare to avail themselves of promotion opportunities by possessing the required skills, education, experience and other qualifications that are required for the job.

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## 6.10. RETIREMENT

The compulsory retirement age at Jollys Pharmacy Ltd is sixty-five (65) years. Employees who wish to retire prior to age 65 may do so by serving the employer the required notice set out in Article 12.

Employees should note that Jollys Pharmacy Ltd does not operate a pension or gratuity scheme, and are therefore encouraged to plan their retirement. It is at management's discretion for an employee beyond the age of 65 to be employed on terms and conditions decided by management. Where this happens, the contents of the Handbook will not apply.

## 6.11. DRIVERS' LICENSE

Every employee of JPL required to "move" a motor vehicle MUST hold a valid driver's license issued by the competent authority. Among these, employees whose job entails substantial operation of a motor vehicle provided by the employer must ensure that his CLASS C driver's license remains current. These employees, who will typically be referred to as "Drivers", will have their annual driver's license fee reimbursed by the employer. It must be understood here that the Driver must first pay his license renewal, upon which the full amount paid will be reimbursed by the employer.

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## **7. LEAVES OF ABSENCE**

At JPL, we recognize that employees may be absent from work due to:

1. Certified Sick Leave
2. Maternity Leave
3. Vacation Leave
4. Compassionate Leave
5. Jury Services Leave
6. Leave of Absence in National Interest
7. Study Leave

### **7.1 CERTIFIED SICK LEAVE**

All employees who are taken ill and are unable to attend work, MUST:

1. Personally notify his Supervisor on the first day of absence, and succeeding days, and at a time prior to start of shift.
2. Submit to his supervisor within three (3) days a medical certificate from a registered physician stating the illness and length of time the employee will be absent from work.
3. If an employee becomes ill while at work, he must notify your Supervisor immediately.

The Supervisor will explain the procedures for an early release of the employee.

4. Medical certificates that are not brought in by the third day of illness may result in the employee terminating his employment with Jollys Pharmacy Ltd.

An employee will be eligible to receive payment for certified periods of illness subject to all the conditions set out below:

1. The employee must be on the permanent establishment and shall have worked with the company for a continuous period of six (6) months at the date of illness.

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- 2.No payment shall be due in respect of the first three (3) days of illness except where the illness exceeds (3) days or where the employee has been hospitalized or suffered an industrial injury or occupational illness, when payment shall commence from the first day of illness;
- 3.Such payment shall not be made in respect of any illness during a period of annual leave or other leave of absence;
- 4.Pay shall be for a maximum period of six (6) weeks in any one (1) year at the rate of 100% of hourly, weekly or monthly basic rate of the employee minus the amount claimable from the Dominica Social Security.

## 7.2 MATERNITY LEAVE

Female employees who have completed one (1) year of continuous services at Jollys Pharmacy Ltd will be granted maternity leave under these conditions:

- 1.The employee must be on the permanent establishment and must submit application for maternity leave at least six (6) weeks before the expected date of commencement of maternity leave;
- 2.Employee's application must be supported by a medical certificate from a registered medical practitioner stating the expected date of confinement.
- 3.The employee's maternity leave shall be for a period of twelve (12) weeks and shall be divided in not more than three (3) weeks pre-natal period and nine (9) weeks post-natal period.
- 4.Wages during maternity leave will be for eight (8) weeks at 40% of basic pay.
- 5.The employer reserved the right to require that a "fitness for work" medical certificate be submitted before a mother resumes work.

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## 7.3 VACATION LEAVE

An employee is qualified to be credited vacation leave on completion of one (1) year of continuous and unbroken employment, computed on a six (6) day work week, unless he works a shorter work week. Vacation requests should be submitted every December before the start of the New Year to facilitate scheduling. Vacation requests will not be accepted less than one (1) month prior to intended start date except at the discretion of the HRD and the immediate supervisor. To ensure business continuity, more than one (1) employee of the same department may not be granted leave at the same time. A significant percentage of our business is transacted during the busier shopping times of the calendar and, in this regard, and as far as is practicable, vacation will not be scheduled for the carnival, independence and Christmas seasons.

Minimum leave entitlements in accordance with the Labour Standards Act are as follows:

- Under five (5) years of service – two (2) weeks paid vacation leave;
- Five (5) years of service and more – three (3) weeks paid vacation leave.

If a public Holiday occurs during your vacation leave, the employee shall be granted an extra day's vacation leave. Employees may only transfer a maximum of five (5) vacation days from one (1) year to the next. These days should be used during the first ninety (90) days of the New Year. Vacation leave is not officially approved unless employees receive a signed leave form from the HRD.

## 7.4. COMPASSIONATE LEAVE

Jollys Pharmacy will grant up to two (2) working days paid leave to an employee in the event of death in the employee's immediate family. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse, children, step-child(ren), father-in-law, mother-in-law, grand children, and others living in the immediate household. Additional compassionate leave may be granted at the discretion of the HRD for reasons not covered elsewhere in this manual. These requests should be discussed in person with the immediate supervisor and followed by a written submission.

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## **7.5 JURY DUTY LEAVE**

If an employee is called for Jury Duty, leave will be granted in accordance with the law and the employee will receive full pay. However, salary shall be reduced by any payments received by the employee in respect to jury service. The employee must report to work when not impaneled.

## **7.6 LEAVE OF ABSENCE IN NATIONAL INTEREST**

An employee may be selected to represent our country in sporting or other activities which will require him to be absent from duties. Similar scenarios may occur for civic, Para-military, local government, discipline groups, disaster mitigation and other non-remunerable national duties. The appropriate written request must come from the governing body, and with authentication by the relevant State authority.

## **7.7. STUDY LEAVE**

Where an employee requests leave for purposes of study or for exams, approved by management, with or without financial support of the employer, management will give due consideration and inform the employee accordingly.

## **7.8. OTHER LEAVES OF ABSENCE**

Other leaves of absence are approved temporary absence in which **NO** compensation is earned by an employee. Unpaid leave may be granted with the written consent of the Managing Director and will be considered on a case-by-case basis.

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## **8. HEALTH AND SAFETY**

It is the responsibility of Jollys Pharmacy Ltd to take reasonable steps to ensure that the workplace is safe and secured. The organization complies with all legal requirements for creating a healthy and safe workplace. Employees are required to conform to ALL health and safety requirements imposed by the company and to refrain from tampering with safety equipment, signage and devices. Employees who have health and safety concerns or identify potential hazards should contact the HRD or Operations Manager. In the event of an accident, injury or disease affecting an employee, an **Accident and Occupational Disease Notification Form** will be completed and forwarded to the Division of Labour in conformity with the Law. A copy is appended to the Handbook.

### **8.1. SAFETY REGULATIONS AND HAZARDOUS MATERIAL HANDLING**

In the event of chemical exposure, the following procedures should be followed:

1. Immediately flush with water for no less than fifteen (15) minutes (except for Hydrofluoric Acid, flammable solids or >10% Phenol). For larger spills, the safety shower should be used.
2. While rinsing, quickly remove all contaminated clothing or jewelry. Seconds count. Do not waste time because of modesty.
3. Use caution when removing pullover Shirts or sweaters to prevent contamination of the eyes.
4. Discard contaminated clothing or launder them separately from other clothing. Leather garments or accessories cannot be decontaminated and should be discarded.

Do not use solvents to wash skin. They remove the natural protective oils from the skin and can cause irritation and inflammation. In some cases, washing with a solvent may facilitate absorption of a toxic chemical. For flammable solids on skin, first brush off as much of the solid as possible, then proceed as described above.

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For hydrofluoric acid, rinse with water for five (5) minutes, apply calcium gluconate gel, and then seek immediate medical attention. If calcium gluconate gel is not available, rinse for fifteen (15) minutes then immediately visit a medical center.

For phenol concentrations more than 10%, flush with water for fifteen (15) minutes or until the affected area turns from white to pink. Apply polyethylene glycol, if available. Do NOT use ethanol. Proceed as described above.

For guidance and absolute conformity, a Noxious and Dangerous Substances Schedule is appended to and forms part of this policy'

## **8.2. ALCOHOL AND SUBSTANCE USE**

Alcohol consumption and narcotic use is **NOT** permitted during work hours or on the premises of Jollys Pharmacy Ltd. Employees who are caught consuming alcoholic beverages or demonstrate any signs of narcotic usage (e.g. smell of alcohol on their breath) during working hours shall be subject to disciplinary action. Jollys Pharmacy also reserves the right to conduct medical examinations of employees who are suspected of being under the influence of alcohol or a narcotic. Medical examination may include breath test, blood test, urine test and oral swabs. From the result of this examination, if an employee is found to be under the influence of alcohol or illegal drug, he will be subject to disciplinary action.

**ALL** employees of Jollys Pharmacy Ltd are prohibited from engaging in the manufacturing, use, distribution and possession of illicit drugs and alcohol, as well as the misuse of prescription drugs on the premises of the Company and during working hours. While we cannot control employee behaviour outside of working hours, all employees are encourage to conduct themselves responsibly and appropriately at all times. Employees must report to work in appropriate mental and physical condition, ready to work.

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### 8.3. SMOKE FREE ENVIRONMENT

Smoking on the premises of Jollys Pharmacy Ltd is **NOT** permitted at any time. Employees caught smoking on the premises will be subject to disciplinary action. "Premises" include mobile vehicles.

### 8.4. INDUSTRIAL ODOURS AND FUMES

Jollys Pharmacy is aware that some employees may suffer allergies or sensitivities to perfumes, lotions, colognes and/or chemical odours. While all precautions are exercised, fumes and soluble from compounding may become airborne. Our employees can assist us by reporting any intolerance to pharmacy fumes and odours to our Pharmacists. Additionally, our employees are encouraged to be considerate in their use of personal body condiments.

### 8.5. RENOVATIONS

We constantly aspire to improve the livery and comfort of our stores and offices and to present an attractive atmosphere for doing business and work. Occasionally, odours from building materials and elevated noise levels from tools can cause discomfort to employees. As far as is practicable, renovations will be scheduled during non-working hours (evenings & weekends) and the Company will ensure direct ventilation as a means of controlling fumes.

### 8.6. HARASSMENT

Jollys Pharmacy Ltd aims to maintain a safe environment for employees, with mutual respect, cooperation and understanding to be the foundation for staff interactions. The company will neither condone nor tolerate any behaviour that threatens the dignity and self-esteem of a colleague or generates a hostile or offensive work environment.

Harassment in this context refers to any "unwelcome" actions (verbal or physical on a single or repeated basis) which could humiliate, insult or degrades a colleague. In this policy, unwelcome signifies any action that the harasser knows or should reasonably know is not wanted by the victim.

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Any person who feels harassed in the workplace should promptly notify their supervisor or management.

This harassment policy is also meant to protect our employees from undue influence by colleagues. Where a report is received by management that an employee complains of harassment or undue influence, management will immediately confront the perpetrator with a view to have the behaviour stopped. Repeated acts of harassment or undue influence will result in termination of employment of the perpetrator.

## **8.7. WORKPLACE VIOLENCE**

Workplace violence relates to any threat or act of aggression which results in physical or psychological damage, pain or injury to a colleague during the course of work. Workplace violence also takes in account forms of abuse which can be verbal, psychological and sexual in nature.

1. Verbal abuse relates to the use of unwanted, embarrassing, offensive, threatening or degrading comments.
2. Psychological abuse is any act(s) which causes fear or reduces a person's dignity or self-esteem.
3. Sexual abuse is any unwelcome verbal or physical advance or sexually explicit statements.

Jollys Pharmacy Ltd has a zero tolerance limit with regards to harassment and violence. Employees engaging in either harassing or violent activities will be subject to disciplinary actions, which may include termination of employment.

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## 8.8. DISPUTE RESOLUTION

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expeditious, yet fair manner, management introduces the following process to be utilized by employees for conflict or dispute resolution. Employees utilizing this process will be bound by the following:

- ☒ Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications.
- ☒ If speaking to the individual does not work, speak to your immediate supervisor. The supervisor will arrange a meeting between those involved in the dispute, to determine a resolution.
- ☒ If the supervisor is unable to resolve a workplace dispute, the HRD may refer the parties to mediation done by an outside third party. The determination of the mediator is binding on both parties of the dispute. The Dominica Employers' Federation will assign a Mediator from its List of Mediators.

The preceding process does not remove the option available to either or both parties to have the dispute referred directly to HRD rather than follow the process above

## 8.9. UNSCRUPULOUS ACTION

For the purpose of this policy, unscrupulous action refers to any behaviour or activity that is dishonest or demonstrates a lack of moral principles. Employees involved in any activity that may be harmful to the company's image will be subject to disciplinary actions which may include dismissal. Some such behaviours include: deliberately misleading colleagues, dishonest transactions on behalf of JPL, stealing, departing work early, falsifying records, nudity on the job, violence against stakeholders, etc., etc..

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## **9. DISCIPLINARY ACTION**

Where an employee is found guilty of any of the following conducts, he shall be subject to strict disciplinary action which, in many cases, will include instant termination of employment.

- Disregard for safety rules
- Creating and contributing unsafe sanitary conditions
- Abusive language
- Theft
- Forgery
- Fighting, threatening or intimidating fellow workers or customers
- Sexual immorality on the premises
- Unprofessional outburst
- Abuse or destruction to property
- Immoral or indecent conduct
- Reporting to work under the influence of alcohol or any other non-prescribed narcotic
- Refusing to obey or carry out legitimate instructions given by management
- Sleeping on the job
- Gross negligence
- Harassment on the job
- Unsatisfactory performance
- Soliciting (i.e. conduct of personal business)
- Unauthorised compounding or dispensation of medication
- Use of vehicles without authority
- Possessing an unlicensed firearm on duty
- Possession of offensive weaponry on duty
- Commissions or omissions which lead to loss of trust and confidence

The foregoing is not exhaustive but only examples of the types of conducts and performance that will not be tolerated.

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## 9.1. DISCIPLINARY PROCEDURE

Where a complaint has been received by management concerning conduct or unsatisfactory performance of an employee, management will make the employee aware of the complaint or unsatisfactory performance, and give him an opportunity to defend himself against the complaint. A disciplinary hearing will then be convened by management at which the employee will have the right to be accompanied by a fellow worker or other representative.

Upon conclusion of the disciplinary hearing, and where management is of the belief that the employee is guilty of the complaint, disciplinary action may be taken against the employee.

Disciplinary options include:

- i. Verbal Warning
- ii. Written Warning
- iii. Warning letter and withdrawal of privileges
- iv. Suspension without pay
- v. Termination

It must be noted that the above options do not always represent a progressive scale, and management has the option to terminate the employment of an employee without first issuing a warning or suspension. In all cases, documentation should be included in the employee's personnel file.

## 10. TERMINATION

Jollys Pharmacy Ltd may be given cause to terminate the employment of an employee by virtue of its function as the employer. The employment of an employee may be terminated under the following Clauses prescribed by legislation:

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## **10.1. SERIOUS MISCONDUCT**

“Serious Misconduct” means misconduct in, or in relation to, one’s employment such that the Jollys Pharmacy cannot reasonably be expected to take any course other than to terminate the employment of the employee, without notice or any pay in lieu of notice.

## **10.2. MISCONDUCT THAT IS NOT SERIOUS MISCONDUCT**

Where the employee is guilty of an offence [an offence in breach of his condition of employment or in breach of any work rule governing his behaviour], in or in relations to his employment, that is not serious to permit the employer to terminate in accordance with the preceding Clause but is of the nature that Jollys Pharmacy Ltd cannot reasonably be expected to continue his employment if it is repeated within a period of six (6) months, Jollys Pharmacy may give the employee a written warning describing the misconduct and the action the employer intends to take if the misconduct is repeated.

Where an employee, who has received such a written warning, is guilty of the same or substantially the same misconduct, in or in relation to his employment, within a period of six (6) months of receiving the warning letter, Jollys Pharmacy may terminate his employment.

## **10.3. UNSATISFACTORY PERFORMANCE**

Where the employee is no longer performing his duties in a satisfactory manner, Jollys Pharmacy Ltd may give him a written warning describing the unsatisfactory performance and the action the employer intends to take if the employee does not demonstrate improvements during the following three months.

Where an employee, who has received such a written warning, does not demonstrate that he is able to perform and has performed his duties in a satisfactory manner, during a period of three (3) months of receiving the warning letter, Jollys Pharmacy may terminate his employment.

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## 10.4. REDUNDANCY

“Redundancy” means the loss of permanent employment arising out of the introduction of new methods of work whether by automatic, mechanization, rationalization or re-organisation due to shortage of work, economic changes or for frustration (Force majeure, materials shortage, breakdowns, cas fortuit, etc..) or in accordance with Section 11 of the Protection of Employment Act, Chapter 89:02, of the Laws of the Commonwealth of Dominica.

An employee whose position has been made redundant and who has completed a minimum of three (3) years of continuous service with the Company shall be paid a redundancy benefit as illustrated below:

- ☒ Not exceeding five (5) years – equal to one (1) week’s pay for each year of employment, plus two (2) weeks pay for each year in excess of three (3) years.
- ☒ Exceeding five (5) years but not exceeding ten (10) years – equal to nine (9) weeks pay plus two (2) weeks for each year in excess of five (5) years of employment.
- ☒ Exceeding ten (10) years – equal to nineteen (19) weeks pay plus three (3) weeks pay for each year in excess of ten (10) year of employment.

## 10.5. EXTENDED LAYOFF

Where the employees has been laid off by Jollys Pharmacy Ltd for a period of six (6) or more consecutive weeks, the employee may elect to make a written claim to Jollys Pharmacy Ltd for a redundancy benefit as outlined in Article 16.4.

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## 10.6. EMPLOYEES INITIATIVE

Where the employee intends to terminate his employment with Jollys Pharmacy Ltd, he may do so by serving notice of the intended termination not later than:

- ☒ One (1) month before the date on which the termination is to have effect where the employee is paid on a monthly basis or a basis of more than a month
- ☒ One (1) week before the date on which the termination is to take effect, where the employee is paid on a basis less than a month.

Where an employee fails to serve notice, or serves insufficient notice of resignation, the employer reserves the right to withhold the whole or part of property and/or benefits owed to the employee which are of same value as the notice not given.

An employee may terminate his employment with JPL in accordance with Section 20 of the Protection of Employment Act, without serving notice, where JPL has been guilty of serious misconduct in relation to the employee such that the employee cannot reasonably be expected to take any course other than to terminate his employment with JPL.

## 10.7. MEDICAL REASONS

Where an employee makes a written request, via his physician, that he is medically unfit to continue to perform the duties assigned for him, and the employer is unable to assign the employee to suitable alternative duties, the employee will be advised to sever his employment relationship. Where a recommendation for medical severance originates with the employer, with supporting medical evidence, and the employer is unable to assign the employee to suitable alternative duties, the employer shall terminate his employment on medical grounds, utilizing the redundancy benefit formula for calculating exit benefits.

Where a difference of opinion arises on whether the employer should proceed with termination, an independent mediator will decide the matter. The Dominica Employers' Federation will assign a Mediator from its List of Mediators.

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## 10.8. RESIGNATION

After completion of the probationary period, employees desirous of resignation must serve the employer a minimum one (1) week notice of resignation. At the Employer's discretion, resignation notice may be waived in whole or in part at any time. Failure to provide the minimum one (1) week notice may result in the employer withholding remuneration equivalent to the short notice given.

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## **11. COMPANY POLICY**

### **11.1. COMPANY PROPERTY**

Upon termination of employment for any reason, ALL items created or used pursuant to the employee's service or furnished by the employer, including but not limited to computers, reports, files, drives, manuals, literature, uniforms, promotional clothing, confidential information, or other materials shall remain and be considered the exclusive property of the employer at all times. The employee shall promptly surrender to the HRD ALL items of the Company in good condition.

### **11.2. IT INFORMATION STORAGE AND SECURITY**

It must be understood by ALL employees, that workplace equipment should be used for the sole purpose of performing the business affairs of the employer during working hours. Downloading of personal and non-work-related material can create harm to the Company's equipment, and is therefore prohibited. NO storage devices should be used by employees at JPL, on any computer equipment without getting prior approval from the IT Supervisor.

### **11.3. INTERNET/EMAIL USE**

Access to internet is given primarily for work related activities or approved educational/training activities. This privilege should not be abused and must not affect the employee's performance of employment related activities. Jolly's Pharmacy's email and Internet System is at all times the property of Jollys Pharmacy Ltd. Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth, will be dealt with according to the harassment policy. These emails are prohibited at the Company.

### **11.4. RESPONSIBILITIES AND OBLIGATIONS**

Employees may not access, download or disseminate materials that are illegal or which others may find offensive, objectionable or of poor taste. This includes materials which are pornographic, discriminatory, harassing or an incitement to violence.

- Employees must respect and comply with copyright and intellectual property rights of the company and other parties at all times.

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- Software must NOT be downloaded from the internet without prior approval from the I.T.

Department Supervisor.

## 11.5. SOCIAL MEDIA

The term "social media" includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web page or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with the company as well as any other form of electronic communication.

Any conduct that negatively impacts an employee's job performance or the performance of fellow employees, or otherwise negatively affects the company's legitimate business interests may result in disciplinary action, up to and including termination. Similarly, inappropriate postings including but not limited to discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conduct will NOT be tolerated and may result in disciplinary action, up to and including termination.

## 11.6. TELEPHONE

Employees provided with a company cell phone should limit use of the phone to company business ONLY, unless authorized by the Head of Department to do otherwise. Social calls and web surfing, where permitted by the Head of Department, should be done with discretion. Personal calls from and to the corporate cell phone are prohibited, unless authorized by the Head of Department to do otherwise. Cell phones are NOT permitted at the cashier's station or used while serving a customer. Personal messages will be taken by the receptionist except in the cases of urgent immediate family calls. In such cases, employees must seek permission from their immediate supervisor and during these times, conversations should be kept as short as possible. Cell phones can be used freely during break time, lunch time and after work.

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## 11.7. PERSONAL DEBTS

Staff members who handle monies on behalf of the employer, in-store or otherwise, are hereby counseled to refrain from owning unserviceable personal debts. It is now a condition of remaining in employment that employees are not frequented by friends and family while on duty. Employees who handle money or stock are especially counseled to be vigilant of their acquaintances and visitors during working hours.

## 11.8. EMPLOYMENT REFERENCES

Staff members whose duties include handling of cash, including the conveyance of cash, are required to have their character references refreshed in January every year. This is a crucial requirement for aspects of our risk insurance. Character references from work colleagues, clergymen, politicians, and family members are not acceptable.

"LEADING THE WAY IN HEALTHCARE"

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## Confidentiality, non-compete and non-disclosure agreement

I, \_\_\_\_\_, in consideration of my employment by Jollys Pharmacy Limited, JPL, and the compensation paid or to be paid to me, agree as follows:

- 1) Definitions. The term JPL as used in this Agreement includes all of its divisions, subsidiaries or affiliates.
- 2) Disclosure of Confidential Information. I shall not at any time during my employment or thereafter, except as properly required in the course of my employment, publish, disclose or authorize anyone else to publish or disclose any Confidential Information belonging to the employer. Confidential Information includes, but is not limited to, research, development, or business plans, operations or systems, memoranda and other materials, documents or records of a proprietary nature; information relating to research, clients, finance, accounting, sales, personnel, management and operations; and information particularly which would, if disclosed to competitors give or increase such competitors' advantage over the employer or diminish the employer's advantage over its competitors.
  - a) Confidential Information especially includes all client-related and third party information the employer has in its possession under obligations of confidentiality.
- 3) Use and Return of Employer Property. I shall not, in the course of my employment or thereafter, use or permit others to use materials, equipment or other employer property for personal purposes. Further, I shall not make copies of, resell or transfer any documents, plans, files or computer software owned or licensed by the employer. On termination of my employment, I will deliver to the employer all property belonging to the employer, and shall represent and warrant that I have not retained any copies or reproductions of correspondence, reports, drawings, photographs, customer accounts/recounts or documents containing Confidential Information or relating in any way to the business of the employer or its clients.
- 4) Patents, Copyrights and Trade Secrets. I will disclose and assign to the employer any and all material of a proprietary nature, particularly including, but not limited to, material subject to protection as trade secrets or as patentable or copyrightable

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ideas, which I may conceive, invent, or discover during the course of my employment with the employer. Upon the employer's request, either during or at any time after the termination of my employment with the employer, I shall execute and deliver all papers, including processes, procedures, policies, rules, adherences, allowances and applications for patents and do such other acts (entirely at the employer's expense) as may be necessary for the employer to obtain and maintain proprietary rights in any and all countries and to vest title thereto in the employer.

5) Non-Competition and Non-Solicitation. For the duration of my employment with the employer, I will not engage in any of the activities listed below, unless I have received written authorization from management of the Company allowing such action or actions:

- a) Own, become employed by, or participate in any way, whether directly or indirectly, in any business, company or firm located in any municipality where the Company is located, and which competes with the Company for the customers of the Company
- b) Solicit the business of the Company's clients and customers or be connected with any person, firm or corporation soliciting or servicing such clients and customers.
- c) Attempt to entice away, solicit, and cause to be hired or otherwise interfere with the employment (at the Company) of any person employed by the Company.

6. Term; Modifications. THE PROVISIONS OF THIS AGREEMENT SHALL SURVIVE TERMINATION OF MY EMPLOYMENT RELATIONSHIP WITH the employer. This Agreement may be modified or waived only by a written instrument signed by management.

7. Remedies. I acknowledge that my agreement to the above is the essence of this Agreement. I also acknowledge that if I were to breach any of the Agreement's terms, the employer would suffer irreparable injury, which could not adequately be compensated for by monetary damages. Therefore, I acknowledge that in the event of such a breach, the employer shall be entitled to obtain interim and permanent injunctive relief and other appropriate remedies from any court of competent jurisdiction.

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8. Severability. The provisions of this Agreement shall be deemed severable, and the invalidity or unenforceability of any provision shall not affect the validity and enforceability of the other provisions. If any provision of this Agreement is unenforceable for any reason whatever, such provision shall be appropriately limited and given effect to the extent that it may be enforceable.

9. Applicable Law. This Agreement shall be governed by the Laws of the Commonwealth of Dominica.

By affixing my signature below, I hereby agree that I have read and fully understand the terms of this Agreement. Further, I understand that the violation of any term contained herein will constitute grounds for immediate termination of my employment with the Company.

Signature

JOLLYS PHARMACY LIMITED

Print Name

Print Name

Date

Date

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## **Schedule of Essential Services**

Industrial Relations Act, Chap. 89:01 (see page 47), (see Sections 2 and 59(1)(a))

### **SCHEDULE**

The Banana Industry

The Citrus Industry

The Coconut Industry

Electricity Services

#### **Health Services**

Hospital Services

Prison Services

Sanitary and Water Services

Port Services

Fire Services

Telecommunications

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## **Accident and Occupational Diseases Notification**

### **NOTICE OF ACCIDENT AND DANGEROUS OCCURRENCE**

1.Name of Employer

2.Address of works or place where accident or dangerous occurrence happened

3.Nature of industry, occupation or business

4.Branch or department and exact place where accident or dangerous occurrence happened

5.Injured person's

a.Surname

b.Other names

c.Address

d.Sex

e.Age last birthday

f. Precise occupation

6.Date and hour of accident or dangerous occurrence

7.Hour at which injured person started work on day of accident

8.Cause or nature of accident or dangerous occurrence

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If caused by machinery-

a. Give name of machine and part causing accident

.....

b. State whether machine was moved by mechanical power at the time of the accident

9. Nature, location and extent of injuries

.....

.....

...

10. If accident was not fatal, state whether injured person was disabled for more than three days from earning full wages at the work at which he was employed at the time of the accident

.....

...

Date: .....

.....

Signature of employer

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## Jollys Pharmacy Limited

### Noxious and Dangerous Substances Schedule

#### 1.0 PURPOSE

To provide a framework for conformity with national legislation, best practice and handling of noxious, hazardous and dangerous substances at Jollys Pharmacy Limited, and for matters connective therewith so as to protect the safety of all stakeholders.

#### 2.0 SCOPE

This Policy applies to management, employees, contractors, sub-contractors, visitors, clients, customers and all others entering the compounds of JPL.

#### 3.0 POLICY

In this Policy, “**noxious, hazardous and dangerous substances**” include all the products listed in Schedule A and Schedule B.

The substances and products listed in **Schedule A shall not be held on the Company's compounds or in vehicles without a license duly issued by the Noxious & Dangerous Substances Inspector** appointed under Section 4 of the Noxious & Dangerous Substances (Control) Act, Chap. 40:09 of the Revised Laws of Dominica.

No employee shall have in his possession or store on the company's compound or keep on a company vehicle any container which had previously contained any substances listed in **Schedule A**, without a permit issued by management.

#### **SCHEDULE A**

Liquid petroleum gas	Kerosene
Petroleum spirit	Aviation fuel
Acetylene	Sulphuric acid Oxygen
Diesel	

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#### 4.0 APPLICATION OF SCHEDULE

The provisions of Section 3, paragraph 2 above shall not apply where the following products are stored within the property of JPL for its own use noxious and dangerous products not exceeding the specified quantities:

- a) In the case of liquefied petroleum gas, two hundred pounds;
- b) In the case of oxygen, four hundred cubic inches;
- c) In the case of diesel, fifty imperial gallons.

#### 5.0 RESPONSIBILITIES

- **Management**

Shall ensure that the substances and products listed in **Schedule B**, if held on the company's compounds, shall be in their original containers, and kept in a secured locker, with content labeling on the door of the locker.

- **Manager(s)/ Health & Safety Personnel/ Authorised Personnel's**

Should ensure that if original containers are not available, alternative appropriate containers must be appropriately labeled.

The Manager/Health & Safety Officer will maintain a log book of the names of employees, times of day, and reasons for every entry into the locker/store room. In the absence, or unavailability of the Manager/Health & Safety Officer, an authorised person shall be required to complete the sheet containing the relevant information.

The locker/storeroom shall be secured with a lock. Only Authorised Personnel will be allowed access to the locker/storeroom.

#### Staff

Must ensure that they comply with and follow the above mentioned rules and policies set by management to protect their well-being and safety as it relates to dangerous and noxious substances usage during their working hours.

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**SCHEDULE B** (the employer can amend and add to this list)

Chlorine Bleach and Powder  
Ammonia  
Paint and painting associates  
Disinfectants  
Photocopier toner  
Precision power tools  
Laboratory supplies  
Refrigerant Roundup

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