

BCIT Student Association Policy and Procedure Manual

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Preamble

The British Columbia Institute of Technology Student Association (BCITSA) policies and procedures provide the foundation for its operational needs. They fulfill the Association's mandate to enhance student life by providing services and support to BCIT students.

Policies can be amended by the Director, but must be ratified by Council; while procedures may be modified by the operational Manager, they must be approved by the Director. Operational manuals are also available per department to further detail daily operational duties that ensure the preservation of the Association's assets. These manuals are updated on a regular basis by their respective managers.

All decisions regarding interpretation of this policy will be handled on a case by case basis by the President and/or Director of the Association.

The policies are divided into two sections: general policies for all staff and student executives and operational polices which focus on specific departments.

VISION

To unite the students of today into a strong and vibrant community while providing them with the best possible services to aid them in their success.

MISSION

To be an advocate for students and provide services, which are student-centered, responsible, and proactive in supporting and enhancing the quality of student life.

CORPORATE VALUES

BCITSA believes in:

- Client satisfaction being number one
- The power of students
- Maximizing value through efficient use of resources
- Transparency in our processes
- Provide a safe, inclusive and accessible environment

Human Resources Policies and Procedures

BCITSA fosters a positive and empowering work environment sustained by the unique talents and qualifications of everyone involved in the Association. We all act in a respectful, professional, and informed manner, sensitive to the policies set forth in this document, to further BCITSA's mission in providing outstanding services and support to BCIT students and the community.

BCITSA believes that everyone involved in the Association should have the opportunity to work in an atmosphere of mutual respect, understanding, and safety. BCITSA upholds all legislation and regulations that assist us in maintaining a positive and fulfilling workplace.

Everyone is encouraged to forward suggestions to any level of management. Open communication between all employees fosters a working environment enhancing BCITSA and its stakeholders. You can contact the Human Resources Specialist to help you navigate these policies and procedures.

HUMAN RESOURCES VISION AND VALUE STATEMENTS

While we work together, we will give you our best and expect your best.

- Safe space for people, ideas, and dialogue
- Ability to learn and grow professionally
- Empowerment and ownership from staff
- Innovation and creativity

COMPENSATION

The compensation policy enables the Association to meet its vision, mission, and objectives. In order to attract and retain competent employees, BCITSA is committed to offer a competitive compensation package including base pay and benefits. The Association prides itself on offering a wide range of non-monetary and monetary benefits that promote its organizational culture. Staff member's performance is the main reason for employees to reach the higher level of their respective pay scale, which in turn encourages staff to offer their best to the Association.

SUCCESSION PLANNING

BCITSA places an emphasis on developing internal staff to have access to future supervisory and managerial positions. This philosophy enables the Association to cultivate its existing workforce to meet organizational objectives. This open process supports BCITSA's efforts in ensuring that it offers staff members the ability to reach their full potential.

1.0 Employee Relations

All employees have the right to equitable treatment and the right to freedom from harassment and discrimination in the workplace. The need for positive and productive employee relations is essential to the application of the Association's mission. As such, every employee is encouraged to resolve issues as they arise in order to foster sound working relationships.

1.1. Conflict Resolution

If you have any concerns that you would like to discuss, or if you believe that you have been treated unfairly or unjustly by someone within BCITSA, use these steps to address your concerns.

These are the standard processes for conflict resolution. However, every situation is unique and may require some modifications to better serve those involved. If you need clarification about the process, contact the Human Resources Specialist.

- (a) You are encouraged to discuss your concerns with the person in question who is party to the conflict.
- (b) If you do not feel comfortable approaching the other party, or are not satisfied with the resolution from the previous process, you should discuss the issue with your immediate Manager/Supervisor. Quite often, a solution can be found quickly. If the matter is complicated, your Manager may need time to resolve the problem adequately.
- (c) If the problem is not resolved to your satisfaction or if you are uncomfortable discussing your problems or concerns with your Manager, you may submit a written statement to the Director, including the incident description, date/time, witness(es) and how you think the issue can be resolved. This step may involve a scheduled meeting.
- (d) Depending on the specific nature of the concern, the Director may obtain additional information that will enable the Director to render a decision.
- (e) The Director may use external specialists/consultants or a management review team, to address the concern.
- (f) You will receive a decision regarding the matter and/or explanation of future actions, within 10 working days.

2.0 Respectful Workplace

BCITSA is committed to provide a working environment where all BCITSA members are treated with respect and dignity. All staff members have the right to work in a

professional atmosphere that promotes equal opportunities and prohibits harassment and discriminatory practices and behaviours.

BCITSA has adopted this policy to make it clear that workplace harassment and discrimination will not be tolerated. BCITSA encourages all employees to report all incidents of workplace harassment and discrimination, regardless of who the respondent may be. Individuals found to have engaged in conduct constituting workplace harassment and/or discrimination will be disciplined, up to and including termination of employment.

BCITSA acknowledges its responsibility to provide all employees a workplace free of harassment or discrimination. In the case where BCITSA members may experience harassment or discrimination from non-BCITSA members, such as vendors, customers, and others that we conduct business with, BCITSA will use BCIT policies and procedures when applicable (i.e. Student Code of Conduct, Harassment & Discrimination) to resolve the issue.

2.1. Application of the Policy

This policy applies to all those working for BCITSA, including all full-time and part-time employees, contracted positions, and Student Council.

This policy is in addition to, and not in substitution for rights an individual may have under existing legislation, such as the BC Human Rights Code.

2.2. Purposes

The purposes of this policy are:

- (a) To maintain a working environment that is free from harassment and/or discrimination.
- (b) To educate all employees of the Association that workplace harassment and/or discrimination are offenses under law.
- (c) To set out the types of behaviour that may be considered offensive.
- (d) To establish a mechanism for receiving complaints of workplace harassment and discrimination and to provide a procedure by which the Association will deal with these complaints.
- (e) To establish the steps BCITSA will take to maintain a working environment where employees treat each other with mutual respect.

2.3. Definitions

Harassing and/or discriminatory behaviour as defined in the policy may be unintentional and those responsible may not be aware of the offense that they are causing and the effect that their behaviour may have on the work environment. BCITSA is responsible to remedy situations of harassment and/or discrimination as they occur.

Discrimination and/or harassment can occur between individuals of the same or different status and anyone can be the subject of harassment and/or discrimination by members of any gender. Discrimination and/or harassment can involve individuals and groups, can occur during one incident or over a series of incidents and can occur on or off campus, during or after work hours.

2.3.1. Harassment

Harassment is defined as any unwelcome remarks, behaviours, or communications based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal or summary conviction which causes offense or humiliation to any person, and had a negative impact on the workplace, where:

- (a) Submission to such conduct becomes explicitly or implicitly a term or condition of employment or progress.
- (b) Submission to or rejection of such conduct is used as a basis for employment decisions.
- (c) Such conduct has the purpose or effect of interfering with work performance.
- (d) Such conduct creates an intimidating, hostile, or offensive working environment.

2.3.2. Sexual Harassment

Sexual harassment is any unwelcome sexually-oriented conduct and may be verbal, written/typed, physical, or by innuendo, where:

- (a) Submission to such conduct is made either explicitly or implicitly a term or condition of employment or progress.
- (b) Submission to or rejection of such conduct is used as a basis for employment decisions.
- (c) Such conduct has the purpose or effect of interfering with work performance.
- (d) Such conduct creates an intimidating, hostile, or offensive working environment.

2.3.3. *Personal Harassment*

Personal harassment is defined as any unwelcome remarks, behaviours, or communications directed towards an individual or group of individuals that misuses authority or abuses the power one individual or a group of individuals has over an individual or group of individuals. For the purposes of this policy, the term “power” is intended to mean more than the power that is vested in a position by BCITSA. Power in this context includes any type of power that one individual may have over another individual. Misuse or abuse of power occurs when it has the effect or purpose of abusing, threatening, demeaning, or intimidating the individual or group of individuals, and where:

- (a) Submission to such conduct is made either explicitly or implicitly a term or condition of employment or progress.
- (b) Submission to or rejection of such conduct is used as a basis for employment decisions.
- (c) Such conduct has the purpose or effect of interfering with work performance.
- (d) Such conduct creates an intimidating, hostile, or offensive working environment.

2.4. *Time Limit*

For a complaint to be considered under this policy, it must be filed within three months of the last incident of harassment and/or discrimination. The Director has the discretion to waive this requirement where there are extenuating circumstances that prevent the complaint from being brought forward in that time frame.

2.5. *Natural Justice and Fairness*

The principles of natural justice and fairness shall be adhered to by anyone who becomes involved in any aspect of the process set out to deal with harassment and/or discrimination. All parties to the harassment and/or discrimination complaint, including the complainant, respondent, and witnesses, will be given the opportunity to fully explain what happened from their perspective, to have their explanations and concerns fully considered, and to challenge any evidence that is being or has been considered.

2.6. *Retaliation*

Retaliation against any individual who has filed a complaint, been named as a respondent or witness in the complaint or who investigates the complaint according to the procedures outlined is an incident of harassment and/or discrimination and may result in disciplinary action.

2.7. Vexatious Complaints

Any person who makes a frivolous or vexatious complaint will be subject to disciplinary action. Frivolous or vexatious complaints are grounds for a complaint of harassment.

2.8. Confidentiality

BCITSA recognizes the difficulty in coming forward with a complaint of workplace harassment and/or discrimination, and a complainant's interest in keeping the matter confidential. To protect the interests of the complainant, the respondent, and others who report incidents of workplace harassment and/or discrimination, confidentiality will be maintained throughout the process and information relating to the complaint will only be disclosed to the extent necessary to carry out these procedures.

All records of complaints, including contents of meetings, interviews, results of investigations, and other relevant material will only be disclosed to the extent necessary to carry out these procedures.

2.9. Filing a Written Complaint

When a written complaint, whether issued by an Advisor (Policy 2.11.1) or by a complainant, is forwarded to the President and Director, a copy will be filed in the Association's records relating to the alleged incident.

2.10. Prima Facie Evidence

Prima facie (literally, "at first look") evidence is evidence that is considered sufficient to suggest facts unless the facts in question are rebutted.

2.11. Advisors

The role of the Advisor is vital to the successful implementation of the Harassment and Discrimination Policy, as it is the Advisors who will carry out the fair process. The Advisors' role is to ensure that all complaints are handled following strict adherence to the procedures as set forth by the policy.

2.11.1. Appointment

The Human Resources Specialist and the Advocate will carry out the duty of Advisors under this policy. Advisors will directly report to the Director.

2.12. Initial Action by Complainant

BCITSA members who have been subjected to workplace harassment and/or discrimination (the "complainant") are encouraged to bring the matter to the attention of the person responsible for the conduct. If the complainant does not wish to bring the

matter directly to the attention of the person responsible or where such an approach is attempted and does not produce a satisfactory result, the complainant should seek the advice of one of the two Advisors.

2.13. Meeting with the Advisor

The Advisor will advise the complainant of:

- (a) The right to make a written complaint under this policy if the respondent is an employee of the Association.
- (b) The availability of counselling and other support services provided by the Association.
- (c) The right to be represented by any person of choice at any stage of the process when the complainant is required or entitled to be present.
- (d) The right to withdraw from any further action in connection with the complaint at any stage even though the Association may continue to deal with the complaint under Policy 2.14.4.
- (e) Other procedures, such as a complaint under the British Columbia Human Rights Code, or where appropriate, under the Criminal Code

Regardless of any decision made concerning further action, the Advisor will keep a confidential written record of the initial complaint and inform the Director that a complaint has been filed.

2.14. Outcomes of Meeting with Advisor

2.14.1. Complainant and Advisor Agree that the Conduct is Not Workplace Harassment and/or Discrimination

If the complainant and the Advisor agree that the conduct in question is not workplace harassment and/or discrimination as defined in this policy, the Advisor may have the complainant refer to Policy 1.1 (Conflict Resolution).

2.14.2. Complainant Decides to Make a Written Complaint

If the complainant, after meeting with the Advisor, decides to make a written complaint, the Advisor will:

- (a) Assist the complainant in drafting a written complaint that must be signed by the complainant.
- (b) Give copies of the complaint, within five days, to the respondent and to the complainant.

- (c) Address the written complaint as per this policy.

2.14.3. *Complainant Decides to Make a Written Complaint When Advisor does not Support Complaint*

If the complainant decides to make a written complaint, where the Advisor believes that the conduct in question is not workplace harassment and/or discrimination as defined in this policy, the Advisor will:

- (a) Assist the complainant in drafting a written complaint that must be signed by the complainant.
- (b) Give copies of the complaint, within five days, to the Director.
- (c) Director will inform the Advisor and complainant if the complaint is granted for harassment and/or discrimination.
- (d) When the Director supports the Advisor's recommendation, the complaint will be handled as per Policy 1.1 (Conflict Resolution).
- (e) When the Director does not support the Advisor's recommendation, the complaint will be handled as per this policy.

2.14.4. *Complainant Does Not Wish to Make a Written Complaint*

Where a complainant presents facts to the Advisor that the Advisor believes to constitute sufficient evidence of workplace harassment and/or discrimination but the complainant does not wish to make a written complaint, the following steps may be taken even if the complainant does not wish for the Advisor to take any further action.

The Association has the responsibility to provide a safe workplace for all employees. As such, if an employee decides not to pursue a formal complaint, the Advisor may choose to address the issue if deemed of a serious nature to ensure the safety of all employees.

- (a) The Advisor may meet with the respondent if the Advisor is satisfied that this can be done without disclosing, directly or indirectly, the identity of the complainant to ensure that the offensive conduct is not repeated.
- (b) The Advisor may make a written complaint if there is a safety concern or if there have been previous complaints against the respondent.

2.15. *Written Complaint by Advisor*

If the Advisor decides that a written complaint should be made without the complainant's support, the Advisor will:

- (a) Prepare and sign a written complaint.

- (b) Provide copies of the complaint, within five days, to the respondent and to the complainant.
- (c) Forward the complaint to the Director within five days. If the respondent / complainant is the Director, the complaint will be forwarded to the President.
- (d) If the Director / President find merit to the complaint, the Advisor will handle the written complaint as per this policy.

2.16. Notice to Respondent

The Advisor will provide a copy of the complaint, a copy of this policy, and a notice that the person has the right to be represented by any person of choice at any stage of the process when the respondent is required or entitled to be present.

2.17. Opportunity for Resolution before Investigation

Where the complainant decides to make a written complaint, the Advisor may, if the complainant consents, take action necessary to resolve the complaint informally, by ways of mediation. The Advisor will be the facilitator throughout this process.

2.17.1. Outcomes to Resolution Meeting - Complainant Satisfied with Resolution

If the complainant is satisfied with the resolution achieved at the meeting with the respondent the Advisor will have the complainant sign a letter of agreement outlining the Advisor's recommendations concerning the resolution of the complaint.

2.17.2. Outcomes to Resolution Meeting - Complainant Not Satisfied with Resolution

If the Complainant is not satisfied with the resolution achieved at the meeting with the respondent, the complainant will then fill an official written complaint - Policy 2.14.2.

2.18. Investigation

The Director will appoint an individual or team to investigate every written complaint forwarded to the Director and the President. Where the respondent is the Director, the President will appoint an individual or team to investigate every written complaint forwarded to the President. Advisors will not undertake the investigation.

2.18.1. Complaint is substantiated

If the investigation results in a finding that the complaint of workplace discrimination and/or harassment is substantiated, the outcome of the investigation and any disciplinary action, up to termination of employment, will be recorded in the Association's records relating to the respondent. These written records will be

maintained for 10 years unless new circumstances dictate that the file should be kept for a longer period of time.

2.18.2. *Complaint Not Substantiated*

If the investigation results in a finding that the complaint of workplace discrimination and/or harassment is not substantiated, all records of the complaint will be removed from the respondent's records, but kept as records with the human resources department.

2.18.3. *Informing Complainant*

The complainant will be informed of the outcome of the investigation and any disciplinary actions given to the respondent. If the complainant is not satisfied with the outcome of the investigation or the disciplinary action, the complainant will be reminded of their right to file a complaint with the BC Human Rights Tribunal.

2.19. *Report by Colleague*

If you believe that a colleague has experienced or is experiencing workplace harassment and/or discrimination, you are expected to communicate the incident to an Advisor. The Advisor may meet with the person who is said to have been subjected to workplace harassment and/or discrimination and will proceed in accordance with this policy.

2.20. *Harassment and Discrimination by Outsiders*

If you believe that you have been subjected to workplace harassment and/or discrimination by a person who is not a member of the Association, you should seek the advice of an Advisor. The Advisor will take whatever action is necessary to ensure that the Association fulfills its responsibility to investigate and assist the person subjected to harassment.

3.0 Workplace Health and Safety

BCITSA aims to create a safe working environment for all employees and patrons; therefore it is essential that all employees follow guidelines and procedures to ensure everyone's safety.

A work-related injury or illness is one that arises out of and during the course of employment or is a recognized industrial illness arising out of and due to the nature of employment. To be covered by WorkSafeBC benefits for a personal injury, the employee must have been in the course of working when hurt and the injury must have been caused or exacerbated by something related to the job. In the case of illness, the contracted illness must be recognized as one that is caused by the work or work environment.

There are provincial regulations that apply to work-related injuries and illnesses. Please see WorkSafeBC's website at www.worksafebc.com for detailed information.

3.1. Reporting Workplace Injuries or Illness

You are to report any potential safety hazard to your Manager/Supervisor or Human Resources Specialist immediately. It is in the best interest of everyone to ensure that you and your colleagues work in a safe and healthy environment.

BCITSA maintains its work environment to WorkSafeBC standards. Unfortunately, accidents can still happen.

- (a) If you or your colleague becomes ill or injured at work, contact that operational manager immediately. If emergency medical attention is necessary, call 911.
- (b) The work-related injury or illness must be reported to the Manager/Supervisor immediately or as soon as it is practical.
- (c) All workplace injuries or illnesses must be reported in a timely manner.
- (d) In the event that an injury or illness requires medical attention, the Manager/Supervisor must ensure that the injured or ill person is transported to the nearest appropriate medical facility. BCITSA will cover all transportation charges.
- (e) The Manager, in conjunction with the Human Resources Specialist must complete and submit an illness and injury report to WorkSafeBC within three working days of the incident.
- (f) Work-related incidents and injuries must be reported to Human Resources immediately, regardless of whether or not the Manager is aware of any resulting work-related injury or illness. BCITSA is required by law to report certain accidents or incidents, regardless of the severity.

3.2. Failure to Report/Coercion to Not File a Report by BCITSA

BCITSA's failure to report an accident or incident in due time or any attempt to coerce an employee to not file a report of work-related injury or illness is an offense under the BC Worker's Compensation Act. If you feel that you have or are being coerced to not file a WorkSafeBC report or have any concerns about WorkSafeBC procedures, please see the Director or Human Resources Specialist.

3.3. Lost Time from Work

If you lose time from work following a work-related injury or illness, a claim will be made for WorkSafeBC benefits. You must file a claim with WorkSafeBC, and once your claim is

accepted, you will be paid for time loss according to the current worker's compensation guidelines.

4.0 Workplace Violence

Violence refers to physical and/or verbal assault toward another person including but not limited to shooting, shoving, pushing, harassing, intimidation, bullying, verbal abuse, coercion, callous or intentional disregard for the physical safety or well-being of others, brandishing weapons, obscene phone calls, emails or written correspondence, or serious threats of those activities. No employee, customer, or anyone coming into contact with BCITSA individuals should ever feel threatened while on our premises.

4.1. Disciplinary Actions

BCITSA is committed to maintaining a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behaviour. Anyone who engages in any physical assault, threatening behaviour, or verbal abuse in the work setting will be immediately removed from the premises and will be subject to disciplinary action, including immediate termination of employment.

4.2. Reporting Workplace Violence

If you feel unsafe or threatened while at work, you are asked to notify your manager, the Director, or Human Resources Specialist immediately. We will not discriminate against victims of workplace violence. All concerns, regardless of severity, will be handled fairly, promptly, and without retaliation for bringing a valid claim forward. This exoneration does not apply to false claims. The claim must be a valid and proper claim for this immunity to apply. If BCITSA finds that a claim of workplace violence was made in bad faith, BCITSA will take disciplinary action against the person who made the claim, up to and including termination of employment.

4.3. Violence Prevention

In order to ensure a safe environment for everyone, we strictly enforce the following:

- (a) Weapons, even if properly registered, are not permitted on BCITSA property or in vehicles parked on BCIT property.
- (b) Weapons include any device that a projectile may be fired from, firearms, knives, any simulated firearm, sling shots, clubs, metal knuckles, explosives, and any other items with the potential to harm another person.
- (c) Offices, desks, cabinets, telephones, and computers are BCITSA property. BCITSA reserves the right to search these areas or view emails and data stored on BCITSA computers.

- (d) Any conversations overheard during monitoring for quality control or private messages retrieved that can be deemed threatening to other individuals can and will be used as a basis for disciplinary action or termination of employment.

5.0 Standards of Conduct

The objective of this policy is to describe the standards of conduct expected by all employees and to define BCITSA's and employees' responsibilities. If you breach these standards, you may be subject to disciplinary action up to and including dismissal.

Your conduct and language used in the workplace are expected to meet acceptable social standards. In dealing with other persons in the workplace, you are to treat them with respect and dignity and to refrain from exploiting a work relationship for private advantage or benefit.

5.1. Improper Conduct

By improper conduct we mean conduct that involves illegal, fraudulent, dishonest, or unethical behaviour or serious negligence in the performance of your duties.

This list does not represent the extensive list, but only example when improper conduct will be considered.

- (a) Theft
- (b) Abuse of BCITSA property or equipment
- (c) Sexually, verbally, physically, or mentally abusing or harassing any person associated with BCITSA and/or BCIT community
- (d) Habitual tardiness or absence
- (e) Solicitation or acceptance of personal gifts or gratuities in exchange for preferential business treatment
- (f) Falsifying BCITSA records
- (g) Disclosing confidential or proprietary BCITSA information to unauthorized persons
- (h) Engaging in an activity that is determined to be a serious conflict of interest with BCITSA
- (i) Possession, use, or sale of illegal substances on BCITSA premises
- (j) Being under the influence of alcohol or illegal substances at any time on BCITSA premises or while on BCITSA business

(k) Insubordination or failure to carry out instructions

(l) Job abandonment - five unreported absences

5.2. Conflict of Interest

BCITSA encourages all employees to actively participate in their community. However, employees must not use BCITSA resources—including time—for outside groups or associations during work hours. If you have any concerns regarding a possible conflict of interest between BCITSA and an outside commitment, speak with the Director.

The following situations require full written disclosure to and approval from the Director:

- (a) You are engaged in outside work interfering with your primary job due to your work hours or attendance, or that is in some way hostile or adverse to BCITSA.
- (b) You work with an employer whose business is in competition with ours or services our customer.
- (c) Your work requires the use or disclosure of proprietary information about our business or customer.

Failure to disclose or discuss information related to any of the above points may lead to disciplinary action, up to termination of employment.

5.3. Outside Employment or Appointments

There may be times when each of us considers taking a second job to supplement income or job experience. This is within BCITSA guidelines as long as the second job does not conflict or interfere with your work at BCITSA. We do, however, require that additional jobs be disclosed to your Manager in writing.

5.4. Gifts

If a supplier providing gifts is an existing BCITSA vendor or BCITSA paid for an event where gifts were received, these gifts belong to BCITSA and everyone should have an opportunity to enjoy them.

You are not permitted to receive, give, pay, promise, or offer gifts or anything of value to our customers or suppliers for the purpose of securing or appearing to secure preferential treatment.

5.5. Dress Code

This dress code enables employees to project a professional image while enjoying the comfort advantages of more casual and relaxed clothing. Business casual dress is the

standard for all BCITSA employees unless your specific position requires additional or differing dress requirements.

No dress code can cover all contingencies. You must exert a certain amount of judgment in your choice of clothing to wear at work. If you are uncertain about acceptable professional business casual attire for work, you are advised to ask your manager or Human Resources Specialist.

The following are guidelines:

- (a) Clothing that reveals too much cleavage, bare back, chest, stomach, or private undergarments are not appropriate for a place of business.
- (b) Clothing should be clean, fresh, and professional and should be without holes, stains, or graffiti marks.
- (c) This is a business environment, and torn, dirty, baggy, or frayed clothing is unacceptable. Any clothing that has words, terms, or pictures that may be offensive to the general public is unacceptable.
- (d) Clothing bearing the company logo is encouraged. Sports team, university, and fashion brand names on clothing are generally acceptable. Denim is acceptable.
- (e) Sweat pants, track pants, shorts, tank tops, spaghetti strap tops, muscle shirts, and beach wear and footwear are not allowed.
- (f) You are expected to appear clean, tidy, and presentable at all times.
- (g) If handling hot beverages or food, open footwear is not allowed.

5.5.1. ***Hardships***

BCITSA understands that you may face hardships in complying with this business casual dress code. Please address any concerns to your manager. Concerns will be dealt with on an individual basis and some assistance may be provided.

5.5.2. ***Inappropriate Clothing at Work***

If your clothing fails to meet these standards, you will be asked not to wear the inappropriate item to work again. If the problem persists, you may be sent home without pay to change and will receive a verbal warning for the first offense. All other policies regarding personal time use will apply. Progressive disciplinary action will be taken for further dress code violations.

6.0 Liquor Consumption

Although BCITSA permits the moderate use of alcohol on its premises in certain circumstances, we strongly discourage the abuse of alcohol, and expect all employees to make responsible decisions concerning their use of alcohol.

We welcome all staff members to enjoy the services of Professor Mugs Pub, be it after their shift or on a non-work day. However all BCITSA staff must consume alcohol responsibly. If staff members are found to abuse this policy either in the consumption or knowingly in the service thereof, disciplinary action will be taken.

If you are suspected of being under the influence of drugs or alcohol while at work, you will be sent home for the day without pay.

6.1. Alcohol Consumption at BCITSA Events

You may be invited to BCITSA events where alcohol is served. You must adhere to the following conditions:

- (a) You must accept responsibility for your own alcohol consumption.
- (b) You must moderate your intake of alcohol.
- (c) You must cooperate with BCITSA's efforts to ensure your safety.
- (d) You must not return to work while under the influence of alcohol.
- (e) You must not drive yourself or any individuals while under the influence of alcohol.

BCITSA reserves the right to ban you and/or your guests from future BCITSA events if these conditions are ignored or violated.

7.0 Customer Service Standards

BCITSA places a tremendous importance on delivering high standards of customer service in all interactions with students, members of the BCIT community, and others. Everyone, whether customers, students, clients, or other employees and whether in person, on the phone, or in correspondence, must be treated in a respectful, non-judgmental, and professional manner. Communication should be effective and questions or concerns should be addressed as thoroughly as your position enables.

Front-line customer service positions may require additional customer service training. Please refer to the appropriate departmental manuals for more information.

8.0 Attendance

Prompt and regular attendance is required. If you are going to be late for work, please notify your manager no later than your regular starting time.

Individuals who are unable to observe appropriate attendance standards will be subject to disciplinary action up to and including termination of employment.

9.0 Performance Evaluation

9.1. Probationary Period

The probationary period provides the new hire/existing employee moving into a new position a chance to decide whether BCITSA/their new position is a good fit. It also provides BCITSA with time to determine whether the new hire's skill set and values meet or exceed expectations/a new position is a good choice for an existing employee.

Throughout the orientation period, informal discussions are held to ensure that skill sets and required compatibility standards are met.

9.1.1. Probation Evaluation

Prior to the completion of the probation period in a new position (as defined in the contract agreement), a performance review is completed by your manager. Your performance is evaluated and reviewed to ensure that you have the opportunity to fulfill your personal potential as well as meet the standards required for the duties of the position.

9.1.2. Extension of Probation Period

Probation may be extended once prior to the end of the first period of probation if it is determined that additional performance evaluation is needed.

9.1.3. Minimum Probation Periods

All new employees will be on a minimum three month probationary period and all management will be on a minimum six month probationary period. This probationary period will be disclosed in employment contracts.

9.2. Employee Performance Appraisal Program

The Employee Performance Appraisal Program (EPAP) is an integral part of BCITSA operations. It establishes employees' objectives in supporting BCITSA goals. EPAP involves ongoing coaching sessions and an annual formal evaluation process.

Components such as performance planning, succession planning, salary evaluation, and professional development are an integral part of the program.

9.2.1. Program Evaluators

All employees will be included in this program. Employees will be coached/evaluated as follows:

- (a) The Director is evaluated by the President and VP Administration.
- (b) Senior managers are evaluated by the Director.
- (c) Supervisors and middle management evaluated by their respective managers.
- (d) Support staff members are evaluated by their respective managers.

9.2.2. EPAP Procedure

The formal evaluation process is conducted bi-annually in May and November. These evaluations are a summary of the coaching sessions that will be conducted between the employee and their immediate supervisor. It will be used to reflect upon the previous year's goals and to set up future personal goals.

9.2.3. BCITSA Strategic Plan & Employee Objectives

Council approves the annual strategic plan for the upcoming year. You are asked to review the strategic plan annually and match your personal objectives to the associational goals. In order to help you define your personal objectives, departmental objectives are determined by management.

Your goals will be discussed and approved by your manager at the annual formal evaluation in May. They will be used for discussion during the coaching sessions. Goals may vary according to the employee and the nature of employment.

9.2.4. Coaching Sessions

The purpose of the coaching sessions is to ensure that employees are on track with their professional goals and to provide guidance, if necessary. You and your manager will meet on a regular basis or as required to informally discuss your goals and duties related to your employment. There will be a mid-year session in November to ensure that you are on target. This is a good opportunity for you to amend your goals if necessary.

10.0 Disciplinary Procedures

If a manager dissatisfied with your conduct or work performance, they are required to follow the procedures as described below.

- (a) Your manager will meet with you to determine the ways in which your performance and/or conduct must be improved or corrected. You will receive a verbal warning describing the procedures and a timeline for improving your performance.

- (b) If you do not meet the requirements for the enhanced performance within the set timeline, your manager will meet with you and a notice will be placed in your file. Additional time will be given to rectify your performance / behaviour.
- (c) If your performance still does not improve as described in the written notice, you may be terminated for cause.

Depending on the severity of the issue, your manager has the right to skip one of these procedures.

11.0 Termination of Employment

11.1. Voluntary Resignation

You are asked to give a minimum of two weeks notice of resignation or as stated in your employment contract to provide BCITSA time to make alternate arrangements for staff coverage. You are encouraged to meet with your immediate manager or Human Resources Specialist prior to resigning to discuss your reasons for resignation.

11.2. Permanent Reduction of Staff

11.2.1. Employees

If a reduction of staff is necessary, the decision of who will be affected rests solely with management. Notice of termination will be given in writing, on the following terms:

- (a) Employees who have completed at least six consecutive months of employment will receive two weeks notice.
- (b) Employees who have completed at least three consecutive years of employment will receive one additional week's notice. For each subsequent year of employment, they will receive additional weeks' notice up to a maximum of eight weeks.
- (c) The period of notice will not coincide with an employee's annual vacation.
- (d) BCITSA may pay severance pay in lieu of notice in the amount equal to the period of notice required above.

11.2.2. Probationary Employees

If an employee is terminated on the basis of unsuitability or for cause during or at the end of the probation period, no notice or pay in lieu of notice is required.

11.3. Termination for Cause

Employees may be terminated for cause without notice or pay in lieu of notice.

11.4. Other Termination

Termination for other causes not listed in this policy is governed by the BC employment Standards Act.

12.0 Educational and Professional Development Opportunities

12.1. Educational Opportunities through BCIT

Under certain conditions, BCIT allows employees of BCITSA to register for courses. Regular full-time and part-time employees of BCITSA regularly working in excess of 20 hours per week may take part-time studies courses offered by BCIT without paying the tuition fee, provided that:

- (a) The employee satisfies normal course prerequisites.
- (b) No fee-paying student is displaced.
- (c) There are no additional materials or instructional costs incurred by BCIT, such as in Distance Education or Clinical Courses.

Contact the Human Resources Specialist to access this educational opportunity.

12.2. License/Membership Requirement

When employees are required to attend professional development days in order to maintain their practicing license, BCITSA will only reimburse registration fees for these professional days. Eligibility for registration fee reimbursement may depend on the financial situation of BCITSA.

12.3. General Professional Development/Work-Related Conferences

Regular full-time employees may take general professional development courses with pay. The courses must be of benefit to the employee's work with BCITSA and must be approved in writing by their immediate manager. BCITSA will only reimburse registration fees for these professional days. Eligibility for registration and conference fee reimbursement may depend on the financial situation of BCITSA.

12.4. License/Membership

Regular full-time employees will be reimbursed for their practicing license/membership when needed for their work. In case of termination of employment, employees will reimburse the percentage of their practicing license/membership not benefiting BCITSA. Eligibility for license/membership reimbursement depends on the financial situation of BCITSA.

13.0 Employment Status

All employees are hired under a specific employment status. Please refer to the BCITSA Employee Status Groups Chart in Appendix A of this policy manual for information regarding the benefits applicable to each employment status group.

13.1. Definition of Employment Status

13.1.1. Student Executive and Council

Members of the Student Executive and Council as defined in BCITSA bylaws are considered BCITSA employees and are subject to all BCITSA policies and regulations.

13.1.2. Salaried Employees

Salaried employees work an average of 40 hours per week, 52 weeks per year. They are entitled to all of the benefits as outlined in Appendix A.

13.1.3. Permanent Full-Time Employees

Permanent full-time employees work an average of 35 (or more) hours per week and are regularly scheduled to work full-time shifts. Full-time employees are entitled to all the benefits as outlined in Appendix A.

13.1.4. Seasonal Full-Time Employees

Seasonal full-time employees work an average of 35 (or more) hours per week only during the school season (September to May). They may start one week prior to the start of the school year (for training) and one to two weeks after the end of the school year if the business requires it. Seasonal full-time employees are entitled to the benefits as outlined in Appendix A.

13.1.5. Part-Time Employees

Regular part-time employees work less than 35 hours per week. A part-time employee who is asked to work more than the stipulated hours for a short period of time (due to business conditions and requirements) is still considered a part-time employee working excess hours on a temporary basis.

14.0 Payroll and Payday

14.1. Payday

Payday is every other Friday. All overtime, absences, sick days, vacation time, etc. recorded on a two-week time sheet ending the previous week (Saturday) will appear on your cheque. When payday falls on a holiday, you will be paid on the last workday

before the holiday. Student honoraria will be paid monthly on the last work day of the month.

14.2. Pay Process

We pay you via an electronic direct deposit to your bank account. Everyone paid through an electronic direct deposit must provide Human Resources with the information required to facilitate this process. When your pay is deposited into your bank account, you receive a statement for the pay period detailing the amount paid to you plus the required and voluntary deductions.

It is important that you verify your pay stub immediately to ensure that you have been paid the proper amount and that your deductions are correct. If during the course of employment, if your bank or other personal status information changes, you must notify the Human Resources department.

14.3. Time Sheet Reporting

All time sheets must be submitted to Human Resources Department no later than Monday at 10:00 am of a payroll processing day. If there is a statutory holiday on the Monday, the following Tuesday at 10:00 am will be a payroll processing day. A copy of the dates for payroll time sheet submissions, pay periods and pay dates are distributed to all employees at the beginning of each calendar year. Time sheets must be signed off by your manager. If you forget to hand your time sheet in on time, you must discuss this with your manager. Your manager will submit a cheque request to the accounting department for that pay period.

14.4. Bank Holds

BCITSA is not responsible for any holds that an individual's banking institution may place on the payment.

15.0 Overtime

15.1. Overtime Approval

Overtime must be pre-approved by your manager. The authorization must be in writing or verbal. Overtime may be banked or paid out, depending on the arrangement with management. Please refer to BC Employment Standards for regulations pertaining to overtime.

15.2. Overtime Rates

Overtime is paid at the rate of one and a half times the regular hourly rate for all time worked in excess of 40 hours per week (32 hours per week if a holiday falls during that week) in a given payroll week (Sunday through Saturday) and two times the regular

hourly rate for all time worked in excess of 12 hours per day and 48 hours per week in a given payroll week. This does not allow for any sick time or authorized paid leave taken in that week to be included in the regular 40 hours. You must be in attendance and actually work during those hours. Salaried employee compensation is as per employment contract.

15.3. Working Holidays

If you work on a paid holiday, you can choose to either work the holiday or receive appropriate overtime and additional average days' pay as provided by law or take an alternate day off with full regular pay.

15.4. Conference Days Falling on Saturdays and Sundays

If you work over a weekend or holiday on conference matters, you will be entitled to an equivalent paid day off, to be taken within three months.

15.5. Banked Time

Employees who accrue banked time between December 1st and May 15th are required to take the time off by May 31st, while employees who accrued banked time between May 16th and November 30th are required to take the time off by December 31st. Banked time must be used prior to vacation time and/or time off without pay.

16.0 Time Off Reporting

16.1. Absences

You must inform your manager or BCITSA Main Reception (604-432-8600) of any absences, whether approved planned absences and/or unplanned absences. In the case of a planned absence, the manager must be informed in advance. All absences must be noted on the appropriate section of your employee time sheet.

16.2. Reporting Absences when on Sick Leave

You are required to inform your manager at the beginning of each day that you will be away. For absences greater than one week, you are required to contact your manager on a weekly basis. For sick leave longer than three working days, you will be required to provide medical confirmation for the absence. You will assume any costs associated with medical confirmation. Failure to comply with the attendance and reporting requirements may result in discipline, up to and including termination of employment.

17.0 Breaks

17.1. Meal Breaks

The BC Employment Standards Act requires that all employees receive a 30-minute meal break after five hours of continuous work. This break is unpaid unless circumstances require a paid break, as detailed in the BC Employment Standards Act.

17.2. Additional Breaks

Employees may take two 15-minute paid breaks during the course of an eight-hour work day. These breaks should be taken mid-morning and mid-afternoon, but may need to be scheduled at different times to accommodate the needs to the operation. For operational requirements, additional breaks may be combined to the lunch break. These breaks are not a legal requirement and may be forfeited during busy times. BCITSA does not allow you to skip break in order to shorten the length of their workday.

18.0 Employee Benefits

The waiting period for employee benefits is six months of continuous full-time employment. If you chose to join after the waiting period, BCITSA will cover 50% of the costs and you will cover the remaining costs for the first year of coverage. After the completion of one year, BCITSA will bear the full costs of the benefits program. Mandatory benefits are Group Life, Long-Term Disability, and Accidental Death and Dismemberment. Elective benefits are Extended Health and Dental.

19.0 Leaves

19.1. Vacation

19.1.1. Unused Allocated Vacation Time

With prior approval by the Director, employees can carry forward up to half of unused allocated vacation until December 31st of the next calendar year, but no further.

19.1.2. Vacations Less than One Week

Upon request, BCITSA may grant the annual vacation in periods of less than one week.

19.1.3. Vacation Requests

Requests for vacation must be submitted in writing to your manager within a reasonable amount of time using the Vacation Request Form. All requests for vacation are considered in relation to the operational requirements and overall needs of BCITSA.

19.1.4. **Required Vacation Times**

Due to the schedules of the school terms, certain employees may face layoffs and/or closure at Christmas, Spring Break, and in the summer months (June, July and August). Annual vacation pay is required to be taken at this time. Under extenuating circumstances, additional vacation requests during the school year will be at the discretion of the manager for approval, depending upon the needs of the department being affected.

- (a) Submission for annual vacations is done in June to coincide with BCITSA's fiscal year.
- (b) Vacation pay is automatically deposited into your account, following the regular payroll schedule.
- (c) The Director may approve a longer vacation than the number of paid vacation days. This extra time off will be considered leave without pay.

19.1.5. **Vacation Entitlements**

Vacation entitlements are calculated as described below.

Salaried Employees

Vacations Allocated

After completion of 12 months	10 days
13 months to completion of 36 months	15 days
37 months to completion of 72 months	20 days
73 months to completion of 120 months	25 days
121 months and thereafter	30 days

Full-Time Employees

Vacation Allocated

After completion of 12 months	10 days
13 months to completion of 36 months	15 days
37 months to completion of 72 months	20 days
73 months and thereafter	25 days

Managerial Employees

Vacation Allocated

Completion of 12 months to 24 months	15 days
25 months to completion of 72 months	20 days
73 months to completion of 120 months	25 days
121 months and thereafter	30 days

19.1.6. Temporary or Part-Time Employees/Casual Employees

Part-time employees receive vacation pay in accordance with the BC Employment Standards Act and BCITSA pays vacation pay to such employees at each pay period equivalent to 4% of gross earnings or 6% of gross earnings after five years of consecutive employment.

19.1.7. BCITSA Paid Statutory Holidays

The ten paid holidays are New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Remembrance Day, Christmas Day, and Boxing Day.

19.2. Other Holidays

Every reasonable effort will be made to grant unpaid time off for attending worship services or celebrating holidays consistent with your expressed faith, at the discretion of your manager. All requests for time off for observance of religious holidays or worship services must be submitted to your manager in writing at least one week in advance.

19.3. Incidental Sick Time and Personal Time

19.3.1. BCITSA Sick Plan

The sick plan is intended to provide you with short-term financial protection against loss of wages due to illness. Long-term illness and disability protection is covered under the Health Plan extended benefits.

19.3.2. Entitlement

All employees who work a minimum of 35 hours per week are eligible for the sick plan. An amount equivalent to 3% of the total regular pay including statutory holidays but excluding sick pay paid out is contributed to an employee's sick account.

19.3.3. Draw Sown Rules

An employee may claim a maximum amount equivalent to the total wages lost due to illness or the accumulated amount in their sick account, whichever is less. The approved claim is included in the regular pay cheque issued for the pay period in which the claim is made.

19.3.4. Annual Payout

The BCITSA pays out annually the excess accumulated sick plan. To be eligible for the annual sick plan payout, you must have a minimum of 12 days accumulated in your sick banked balance. The pay out will not exceed six days. The amount of the banked sick time will be calculated on the last payroll of November and all payouts will be paid the first payroll of December. For example, you have the value of 14 days in your bank as of the end of November. You will receive the equivalent of 2 days of pay.

19.3.5. Leaving the Plan

- (a) An employee ceases to be eligible for this plan when they are no longer working a minimum average of 35 hours per week on a regular basis, or when employment is terminated.
- (b) Employees who have been with the Association for more than five continuous years and permanently leave BCITSA are entitled to a payout of an amount equalling accrued days in excess of six days. For example, if an employee has 15 days banked, they are entitled to nine days' equivalent pay.
- (c) Employees who have been with the Association for less than five years are entitled to payout equalling accrued days in excess of 12 days. For example, if an employee has 15 days banked, they will be entitled to three days' equivalent pay.

19.4. Personal Leave

Full-time employees working a minimum of 35 hours per week during the fiscal year from June to May are entitled to a maximum of 16 hours for personal leave with pay per year. Seasonal employees working a minimum of 35 hours per week between September and May are entitled to a maximum of 8 hours.

To qualify, you must be employed at BCITSA for a minimum of six months or have completed your probation, whichever comes first. Personal leave cannot be banked and cannot be added to any scheduled vacation time. Personal leave is not paid out at the end of the fiscal year and must be pre-approved by your manager before taking the time off. Personal leave must be recorded as such on your weekly timesheet.

19.5. Bereavement Leave

If an immediate family member passes away (spouse, common-law partner, child, mother, father, brother, sister, parent-in-law, daughter-in-law, son-in-law, grandparent, or grandchild), you will be entitled for a leave will be up to five days.

For all other family members: if the deceased lived more than 150 miles from Vancouver, paid leave will be up to three days, and if less than 150 miles from Vancouver, paid leave will be one day.

19.6. Time Off to Vote

Employees eligible to vote are allowed four consecutive hours off work without pay to vote. The four consecutive hours are calculated from the close of the voting stations on the day of the election. For example, if voting stations close at 8:00 pm., you may leave at 4:00 pm. Other arrangements may be made and will be announced before the election day.

19.7. Jury Duty

BCITSA will work with you, if you are called for jury duty to determine the best course of action.

19.7.1. Documentation to Report

When you receive documentation to report for jury duty:

- (a) You must present the documentation to your manager and Human Resources Specialist as quickly as possible.
- (b) Your manager will analyze the resource void created within the team as a result of the unscheduled absence. If the business is in a position to support the absence, jury duty leave will be supported. If the business cannot support the absence at the time requested, we will ask you to seek excusal.

19.7.2. Jury Summons Accepted

Should you accept your jury duty summons, BCITSA will pay employees absent from work due to jury duty the difference between the daily BCITSA pay rate and Crown-issued reimbursements for a maximum of ten working days.

- (a) During your leave, you will continue to accrue annual vacation entitlement. You may also be eligible for continuation of benefits in certain circumstances.

- (b) Upon completion of jury duty, you must request a confirmation of the court appearance from the Court Clerk and give this document to the Human Resources Specialist upon returning to work so that your pay can be adjusted.
- (c) When you return from jury duty, you will return to the same position.

19.8. *Unscheduled Office Closures*

19.8.1. *Official Closures*

BCITSA communicates official office closures or status changes to you via BCIT officials who will inform CKNW of any and all school closures. Temporary official office closures will not affect your pay or vacation time. In the event that an office closure exceeds two working days, BCITSA reserves the right not to compensate beyond that.

19.8.2. *Unofficial Closure*

If the office has not been officially closed and you are not able to come to work due to harsh weather, fire, power failure or some other emergency, you should make every effort possible to notify your manager. If you are late, leave work early or choose not to work, the absence should be recorded as one of the following:

- (a) Personal time
- (b) Sick leave
- (c) Vacation
- (d) Unpaid time off

19.9. *Strikes and Lockouts*

In the event of a BCIT strike/lockout, you are expected to come to work. If you prefer not to cross picket lines, you may request an unpaid leave of absence. This absence is based on the needs of the operations. Your manager or the Director will consider the request and approval will not be unreasonably withheld.

20.0 *Parking*

If you work a minimum of 35 hours per week, you are eligible for a reimbursement of half the cost of a parking pass. The cost of the parking pass is based yearly and the amount charged to you and will be prorated accordingly.

- (a) Parking costs are from January to May.
- (b) Parking hangers are not transferrable and can't be used by other persons beside the holder of the parking passes.

- (c) You are required to state which car(s) will be associated to your pass.
- (d) If you are found to abuse the parking privilege (i.e. lend or sale your pass), you will be asked to return your parking pass immediately. If a parking ticket was issued in the process of abuse, you will be fully responsible for the payment of the ticket.
- (e) If you pay for parking for the school term/year and at any time, are no longer attending or working for BCITSA, you will not be reimbursed for the remainder of months you have paid for.
- (f) The parking hanger remains the property of BCIT and any abuse of this privilege could lead to a permanent suspension of the benefits associated with having this pass. Do not give your parking pass to anyone. If you are carpooling, you must ensure that you are attending school the same day as the person you are carpooling with.
- (g) There is to be no tampering, duplication, photocopying, or reproduction of the parking pass. Any attempt to do so will be considered fraud and could have legal ramifications and a permanent suspension of your parking privileges.

Administrative Policies

BCITSA upholds the following policies to operate efficiently and effectively. This policy is applicable to all full-time employees, part-time employees, and Student Executives.

1.0 Sustainability Policy

BCITSA is committed to the issue of economic, social, and environmental sustainability by improving our operations and services, and strengthening employee and student welfare. BCITSA aims to reduce its ecological footprint while respecting our core business, current commitments, and the limits of our resources.

BCITSA encourages all members of the Association to carry out their duties in a manner that supports economic, social, and environmental sustainability. Through the application of this policy, BCITSA aims to improve its performance in sustainability including but not limited to food services, building design, construction, renovation, contracted services, and procurement of goods and services.

2.0 Intellectual Property Rights

BCITSA recognizes intellectual property rights as mandated by legislations including those laws and regulations set by the Canadian Intellectual Property Office (CIPO) and the World Intellectual Property Association (WIPO). As the employer, BCITSA holds property rights for all works produced for BCITSA unless explicitly outlined in a contractual agreement.

3.0 Confidential Information

3.1. Personal Information

BCITSA fully protects all confidential personal information and upholds all privacy legislation and regulations, including the Personal Information Protection and Electronics Act of Canada, the BC Personal Information Privacy Act (PIPA) (www.priv.gc.ca) and the BC Freedom of Information and Protection of Privacy Act (www.oipc.bc.ca).

3.2. Business Information

Confidential business information is defined as any information that would put BCITSA at a competitive disadvantage if improperly communicated or information that cannot be communicated due to contractual or legal obligations.

In general, consider all information you gain at work as confidential and do not discuss it with others unless they work for BCITSA and have a legitimate business reason for requesting the information. This includes business processes, pricing, clients, orders, contracts, payroll information, etc.

- (a) Confidential information must not be divulged to anyone other than authorized persons and should be used only for BCITSA's benefit.
- (b) Communicating confidential material to a co-worker should only be done when it is essential for that person to perform their duties.
- (c) Confidential information going through internal or external mail should be marked as such on the outside of the envelope.
- (d) When faxing confidential material, take steps to ensure that the recipient obtains the information directly.
- (e) Confidential information in hard copy form should be kept in a secure, locked location. Sensitive documents being disposed of should be shredded.
- (f) All contracts are held in the Director's office and all personnel files are held in the Human Resources Specialist office.

4.0 External BCITSA Communications

Before you engage in any external communication that is about or may have an impact on BCITSA, you must obtain written or electronic approval from the Marketing and Communications Manager and/or Director. If you defame the character of BCITSA or any employees, you will be disciplined up to and including, termination of employment. This includes but is not limited to:

- (a) Print or electronic publications
- (b) Speeches
- (c) Interviews
- (d) Social media (i.e. Facebook, Twitter, LinkedIn)
- (e) Online discussion groups
- (f) Comments to the press
- (g) Discussions with members of industry associations or professional associations

4.1. Social Media

Social Media has become a significant part of BCITSA's communications strategy and your position may require you to use it. Additionally, many of you have personal social media accounts, and are reminded that as an employee and representative of BCITSA, you should adhere to the same organizational principles outlined below.

- (a) You are only to use social media during work hours should your position require you to.
- (b) Ensure that any content you post on behalf of BCITSA is consistent with the professional image and organizational values.
- (c) You are accountable for your actions on social media including, but not limited to: posting on BCITSA feeds, commenting on others' posts while logged in as BCITSA, direct messaging with other users.
- (d) Be respectful, genuine and take responsibility for any errors you make.
- (e) You must not post or comment anything that may be considered defamatory, obscene, libelous, threatening, harassing, discriminatory, or that infringes on copyright or otherwise unlawful circumstances.
- (f) If you are found to have posted anything that may be considered in the above criteria, you will be disciplined up to and including, termination of employment.
- (g) BCITSA reserves the right to remove any posts or comments from outside users on BCITSA pages/channels, should they be deemed inappropriate, threatening, or spam that promotes an outside product and/or service.

4.2. Protection

BCITSA information released externally must be controlled in such a way as to protect and preserve its interest. Information must be managed to prevent unauthorized disclosure, modification, destruction, or use. It must be agreed that BCITSA proprietary information will be provided adequate physical security, recovery abilities, electronic access controls, and non-disclosure agreements. Written or electronic approvals must be obtained from the Director before proceeding with the following:

- (a) All external communication distributed via print media
- (b) Advertising
- (c) Initiation of any campaign that will receive financial support from BCITSA or in which BCITSA will play a significant role
- (d) BCITSA information that is communicated, shared or processed by vendors, customers, or third party providers

5.0 *Legal Inquiries or Actions*

All legal inquiries or actions must be directed to the Director.

6.0 *Keys, Premises Access and Lock Up*

6.1. *Keys*

Key requests must be made by the department managers to the Human Resources Specialist. Keys are issued by BCIT Safety & Security; therefore you must adhere to BCIT's procedures as it relates to the handling of your keys. You must produce a photo ID card to pick up the assigned keys. Under no circumstances should keys be given out to anyone without the expressed verbal or written permission of the department manager. Key information is logged in the Employee Equipment/Property List.

6.1.1. *Upon Termination*

Key(s) must be returned to the BCIT Safety & Security or the BCITSA Human Resources Department on or before your last day of work.

6.1.2. *Upon a Job Change*

If your job changes and you require new keys, your old keys must be returned to BCIT Safety and Security before new keys can be provided.

6.1.3. *When You Do Not Have Your Key*

If you do not have your keys, you may have to wait until another person arrives with keys. BCIT Safety & Security will not let you into any BCITSA premises. If your keys are lost or stolen, you must notify BCIT Safety & Security immediately.

6.2. *Security*

6.2.1. *Alone in the Building*

If you are the only person inside the building, please keep all doors locked at all times (roller door, back and front door).

6.2.2. *Right to Refuse Access*

If someone you do not recognize comes to the door, you should not let the person into the building or office until you establish that they are there on legitimate BCITSA business. You have the right to ask that they come back during regular business hours.

6.2.3. **Safe Walk Program**

When leaving the building late in the evening to access the parking lot, you may ask BCIT Safety & Security Personnel to escort you to your car or bus station.

6.2.4. **Important Phone Numbers**

- (a) Main Reception: 604.432.8600
- (b) BCIT Safety & Security : 604.451.6856 (Non-emergency, Lost & Found, Safer Walk)
- (c) BCIT Safety & Security: local 2248 (emergency from any phone on campus)

6.2.5. **Alarm Procedures**

If you are required to have a security key pad code, a request must be submitted to the Human Resources Department by your manager. Depending on the area that you are assigned, the Human Resources Department will program a code into the system directly or an e-mail will be sent to our security firm and programmed remotely from their central location. Once the security code has been programmed, you will be notified of the code and instructed on how to use it.

6.2.6. **Visitors**

Visitors are welcome, but they must report to Main Reception and be announced to the person(s) that they are to meet with. BCITSA reserves the right to escort any visitor out of the operation who does not respect our code of conduct or our security practices.

- (a) Security practices regarding monitored computer use and video monitoring also apply to visitors.
- (b) Do not give a visitor unsupervised access to the BCITSA computer network using an employee logon ID. If a visitor requires access to our computer system, a temporary username and password must be obtained and authorized from the Director.
- (c) Visitors are not permitted to wander unescorted through the facilities. Please do not hesitate to question or report visitors not recognized as part of the BCITSA association.

7.0 Office Services and Facilities

7.1. Telephone System & Voicemail

Employees are provided with direct-dial telephone services. Please keep the number of personal calls on the BCITSA phone system to a minimum and return voicemail messages promptly.

7.2. Cell Phone

7.2.1. BCITSA-Supplied Wireless Devices

Within existing guidelines, BCITSA supplies and maintains cell phones and/or wireless e-mail devices for some employees. If you decide to choose your personal device for business, it must be previously approved by your manager. BCITSA will reimburse you for the value of a basic plan. Your phone number will be advertised as other business numbers would.

7.2.2. Guidelines for Use

- (a) Turn wireless devices off during meetings, or turn the ringer on low or vibrate. If you must use your wireless device during a meeting, excuse yourself from the meeting and step outside so that others are not disturbed.
- (b) If you are expecting a phone call that you must take while in a meeting, advise meeting participants in advance.
- (c) If you leave your wireless device on while you are in the office, please keep the ringer on low so that others are not disturbed when it rings.
- (d) Ensure that your ring tone selection is not offensive or disturbing to others. Offensive language, obscenities, jarring phrases, or loud music are not considered acceptable.
- (e) Wireless phone conversations should be considered public. Do not discuss confidential information on a wireless device.
- (f) If BCITSA has supplied you with a wireless email device for business purposes, it must be password protected.
- (g) Personal calls may be placed and received on a BCITSA-paid wireless device as long as they do not interfere with BCITSA business or incur additional cost to BCITSA. Costs incurred for personal long distance calls using the BCITSA wireless devices are your responsibility, and you will be asked to reimburse BCITSA for all charges.

- (h) When out of town, use a land-line with your BCITSA calling card wherever possible. If roaming charges apply, DO NOT use your cellphone.
- (i) Protect your wireless device from theft, loss, or damage. If your device becomes lost, stolen, or damaged, notify the carrier immediately.
- (j) Do not loan your BCITSA wireless device to family or friends, and use discretion when lending it to a co-worker. If a co-worker needs temporary use of a wireless device, they should arrange for a loaner unit.
- (k) If you use your phone to text, notify your manager to ensure that your plan covers the texting option.
- (l) At any time, you may be asked to produce the phone for return or inspection. If you are unable to present the phone in good working condition within the time period requested, you may be expected to bear replacement cost.
- (m) You must return your BCITSA wireless device immediately upon termination of employment.

7.3. Personal Cellphone & Wireless Devices

If you are not issued a wireless device for business purposes, you are not to use your personal cellphone during work hours. Personal cell phones should be either turned off or switched to vibration during working hours, except during breaks. Personal cell phones cannot be kept on counters and/or in any common areas; phones have to be kept with other personal items. If you are expecting an important phone call, please advise your manager prior to the start of your shift.

7.4. Personal Calls

Personal calls must be kept at a minimum while long distance calls are not allowed on the BCITSA phone system. If you must make a personal call, long distance or not, please inform your manager.

7.5. Mail and Couriers

All outgoing and incoming mail and couriers are the responsibility of Main Reception.

7.5.1. Incoming Mail and Couriers

Incoming mail and couriers are distributed by Main Reception. Incoming mail is held at Main Reception in each person's individual mail slot. Incoming courier packages are logged by the Main Reception when they arrive. The Main Reception will send notification of courier package receipt first by calling the addressee and then by sending an email.

7.5.2. *Outgoing Mail*

Outgoing mail is collected by BCIT in the afternoon. Place required mailouts in the 'out' basket located in Main Reception no later than 11:00 am. If you are using this service for personal reasons, ensure that proper postage is affixed.

7.5.3. *Outgoing Courier Packages*

Outgoing out-of-town courier packages are sent out by Main Reception. We have accounts with several companies, and the appropriate courier should be selected based on the destination. Outgoing packages should be received by reception by 1:00 pm in order to ensure that waybills are prepared in advance of the 3:00 pm pick-up deadline. When requesting a courier, please provide Main Reception with an addressed envelope, phone number, the department code to be charged, and the type of service required.

8.0 *BCITSA Credit Cards*

You may be issued a BCITSA credit card. Employees with corporate cards are billed directly by the credit card company and are responsible to submit receipts to the Accounting Department in a timely manner. Your card must be returned immediately upon termination of employment.

8.1. *Issuance and Governance*

- (a) Credit cards are requested, approved, and issued through the Controller.
- (b) All credit cards remain the property of BCITSA.
- (c) Upon demand by the Controller or Director, you must surrender their credit card.
- (d) The Controller or Director has the right to cancel a credit card at any time without reservation.
- (e) If you lose your credit card, you must notify the credit card company immediately and the Controller or Director as soon as it is reasonable to do so.
- (f) The Controller reviews each month's statement.

8.2. *Use of Credit Cards*

- (a) Credit cards are to be used only for BCITSA business. In the event of accidental usage of the BCITSA credit card for personal expenses, please submit the receipt and a cheque to BCITSA for identification and reimbursement as soon as possible.

- (b) The credit card is to be used for incidental purchases while out of the office, such as meals or hotels, or for those purchases that require a deposit or payment before shipment (such as the internet). The first choice of payment is always by cheque, if possible and practical.
- (c) Any purchases over \$500.00 should be cleared with the Controller or Director before being transacted.
- (d) All receipts must be submitted to the accounting department as soon as possible for reconciliation. All receipts must have general ledger (GL) code noted on them and be initialled.
- (e) All receipts over \$500.00 must be also initialled by the Director or Controller. Notwithstanding the previous, all credit card purchases are subject to the general expense policies.
- (f) If the receipt is not self-explanatory, please note purpose of purchase.

9.0 *Personal Vehicle Use*

9.1. *Reimbursement*

If you are required to use your personal vehicle for BCITSA business, you will be reimbursed at the current standard mileage rate. If you do not own a personal vehicle or your vehicle is unsuitable for the business you need to conduct, your manager may approve a car rental.

An employee's personal car should be used when conducting business in their immediate area. The current reimbursement is based on the reasonable allowance rates set by Canada Revenue Agency. Employees must have business insurance coverage prior to using their vehicle on BCITSA business. There may be exceptions to using personal cars (e.g. the employee's vehicle isn't large enough to accommodate a group and an employee needs to rent a van), but these exceptions should be noted and justified on an expense report.

9.2. *Law and Ordinance Violations*

Anyone who violates the laws or ordinances of the area in which they are operating a vehicle on BCITSA business, assumes financial responsibility for their actions.

10.0 *Computer, Network and Internet Use*

BCITSA expects that all employees use the computer system in a professional and appropriate manner. BCITSA reserves the right to control information technology resources and will remove harmful, unlawful, abusive, or objectionable material and may withdraw computer or network access if necessary.

Misuse of resources includes but is not limited to altering or copying system software and placing unlawful information or malware on or through the computer system in either public or private files.

10.1. Disciplinary Action for Misuse

Unprofessional and inappropriate use of BCITSA computers, network, and information resources is grounds for prompt disciplinary action, including counselling, reprimand, or termination of employment. Those responsible may be prosecuted and required to repay BCITSA or others for any loss incurred.

10.2. Unprofessional Use

Unprofessional use includes:

- (a) Copyright violations
- (b) Privacy violations
- (c) Use of abusive or offensive language in any communications
- (d) Publishing false or misleading claims about any subject (or person). This constitutes fraud or libel and may result in legal prosecution
- (e) Gaining or attempting to gain unauthorized access to networks, computers or databases

10.3. Inappropriate Use

Inappropriate use includes:

- (a) Non-work related commercial activities
- (b) Monopolizing computer equipment or network traffic, such as streaming or uploading large files
- (c) Using BCITSA computers and the network as a means of harassment, such as by delivering obscene, vulgar, threatening, or unnecessarily repetitive information

10.4. Email Use

Email is a key communication tool. However, keep in mind that an e-mail message is equivalent to a BCITSA official document. You should use the same care in creating an email message that you do creating any other BCITSA document. The Administration Department manages the creation and maintenance of all email accounts and passwords, as well as the installation and maintenance of email software on BCITSA computers and our network. Mail folders are backed up daily and stored for one year

and may be monitored without your permission. You must purge and manage your own inboxes and personal folders.

Incidental and occasional personal use of email is permitted so long as it is not abused.

10.4.1. *General Use Guidelines*

- (a) Do not send interactions or material that may be considered offensive to others. This includes but is not limited to racial jokes, pornographic or sex-related links or content or jokes based on age, national origin, ethnicity, religion, pregnancy, marital status, sexual orientation, disability, or any other legally-protected category.
- (b) If you receive interactions or material that may be considered offensive as described in the previous sentence, it is your responsibility to advise the sender to discontinue sending you inappropriate emails or messages. If you are not comfortable advising the sender to stop sending these types of message, please contact your manager or Human Resources for assistance.
- (c) If you are out of the office for several days, please use the “out-of-office” assistant feature.

10.4.2. *Email Privacy*

Email communications may be monitored at any time and for any reason, including but not limited to breaches in security, violations of law, or infringement of BCITSA policies. If indications of illegal activity or violations of BCITSA policies or security are noted during monitoring, those involved will be reported in accordance with BCITSA policies.

10.5. *Downloading/Uploading Software and Images*

- (a) All software downloaded from the internet becomes the property of BCITSA.
- (b) Downloading entertainment software, games, or playing games against opponents over the internet is not permitted.
- (c) Downloading images or videos, unless there is an explicit business-related use for the material, is not permitted.
- (d) You may not upload any software licensed to BCITSA or data owned or licensed by BCITSA without appropriate authorization from the Controller or Director.
- (e) All downloaded files must first be scanned for possible malware. Anyone who attempts to propagate a file infected with malware may be subject to termination of employment.

- (f) BCITSA has installed software to keep out hackers. Any user that attempts to override any security measures will be subject to termination of employment.
- (g) You may not connect your own device to the network without proper authorization.

11.0 Taking BCITSA Property Off-Premises

You cannot remove BCITSA property from the premises without prior permission, except in the case of pre-authorized equipment such as wireless devices. All requests for taking BCITSA property off-premises must be made in writing (email is acceptable) to the Director. Inappropriate use of BCITSA-owned equipment may result in disciplinary action, up to and including termination of employment.

11.1. Guidelines

- (a) Equipment must be returned in the same condition as when it was acquired. Report any damages immediately.
- (b) Certain discrepancies (unexplained losses, possible thefts, damage, destruction, etc.) must be reported to your manager as soon as discovered.
- (c) The appropriate authorities, including police, will investigate possible thefts, mysterious disappearances, etc. of BCITSA equipment.
- (d) The Controller will process insurance claims for accidentally lost, damaged, stolen, or destroyed equipment.

12.0 Travel

You may need to travel on BCITSA business and you should not experience financial loss when that happens. Generally speaking, you will be reimbursed for any business-related expenses that you incur. An expense form will be provided prior to your departure.

12.1. Expense Advance

You will be provided with an expense account when travelling on BCITSA business. However, you become liable to the BCITSA for this amount and will be required to reimburse BCITSA in the event of resignation, termination of employment, reassignment, or similar reasons.

12.2. Expense Form

The amount of advance depends on the length and circumstances of the trip. Requests for advances must be made on the "Executive/Employee Expense Form". The approval of your manager is required.

12.3. Meal Allowance

A cash allowance is provided to cover meals not included at a conference or event. The meal allowance is as follows:

Breakfast: \$15.65

Lunch: \$15.15

Dinner: \$41.75

Per Diem: \$17.30

You are not required to submit meal/per diem allowance receipts to the Accounting Department for verification if your expenses fall within the daily allowance. However, if you would like to be reimbursed for expenses beyond the allowance, you must submit all receipts from the conference or event for approval by your manager.

12.4. Accommodations

You are expected to use standard rooms at a moderate-class hotel while traveling on business, except when:

- (a) You are attending a conference and wish to stay at the hotel hosting the conference, or the preferred hotel chain is unavailable or impractical.
- (b) You are traveling to a destination for which a corporate recommendation or related hotel does not exist.

12.5. Ground Transportation

12.5.1. Transportation to the Airport

BCITSA will reimburse you for the cost of transportation to and from the airport, either from the BCITSA facility or your home. Depending on the most cost-effective option, this includes either taxi fare each way or the cost of parking your vehicle at the airport and round trip mileage. The distance should be calculated as the shorter of the distance from the office to the destination or from home to the destination. Mileage expenses between home and assigned work location are not reimbursable.

12.5.2. Local Transportation

During business travel, we expect you to travel to your destination by the most appropriate and cost-effective means, including the use of airport or hotel shuttles, taxis and car rental.

12.5.3. Incurred Costs

All parking and highway tolls incurred as a result of business travel are reimbursed.

12.5.4. Car Rental

If a car rental is the most cost-effective or practical option, use intermediate or compact cars from one of our designated car rental firms in order to take advantage of negotiated discounts. You should expect to pay for all car rentals costs directly (or use the BCITSA credit card if one has been assigned to you) and then apply for reimbursement when submitting an expense report. Rental cars are used for business purposes only and intended for local transportation.

12.6. Telephone

Telephone calls that are made to conduct BCITSA business and ensure reasonable contact with your immediate family are reimbursed. When traveling, charge the call to the hotel or use your BCITSA cell phone.

12.7. Other Traveling Expenses

You will be reimbursed for other necessary and reasonable out-of-pocket expenses, including tolls, parking fees, tips, and telephone/fax charges. As BCITSA provides extended health plan, which includes group accident and life insurance coverage, charges for the purchase of additional travel insurance are not reimbursed. If you chose not to partake in the employee extended health benefit plan, contact your manager to insured that you are properly covered before your departure.

12.7.1. Non-Reimbursable Expenses

The following list of non-reimbursable expenses should be considered a general guide and should not be considered inclusive:

- (a) Personal entertainment
- (b) Personal maintenance such as haircuts, manicures, etc.
- (c) Room service for personal reasons
- (d) Personal calls in excess of what is considered reasonable
- (e) Travel, meals, and lodging for family members
- (f) Lost personal property, including cash, credit cards, clothing, etc.
- (g) Fines, or penalties for property damage caused by you while traveling

(h) Personal accident insurance

ACCOUNTING POLICIES

The primary purpose of the accounting policies is to direct the actions of the accounting department who in turns support the short- and long-term operations, functions and goals of BCITSA. These policies are affected by government regulations, banking covenants and audit and accounting requirements. The Accounting Department fulfills its purpose through a variety of functions: it controls and protects assets, provides information and analyses, provides system administration functions, and keeps records.

1.0 Accounts Payable

BCITSA categorizes its Accounts Payable (AP) into three main categories:

- (a) Goods for inventory for resale
- (b) Non-inventory items and services
- (c) Expense Reimbursements

2.0 Authorization for Reimbursement and Invoices

2.1. For Employees

The following individuals may authorize invoices and reimbursement for employee payment:

- (a) Senior manager or authorized designate
- (b) Director
- (c) Controller

2.2. For Student Executives

The following individuals may authorize invoices and reimbursement for Student Executives payment:

- (a) VP Finance and Administration
- (b) President

2.3. Additional Expense Request Authorization

- (a) The VP Finance and Administration will authorize the requests of the President, Director, and Controller.
- (b) The President will authorize the requests of the VP Finance and Administration.

3.0 Invoice Requirements

Whenever possible, the original invoice should be provided. No payment will be made to a vendor until an invoice is provided, unless the invoice is to be pre-paid.

3.1. Invoices for Goods for Inventory

Invoices submitted for payment must include:

- (a) Original invoice (where possible)
- (b) Receiving report (Business Vision or Micros)
- (c) Packing slip (if applicable)

3.2. Invoices for Everything Else

Invoices submitted for payment must include:

- (a) Original invoice
- (b) Authorization from the appropriate manager
- (c) Department and GL account to be expensed

3.2.1. Other Unbudgeted Expenses

Other expenses not budgeted for must be approved by Council, including other operational expenses over \$5000.

4.0 Cheque Requests

4.1. Cheque Requisition Form

A Cheque Requisition Form must be completed when submitting expenses for reimbursement or when a cheque is issued prior to the receipt of an invoice (as in a pre-invoiced payment).

4.2. Pre-Approval

Expenses should be informally pre-approved before any expenditure is incurred. BCITSA is not obligated to reimburse expenses incurred by employees or Student Executives that BCITSA deems inappropriate.

4.3. Reimbursement

4.3.1. Procedure

- (a) Attach all receipts (original receipts if possible).
- (b) Ensure proper authorization.
- (c) Note the department and GL account to be expensed. If there is more than one account, list them all.

4.4. Pre-Invoiced Payments

4.4.1. Procedure

- (a) Complete "Cheque Requisition Form".
- (b) Ensure proper authorization.
- (c) Note the department and GL accounts to be expensed. If there is more than one account, list them all.
- (d) Submit the invoice to the Accounting Department upon receipt. It is the responsibility of the cheque requester to ensure that an invoice is received by BCITSA and given to Account Payable (AP).

5.0 Cheque Runs

Cheque runs are performed once per week. Invoices and expenses should be submitted by the cut-off date (two business days prior to the cheque run). The cheque run date will change to accommodate the VP Finance and Administration's schedule. A schedule will be provided at the beginning of each semester.

Under extenuating circumstances cheques can be issued on short notice. Please allow two business days for any invoice to be processed and paid.

6.0 Accounts Receivable Policy

All invoices to customers for all departments must be issued through the Accounting Department. Invoicing will be processed and mailed out within two business days of the submission of required paperwork.

All necessary documents (such as contracts, agreements, packing slips or acknowledgment of receipt services) must be the original document.

6.1. Pricing

Pricing is set by senior management. All discounts are authorized by the senior manager directly (per invoice) or indirectly (such as a sale or as described in policy).

6.2. Terms of Invoices

6.2.1. Unpaid Invoices

Any invoices unpaid for 21 days past the net due date are considered overdue. It is the responsibility of each department to collect any overdue balances. The Accounting Department will send out reminders as needed.

6.2.2. Bad Debts

No invoices or accounts will be written off without the approval of the Controller in consultation with the senior manager. All bad debts will be charged to the appropriate department.

7.0 Purchase Orders

BCITSA uses Purchase Orders (POs) to order goods, control incoming shipments, record receipts to inventory, and to record invoices.

7.1. General Policies

- (a) When sourcing new suppliers, consideration is given to price, quality, and service. Staff must not allow themselves to be influenced by perks, money, or other favours that personally benefit themselves.
- (b) Product samples are acceptable. When an excess amount of samples have been provided, samples may be made available to staff upon permission from the Director, Controller, or senior manager.

7.2. Goods for Inventory - Ordering Goods

- (a) The Retail Manager, Pub Manager, or authorized staff members may place orders with vendors.
- (b) Orders to vendors are made via fax or email.
- (c) For daily vendor deliveries of less than \$200, orders made via telephone are acceptable.
- (d) Only Senior Managers are the only persons allowed to authorize new vendors or new items from existing vendors.

(e) Vendor Credit Applications are authorized by the Controller.

7.3. Goods for Inventory – Receiving

- (a) Receive goods into Business Vision or Micros through the PO module.
- (b) When possible, add appropriate freight, duty and other costs to items.
- (c) If freight is between 1% and 5% of the value, freight can be ignored (not ideal) and will be coded to Cost of Goods (COGS) freight variance.
- (d) Put pages of the Invoice in the following order: last page first, then the first page, second page and so on.
- (e) In the bottom right hand corner close to the total of the invoice, write the following:
 - i. The PO number on the invoice
 - ii. The store number
 - iii. The date the PO is receipted into Business Vision
 - iv. Whether or not the PO is to be closed by AP (if applicable)
 - v. Clerk initials
 - vi. Amount for store use
 - vii. Amounts and reasons for other expenses
 - viii. Submit the original invoice with the receiving report and the signed packing slip.

7.4. Purchase of Assets and General Supplies and Service

- (a) All purchases of assets and supplies and services are subject to budget constraints.
- (b) All new vendors and items are approved by the Senior Manager and the Controller.
- (c) Assets are not capitalized unless over \$500. The Controller will determine whether or not an asset will be capitalized.

(d) Vendors that are designated as preferred vendors are not subject to the three-quote policy. Informal reference quotes to keep the preferred vendor honest are encouraged.

(e) Preferred vendors should have their status periodically reviewed.

8.0 Cash Management

The primary purpose of the Cash Management Policy is to ensure that cash and cheques are properly secured and controlled.

8.1. Deposits

All activities involving cash will always require two persons for handling and processing.

8.1.1. Cash Deposits: Retail Operations & Pub

Each retail operation, including the pub, performs a deposit at the end of every business day. One person will prepare and another will verify. Both will initial the deposit. All deposits are forwarded to the Geared Up Store as soon as possible for safe keeping. The designated armoured car service collects deposits twice per week (once during summer hours) for delivery to the financial institution. Deposit slips are forwarded to the Accounting Department for reconciliation to deposits received by the Financial Institution and to receipts per the accounting system. Any variance of more than five dollars will be reported to the senior manager.

8.1.2. Cash Deposits: Administration

All other cheques and cash will be submitted to Main Reception to be deposited the day prior to the pick up by the armored car service. All cheques received are first listed on the Cash Journal Board. The Accounting Assistant prepares the deposit bag to go to the Geared Up Store. The board is then given to Accounts Receivable for coding and processing.

8.2. Cash Reconciliation

All deposits to the bank are reconciled by the Accounting Assistant to the accounting software. Any variances greater than \$5.00 per cashout will be reviewed by the Retail Manager for retail operations, Pub Manager for pub operation and Controller for all other operations.

9.0 Cheques

Cheques are issued by the Accounting Department and are numbered in sequential order. All blank cheques are controlled by the Accounting Department and are locked when not in use. Cheques are normally issued once per week as per the VP Finance and

Administration. The Accounting Department will prepare a listing of outstanding invoices to be paid. Invoices are normally paid as per terms of the invoice. Requests to issue cheques out of cycle are to be made to the Controller.

9.1. Signing Officers

The President and VP Finance and Administration are appointed as signing officers by the BCITSA Constitution and Bylaws. The Director and the Controller are also appointed as signing officers. All cheques must be signed with two signatures: one signature from the President or the VP Finance and Administration and one signature from the Director or the Controller. The primary responsibility of signing cheques lies with the VP Finance and Administration and the Controller.

10.0 Financial Reporting

The object is to provide timely, accurate and relevant financial information to internal and external users, particularly to the Student Executives.

- (a) Within three weeks of the end of each month, the Controller will prepare financial statements for BCITSA.
- (b) In preparing the financial information, the Accounting Department will reconcile all cash and financial statements to the GL.
- (c) The Controller will review the financial statement reconciliations.
- (d) Financial statement reconciliations will also be reviewed and signed off by the VP Finance and Administration.
- (e) The financial statements will be reviewed by the Student Executives at their next scheduled meeting and by staff at their next scheduled meeting.
- (f) The review will include:
 - i. An associational income statement, balance sheet, and a statement of cash flows.
 - ii. An income statement by operation or department.
 - iii. A comparison of actual expenses and revenue for the month, year to date, last year's month, and the last year-to-date with the associated budget for each time frame.
 - iv. A review of the activity for the month in each area.
 - v. An assessment of any abnormalities.

- vi. A design and implementation plan of any required corrective actions.
- (g) In January, BCITSA will review and forecast an income statement, balance sheet and a statement of cash flows to the end of the fiscal year.
- (h) The forecast will reflect the current year's performance and historical performance and any corrective actions deemed necessary.
- (i) The forecast will use estimates that are reasonable and conservative in nature.

11.0 **Investments**

The objective is to protect the value of BCITSA investments and to maximize growth.

11.1. General

- (a) BCITSA will work with a professional investment advisor to provide guidance and advice.
- (b) The Controller will be the main contact for the Investment Advisor.
- (c) The Controller has sole authority to execute trades and transactions.
- (d) Two signing authorities, as per the banking requirements, are required to withdraw money from the account.
- (e) All transfers of funds from the investment account must be approved by Council.

11.2. Break-Down of Investments

The book value of BCITSA's portfolio is invested as follows:

- (a) 70 to 80% in money and money-like instruments:
 - i. At least 80% of money and money-like instruments is invested in bonds.
 - ii. BCITSA uses an even-laddered bond approach with at least a five-year investment horizon.
 - iii. All bonds are in Canadian dollars and rated at minimum either AA Government Bonds or AAA Corporate Bonds.
- (b) 20-30% in equities:
 - i. No single equity is greater than 5% of book or market value.
 - ii. All equity investments are in "Blue Chip" stocks that are traded on major exchanges.

- (c) Based on book values:
 - i. At least 50% of equities are invested in Canada.
 - ii. No more than 25% of equities are invested in the United States.
 - iii. No more than 25% of equities are invested in the remaining global market.
 - iv. When the market value of the equity portion of the portfolio reaches 40% of the portfolio, then the equities portion of the portfolio must be rebalanced back down to 20% to 30% of the market value of the portfolio.

11.3. Reconciliation and Review

- (a) The Controller reconciles the investment statement monthly.
- (b) The Controller reviews the performance of the portfolio semi-annually and reports to the VP Finance and Administration.
- (c) The Controller meets with the investment advisor and reviews the account annually.

11.4. Excess Cash

- (a) If the general bank account exceeds the designated maximum balance by \$50,000, the excess will be transferred to the investment account.
- (b) The maximum balance is \$50,000 based on the ending monthly average projected for the year.

Student Life

BCITSA provides meaningful support services and programming initiatives to engage BCIT students in both their academic careers and broader non-academic environment. These policies empower students to take real action and encourage a positive and proactive student community and guide BCITSA employees and student executives in their interaction with our membership.

1.0 Advocacy

The term 'advocacy' encompasses all BCITSA activities where BCITSA works either in conjunction with specific students or on behalf of all BCIT students to enhance the quality of student life.

1.1. Representation

BCITSA represents the academic and non-academic interests of all BCIT students to BCIT and all levels of government. BCITSA works to ensure that all BCIT students have the opportunity to fully participate in their learning environment and understand their rights and responsibilities.

1.2. Related Documents

This policy is consistent with BCIT Student Regulations Policy 5101.

1.3. Working with BCIT on Advocacy-Related Activities

BCITSA works collaboratively with BCIT, its policies, and officials regarding all associational advocacy-related activities.

- (a) BCITSA representatives sit on a number of BCIT committees and boards to ensure that student interests are brought forward to BCIT in the appropriate forums.
- (b) BCITSA works with BCIT to educate students about BCIT policies.
- (c) BCITSA works with BCIT to ensure that students have reasonable and timely access to appropriate personnel and resources.
- (d) BCITSA works with BCIT to educate all students, faculty, and staff about student's rights and responsibilities as active agents in the educational process.
- (e) BCITSA will make information and BCIT policies and procedures available for all students.

- (f) BCITSA representatives will work directly with students to provide access through referral and/or representation to appropriate BCIT and external resources and personnel.

1.4. BCITSA Right to Dissent

BCITSA reserves the right, acting reasonably, to dissent from BCIT, its policies and officials in the interest of best representing the student membership.

1.4.1. Conditions for Dissent

BCITSA and its representatives may dissent under any of the following conditions:

- (a) BCIT, its officials and/or staff act inconsistently with established practices, policies, and procedures.
- (b) BCIT students and/or BCITSA interests are not satisfied.
- (c) BCITSA receives a mandate from students through established associational governance practices.

1.4.2. Exclusions

BCITSA and its representatives may not dissent under any of the following conditions:

- (a) Specific advocacy-related activities that undermine the academic integrity of BCIT.
- (b) The interests of one student and/or group of students minimize the interests of all BCIT students.

2.0 Student Advocacy

BCITSA works to educate students about their rights and responsibilities to help them better engage in the advocacy process. Ultimately, it is the student that is responsible for determining and pursuing their intended course of action.

2.1. Related Documents

This policy is consistent with BCIT Student Regulations Policy 5002.

2.2. First Contact

The BCITSA Advocate or VP Student Affairs are the first contacts for students for all advocacy-related issues.

2.2.1. Student Resources

The BCITSA Advocate is responsible for providing students with information and resources. The Advocate can only work within established BCIT policies.

2.2.2. BCIT Policies

Should a situation arise where BCITSA seeks to challenge established BCIT policies, the Director and/or VP Student Affairs may seek a change in BCIT policies through BCIT's established protocols.

2.3. Process

It is the student that is responsible for determining and pursuing their intended course of action relating to their educational experience. BCITSA assists students in navigating through the advocacy process.

- (a) BCITSA provides students with information and resources relating to BCIT policies and procedures.
- (b) BCITSA representatives provide students with referrals and/or resources to assist students.
- (c) Students will decide how to proceed.
- (d) The Advocate will attend meetings as required by the student, but only in support of that student. The student must lead and act on their own behalf at all times. At times, the Advocate may speak on behalf of a student, only when appropriated and authorized by the student.
- (e) Should a student decide at any time to not proceed any further in their situation, the process will end.

3.0 Events

BCITSA as a representative association works to provide students with ongoing programming and events that enhance the quality of student life. BCITSA supports various programming and events initiatives. All events must demonstrate value for BCIT students as they relate to their academic and non-academic goals while attending BCIT.

4.0 Subsidiary Student Clubs

Subsidiary Student Clubs (Clubs) are defined under Bylaw 16.

4.1. Clubs Funding Policy

The BCITSA provides funding for student clubs with a goal to provide support for their initiatives which enhances the experience and life of students at BCIT. To ensure accountability and efficiency for the distribution of club funding, the BCITSA has adopted the following policy.

Club funding is provided to clubs that have been sanctioned by the BCITSA Council. Sanctioning will only occur when a club has met all the requirements to become a sanctioned student club and the requirements listed in the Club Funding Procedure.

Funds will be assigned to clubs in accordance with established guidelines outlined below:

- (a) All clubs applying for funding must be sanctioned clubs of BCITSA.
- (b) All applications for club funding must be in accordance with all BCITSA Bylaws and Constitution, Policies and Procedures, the BCIT Policies and Procedures, and the Code of Conduct.
- (c) BCITSA reserves the right to refuse any application and retains sole discretion to determine approved funding amounts in order to accommodate all requests received and anticipated throughout the year.
- (d) BCITSA will not fund activities that are against the law in BC and Canada.
- (e) BCITSA does not support, promote, or fund activities that are discriminatory as defined by the Canadian and International Human Rights laws.
- (f) BCITSA does not support, promote or fund activities that encourage gambling, illegal activities, or where individual members of the club stand to have personal or financial gain.
- (g) BCITSA will not consider alcohol an eligible expense to receive funding.
- (h) BCITSA will not fund religious or political clubs/events.
- (i) BCITSA will not provide funding for staff, alumni, faculty events or activities that are not initiated by clubs and not approved by the BCITSA.
- (j) Funding cannot be used to cover more than the costs involved in a proposed project.
- (k) BCITSA will only fund events that have 51% of the attendees be BCIT students.
- (l) Club funding provided by the BCITSA will be used for the approved uses only. Misuse of club funding can lead to de-sanctioning.

- (m) Event funding will not be granted for an event that's primary purpose is fundraising for, including but not limited to, the club or external entities.
- (n) Club funding will not be granted to fund political campaigns (i.e. canvassing).
- (o) BCITSA will not fund capital purchases.

4.2. Types of Funding

4.2.1. Initial Funding

All newly sanctioned clubs are eligible for initial funding provided they have been officially sanctioned by BCITSA. All newly sanctioned clubs are eligible to receive \$300 in initial funding. Initial funding is a resource for clubs to be used primarily for start-up expenses. Items eligible for funding include, but are not limited to, equipment, supplies, advertising, and other operations expenses.

Initial funding will only be available for three months after the club has been sanctioned. Clubs wishing to receive initial funding must apply to the Vice President of Campus Life.

4.2.2. Event-based Funding

All Clubs are eligible to receive a maximum of \$500 per event provided that the event's primary purpose is not fundraising for, including but not limited to, the club or external entities.

- (a) The maximum a club can receive in club funding is \$10 per person (up to a total amount of \$500), for events with food including but not limited to dinners, galas, volunteer appreciation, et cetera.
- (b) The maximum a club can receive in club funding is \$5 per person (up to a total amount of \$500) for General Members Meetings.
- (c) The maximum a club can receive in club funding is \$50 per person (up to a total amount of \$500) for conferences, overnight trips, and travel.
- (d) BCITSA will not fund club executive meetings.

4.3. Adjudication

The Clubs Committee is responsible for the appropriate distribution of club funding to all BCITSA sanctioned Clubs. The Clubs Committee will only consider detailed and complete club funding requests.

- (a) The distribution of club funding will be based on the outlined criteria and procedures set out in BCITSA Policies, Bylaws, and the Constitution.

- (b) The Clubs Committee will meet regularly on an as needed basis.
- (c) The Clubs Committee shall consider Club Funding Applications according to the following regulations:
 - i. Any clubs applying for funding must be a sanctioned club.
 - ii. A detailed and complete Club Funding Application is submitted.
 - iii. Relevant criteria including, but not limited to, projected number of BCIT students participation, the existence and/or significance of other funding sources, and expected revenue/ loss.
 - iv. If there are outstanding receipts or documentation from previous granted club funding requests, future funding requests may be withheld.
 - v. Decisions by the Clubs Committee will be received by e-mail.

4.4. Application Procedure

- (a) Clubs approved for event-based funding exceeding \$150 will be given the funding in two installments. Initially, 40% of the amount of funding will be provided prior to the event applied for. In order to receive the final 60% of the amount of funding, a Post-Event Funding Application must be completed within 14 days of the event taking place. Clubs approved for funding under \$150, will receive the full amount upfront. However, original copies of receipts must be submitted with a Post-Event Funding Application in order to remain a club in good standing with the BCITSA.
- (b) BCITSA will only provide event funding if receipts have been submitted according to the clubs accounting procedures.
- (c) The Post-Event Funding Application must include:
 - i. A detailed financial statement of expenses and revenues
 - ii. Original receipts of all expenses
 - iii. A brief description of the event
- (d) Upon the receipt of the Post-Event Funding Application, the club shall receive the final 60% of the funding. Should the club fail to comply with any of the guidelines in this document; the second installment of the funding will be withheld.

- (e) All funding provided in excess of 50% of the event's budget will require an indication on all posters and major pieces of promotional materials (including web based promotions) stating "Funding provided by the BCITSA."
- (f) All sections of the Club Funding Application must be completed in full and must be legible in order for it to be considered.
- (g) Club Funding Applications must be submitted at least 21 days before the event to guarantee funding consideration by the Vice President of Campus Life and Clubs Committee. Applications received less than 21 days before the proposed event will not be guaranteed funding consideration.
- (h) All clubs that have applied using the Club Funding Application and have been approved for funding must complete the Post Event Funding Application within 14 days of the completion of the event. For clubs that have been approved for over \$150 in club funding and the Post Event Funding Application is submitted later than 14 days after the completion of the event, there will be no guarantee that the final 60% of the funding will be released.
- (i) Clubs that have been approved for less than \$150 in club funding will receive the full amount upfront. However, receipts must be submitted with the Post Event Funding Application in order to remain a club in good standing with the BCITSA.
- (j) If the Post Event Funding Application is submitted later than 14 days after completion of the event, there is no guarantee that the club will receive future funding for their requests.
- (k) All clubs receiving funding are encouraged to engage as much of the BCITSA student population in participating in the events approved for funding.
- (l) All clubs must be open to all BCIT students.
- (m) Completed Club Funding Applications can only be submitted in person in the Uconnect Resource Center or electronically to the clubscordinator@bcitsa.ca. The forms can be found under the clubs tab at www.bcitsa.ca.
- (n) Multiple clubs hosting a joint event must submit one Club Funding Application together. Post event funding applications can be submitted individually; however, no event expense can be claimed more than once.

4.5. Funding Pick-ups

- (a) Upon approval for the funding by the Clubs Committee, cheques will be made out only to the club in question.

- (b) Cheques will be available for pick up in the Office of the Clubs Coordinator or the Uconnect Resource Center.
- (c) Cheques have to be signed for by a club signing authority.
- (d) Photo identification may be used to confirm the signing authority at the time of cheque pick-up in order to be picked up.
- (e) Notification should be given by the club to the Clubs Coordinator of a pick- up date and time in order to ensure that cheques will be received when required.
- (f) Cheques not picked up from the office of the Clubs Coordinator within six months of issuance, will be made void and will not be reissued.

4.6. Clubs Accounting Procedures

4.6.1. Banking Guidelines

All clubs fall under the jurisdiction of BCITSA and as such are required to follow BCITSA banking guidelines. However, a club's funding belongs solely to that club and, under normal circumstances, cannot be held or used by the BCITSA.

If a club is inactive or suspended, the money will remain in that club's account for future use by that club.

4.6.2. Deposits

- (a) Deposit books must be used for all deposits.
- (b) BCITSA makes weekly deposit to must be delivered to Main Reception before 1:00 pm on Friday.
- (c) A copy of the deposit must be attached with any additional documentation and placed in the VP Campus Life mailbox at Main Reception.

4.6.3. To Issue a Cheque

- (a) The Club President or Treasurer must sign each cheque.
- (b) All original documents must be attached to the cheque.
- (c) Employees must indicate if the cheque is to be mailed out by the club or BCITSA.
- (d) Place cheque with attached documentation in the VP Campus Life mailbox.
- (e) Clubs may use the BCITSA photocopying machine in Main Reception to make copies of the backup documentation for their files.

- (f) The cheque and backup documentation will be reviewed and signed by the VP Campus Life or the Controller.
- (g) The cheque will be mailed out or put in the club mailbox in Main Reception and the original backup documentation will be filed in Main Reception.

This process should normally take one or two days.

4.6.4. *Monthly Reports*

Each BCITSA Club will receive the following monthly reports:

- (a) Balance sheet
- (b) Income statement
- (c) Original and copy of bank reconciliation

The reports will be put in club mailboxes on the 25th of the month. If the reports cannot be produced by that date, the club will be advised. The original bank reconciliation must be signed by the Club Treasurer and then put back in the VP Campus Life mailbox.

4.7. *Liability*

As subsidiaries of BCITSA, clubs are covered under the BCITSA general liability insurance for on-campus activities. If a club hosts an off-campus event without notifying BCITSA, that club will be held liable and BCITSA will bear no responsibility for the event.

4.8. *Reporting*

Clubs must submit their annual report to the VP Campus Life at the end of the school year. This must include the club activity report and the club financial report.

4.9. *Clubs Events*

All events held on or off BCIT Campuses by subsidiary student clubs must be approved by VP Campus Life and are subject to the following guidelines.

4.9.1. *Guidelines*

- (a) BCITSA reserves the right to manage the level of competition regarding events.
- (b) Events of a commercial nature will not be approved.
- (c) All events must have insurance with a minimum of two million dollars liability coverage, with the name of the club and BCITSA named as additional insureds.

- (d) All events held off-campus must have a signed contract or memorandum of understanding with clearly defined expectations of the vendor and the Club.
- (e) No club is authorized to sign an event contract on behalf of BCITSA. Only BCITSA signing officers can endorse a contract or memorandum of understanding.
- (f) Any events where alcohol is served campus are governed by and must adhere to BC liquor regulations and must be served under the BCITSA liquor license, while any events off campus must adhere to the BC liquor regulation and the third party venue.
- (g) Clubs must ensure that during events serving alcohol, there are procedures to minimize under-age drinking, servers have their Serving It Right certificate, non-alcoholic drinks are available, and that designated drivers or other safe means of transportation are accessible.
- (h) All advertising and promotion for events is governed by related advertising policies.
- (i) All decisions regarding interpretation of this policy will be handled on a case by case basis by the VP Campus Life in conjunction with the Director.

4.10. Club Events Promotion

Club Events receiving funding have the right to be advertised on the BCITSA bulletin boards and the BCITSA social media.

4.11. Space Booking on Campus

BCITSA works with BCIT to ensure that BCITSA and clubs can utilize space on campus.

- (a) All requests for space booking go through the Clubs Coordinator.
- (b) Clubs must first have the approval of the VP Campus Life prior to requesting space.
- (c) The Clubs Coordinator is responsible for contacting BCIT regarding all requests to utilize academic and corporate spaces.
- (d) The Clubs Coordinator will not be responsible to find alternative spaces should the requested space(s) not be available.

5.0 Childcare Centre

BCITSA Childcare Centre strives to promote child development emotionally, socially, physically, and intellectually. Our philosophy is that each child needs to develop at their

own pace in a stimulating, secure, and responsive environment. Through a well-planned curriculum, our goal is to provide a variety of learning experiences in all areas of development. We value a child's individuality and growing understanding of themselves and their world. Learning is continually integrated and extended through play.

5.1. Safe Release of Children for Arrival and Departure

- (a) Government regulations require parents to sign in/out their child each day, with a full legible signature, in ink. Every child must be signed in/out of the centre each day.
- (b) It is important that parents bring children right into the centre before they leave goodbye so that a staff member can greet your child and help him/her to get involved in the program. This transition gives the parent and staff an opportunity to communicate and share information. Similarly, when picking up your child, please allow time for the staff to say goodbye and to share things of interest that have happened during the day.
- (c) Parents are expected to pick up their children immediately after class or work. Staff/child ratios are set by the provincial regulations and in order to comply with these regulations, staffing is set to meet the major hours of need for care.
- (d) Parents need to notify the centre when children are going to be absent or late.
- (e) Children benefit most from regular attendance. Children should be dropped off before 9:30am so that they can be included in all of the activities.
- (f) Only the person(s) listed on the registration sheet will be permitted to pick up your child. For this reason, parents are responsible for keeping the centre informed of persons authorized to pick up children. Emergency information should be kept up to date and staff should be notified any changes made to contact information. Medical numbers should always be kept current.

5.2. Payment Policy

BCITSA childcare centre requires payment for services before the month of care being provided.

- (a) If a family wishes to withdraw their child from the BCITSA Childcare Centre, parents are expected to give the Centre one month's notice in writing before withdrawing their child. Payment of one month's fees will be required in lieu of notice. Notice is to be given on the first day of the month, preceding the month the child will no longer attend.
- (b) The Centre will keep an updated substitute list so child care is always available for your child. The Centre will be closed all BCIT Statutory holidays (New Year's

Day, BC Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day).

- (c) Full fees are charged during any period of absence from the daycare (e.g. sickness, holidays, etc.) to hold your child's space. Regular attendance is expected.
- (d) Non-sufficient funds (NSF) cheques are charged \$20.00 per cheque.
- (e) The penalty for payments outstanding seven days beyond the first month is 10% of the total fee. Notices reminding parents will be sent home on the second day of the month and on the sixth day of the month. After the eighth day, the child will no longer be admitted to the centre until tuition and late fees are paid in full.

5.3. Recording and Reporting Suspected Child Abuse Policy

It is our priority and responsibility to ensure that children attending the Childcare Centre be safe. Therefore, BCITSA and its staff will report any suspected child abuse.

- (a) If staff members have reason to suspect child abuse, they will report suspicions and incidents to manager.
- (b) Manager will complete a Fraser Health Reportable Incident Form.
- (c) All suspected abuse/neglect will be reported through proper channels to the authorities.

5.4. Medication Administration Policy

There will be no medication administered, prescription or non- prescription including but not limited to Tylenol, cough syrup, gravol, unless:

- (a) Medication is accompanied by a doctor's prescription with complete administration directions. Medication must be in its original container.
- (b) BCITSA Administration of Medications Consent Form is completed by parent.

Parent will train staff on administration directions on such medications as Epipen and inhaler.

Children not well enough to participate in ALL aspects of their childcare day will be asked to stay home.

6.0 Campus Print & Copy

6.1. Self-Serve Photocopying and BCIT ID Cards

Campus Print & Copy offers student various photocopying and BCIT ID Card locations across the Burnaby Campus.

6.1.1. Procedures

- (a) Campus Print & Copy maintains paper and coin levels and removes and/or reports jams on all BCITSA machines and related BCIT ID Card technology.
- (b) Campus Print & Copy self-serve photocopiers and BCIT ID Card machines are accessible outside of regular office hours for BCIT students wherever possible.
- (c) Campus Print & Copy staff liaise with BCIT staff on an annual basis regarding ongoing service and location-based issues.

6.2. Copyright

Campus Print & Copy is compliant with Access©, the Canadian Copyright Licensing Agency.

6.2.1. Applicable Regulations

Campus Print & Copy posts copyright and usage guidelines in all BCITSA locations where student can make copies and/or print.

Marketing and Communication

1.0 Advertising Standards

BCITSA advertising standards attempt to govern and balance access to students. These standards represent the advertising values of BCITSA and symbolize our commitment to represent the interests of students and enhance the quality of student life. BCITSA Advertising Standards Policy encompasses both commercial and non-commercial advertising that provide students with access to information, products and services that are distributed through print, digital, and on-site mediums and are intended to inform, promote, and/or sell products to students.

1.1. BCITSA as a Non-Partisan Representative Association

BCITSA represents all students and as such retains the right to refuse access or advertising that is inconsistent with our associational mandate or marginalizes in whole or in part the membership of BCITSA.

- (a) BCITSA attempts to work within established BCIT community advertising standards, but retains the right to act in the best interests of our membership and Association regardless of the perspective and/or policies of BCIT.
- (b) No groups or agencies affiliated or otherwise, are permitted to use the BCITSA logo in any form or infer a relationship with BCITSA without the expressed written consent of BCITSA.
- (c) BCITSA endorses advertising strategies that promote harm reduction models and work to inform students about the choices available to them.
- (d) BCITSA may refuse, acting reasonably, advertising that infer subjective moral values, as those values may not be consistent in whole or in part with those of the members of BCITSA.
- (e) Advertising may not be discriminatory against any person(s) on the basis of age, marital status, race, religion, gender, ability, or sexual orientation.
- (f) Advertising may not promote or condone illegal activities or services.
- (g) Advertising promoting products with alcohol or events where alcohol may be served will be refused if:
- (h) The advertising promotes alcohol consumption at a higher level than the event itself.
- (i) The advertising fails to promote established harm reduction strategies such as responsible alcohol consumption and safe transportation.

1.2. BCITSA Logo and Name

The BCITSA logo and name are the non-registered Trademarks of the Student Association of the British Columbia Institute of Technology and must be used in accordance with this policy.

1.2.1. Exclusive Use

BCITSA retains at all times the right to govern the use of its name and logo to the exclusion of all others. BCITSA assumes no liability, nor does BCITSA accept the use of the BCITSA logo and/or name as an endorsement for any advertising information, products and/or services provided by external groups/agencies.

1.2.2. Versions of the BCITSA Logo

There are three versions of the BCITSA logo:

- (a) Full logo with tag
- (b) Full logo
- (c) Button logo

1.2.3. BCITSA Name

There are three acceptable uses of BCITSA name. No other names or abbreviations are acceptable.

- (a) Legal name: The Student Association of the British Columbia Institute of Technology
- (b) Standard name: BCIT Student Association
- (c) Abbreviated name: BCITSA

2.0 Commercial Advertising

The term “commercial advertising” includes all marketing-related information and materials distributed to BCIT students through print, digital, and on-site mediums that are intended to inform, promote, and/or sell products to BCIT students. BCITSA’s commercial advertising policy is limited to BCITSA print/digital and online mediums including but not limited to the Link Student Newspaper and website, the BCITSA Student Handbook, BCITSA ABM machines, BCITSA website, digital medium, social media, vending program. and third-party advertising partnerships.

2.1. Right to Refuse

BCITSA reserves the right to refuse advertising as seems fit.

2.2. Rates

The rates for commercial advertising apply to all external groups, individuals and/or agencies wanting to market to BCIT students.

- (a) Rates for commercial advertising are determined by market and set by BCITSA.
- (b) Rates for commercial advertising are subject to change without notice.
- (c) BCITSA utilizes a preferred customer discount program for cross-marketing.

2.3. Third Party Commercial Advertising

BCITSA works with a number of third party advertisers to help support large-scale commercial advertising initiatives.

2.3.1. Contract Agreements

All third party commercial advertising is governed by specific contracts that relate to specific BCITSA mediums. No contract will operate outside of established BCITSA advertising standards.

2.4. Banners in the Great Hall

BCITSA allows affiliated groups and partnering external agencies to advertise to students within the Great Hall using banners.

2.5. Commercial Advertising within BCITSA Publications

The BCITSA Publications Department sells commercial advertising to offset the cost of production and to help provide BCIT students with access to student-oriented materials and publications.

- (a) BCITSA Publications supports advertising within student-centred publications that may compete with the advertising relationships of the BCITSA, BCIT and their partners, so long as that advertising meets BCITSA advertising standards. BCITSA reserves the right to limit advertising in BCITSA publications.
- (b) BCITSA Publications splits commercial advertising into two categories to accommodate third party relationships that are governed by contracts that relate to specific publications:

- i. Local Advertisers: Local business owners/agencies that are not affiliated through franchise or corporate relationships to national and/or multinational corporations.
 - ii. National Advertisers: Businesses/agencies that are affiliated through franchise or corporate relationships to national and/or multinational corporations.
- (c) BCITSA may limit the amount of advertising within the Link Student Newspaper, the BCITSA Student Handbook, and/or other publications.
- (d) All advertising opportunities will be governed by contracts that relate to a specific medium and advertising opportunity. No contract will operate outside of established BCITSA advertising standards.
- (e) BCITSA Publications posts advertising rates and opportunities in June of each fiscal year and are posted on our website.

2.6. Commercial Advertising & BCITSA Vending Program

The BCITSA Vending Program provides vendors with access to BCIT students to provide products and services that may not be otherwise available on campus.

- (a) BCITSA divides vendors into three categories:
- (i) National Vendors: Vendors affiliated through franchise or corporate relationship to national and/or multinational corporations.
 - (ii) Individual / Non-Profit Vendors: Local business owners, non-profit societies, and associations.
 - (iii) Affiliated Vendors: Groups affiliated with BCITSA or BCIT vending within the mandate of that group.
- (b) All vending and associated rates are governed by contracts that relate to specific vending opportunities. No contract will operate outside of established BCITSA advertising standards.
- (c) BCITSA assumes no liability for a vendor's products or materials.
- (d) BCITSA reserves the right to terminate or move vending agreements without limit to postpone.

- (e) Vendors may not distribute materials or approach BCIT students beyond the space they have rented. Further, vendors may be assessed the cost associated to and including any clean-up that may result from such vending activities.
- (f) Vendors found in breach of a signed contract may be removed without notice or reimbursement.

2.7. Commercial Advertising on BCITSA Digital Mediums

BCITSA provides affiliated groups and external agencies access to BCIT students through a number of digital mediums.

- (a) BCITSA may limit the amount of advertising within the ABM machines, television screens, and/or the BCITSA and Link websites.
- (b) All advertising opportunities will be governed by contracts that relate to a specific medium and advertising opportunity. No contract will operate outside of established BCITSA advertising standards.
- (c) BCITSA digital media rates and opportunities will be posted in June of each fiscal year.

3.0 Non-Commercial Advertising

The term “non-commercial advertising” relates to all posted information and materials distributed to BCIT students through print materials that are intended to inform or promote non-commercial events, opportunities, and agencies to BCIT students. The BCITSA non-commercial advertising policy is restricted to BCITSA premises; the Great Hall, BCITSA posting boards, student clubs, and BCITSA sponsored and/or affiliated events.

3.1. Right to Refuse

BCITSA reserves the right to refuse advertising materials as seems fit.

3.2. Advertising Materials on BCITSA Premises

BCITSA operations and services areas do not allow external non-commercial advertising materials within BCITSA premises.

- (a) BCITSA is a non-partisan association that represents all BCIT students and as such does not allow any external postings within the BCITSA boardroom, meeting rooms, or offices.

- (b) The Director/department managers may allow external postings that they deems appropriate to the ongoing development of an operation and/or services for BCIT student life and development.
- (c) Requests to place external postings are handled on a case-by-case basis by the appropriate department manager.

3.3. Non-Commercial Advertising Materials on BCIT Burnaby Campus

BCITSA allows affiliated groups and external agencies to post non-commercial advertisements within the Great Hall and approves non-commercial postings for the remainder of the BCIT Burnaby Campus.

- (a) All posted materials must be approved and the date must be stamped by BCITSA Main Reception.
- (b) Posted materials are allowed to be posted for four weeks.
- (c) Affiliated groups are responsible for the removal of their postings. Failure to remove postings may jeopardize future posting privileges.
- (d) BCITSA/BCIT Facilities Management reserve the right to remove any materials that cause unnecessary levels of congestion or pollution.
- (e) Posted materials cannot compete/conflict with BCITSA activities, those of its tenants, or BCIT.
- (f) Any posted materials found covering other posted materials will be removed by BCITSA without notice or compensation.
- (g) Posted materials are not permitted on any surfaces other than posting boards.
- (h) All posted materials are to be posted using tacks, where provided, and masking tape only.
- (i) BCITSA/BCIT Facilities Management may remove postings that do not adhere to this policy without notice or reimbursement. Furthermore, groups affiliated or otherwise may be assessed the cost associated with the removal of postings failing to meet these requirements.

4.0 Sponsorship

BCITSA enters into sponsorship agreements with compatible external companies for financial compensation. All such agreements must demonstrate value and benefit for BCIT students, BCITSA, and the external company. BCITSA sponsorship agreements provide specific marketing opportunities and outcomes for external companies to gain

corporate and market exposure to BCIT students through event and programming initiatives offered by BCITSA.

4.1. BCITSA as a Non-Partisan Representative Association

BCITSA represents all BCIT students and as such retains the right to not consider a sponsorship agreement that is inconsistent with our associational mandate or marginalizes in whole or in part the membership of BCITSA.

BCITSA will not enter into a sponsorship agreement with or post materials for:

- (a) Religious associations/agencies
- (b) Political associations/agencies
- (c) Companies affiliated with the aforementioned associations/agencies
- (d) Companies that promote or condone illegal activities and/or services

4.2. Written Agreements

All sponsorship agreements are governed by specific contracts that relate to events and programming opportunities. No contract will operate outside of established BCITSA policies and operational standards.

4.3. Relationship Management

BCITSA works to cultivate and manage relationships with sponsoring companies through established associational protocols that work to demonstrate value and benefit for BCIT students.

5.0 Donations

BCITSA is a registered charity that accepts donations (either cash or gifts-in-kind) from external donors, whether individuals and/or companies. BCITSA Donations Policy governs the solicitation, acceptance and stewardship of all donations to BCITSA and BCITSA subsidiary associations. Its purpose is to ensure that all facets of BCITSA remain compliant with the Income Tax Act and Revenue Canada-established practices and standards.

5.1. Solicitation of Donations

BCITSA as a representative association supports student and staff participation in the solicitation of donations to BCITSA and BCITSA subsidiary associations with the following limitations.

5.2. Limitations

- (a) The Marketing Department may participate and solicit donations on behalf of the whole of the Association.
- (b) Student Executives of BCITSA Student Clubs may participate and solicit donations on behalf of the Student Clubs that they belong to.
- (c) Department managers/supervisors may participate and solicit donations on behalf of the department that they belong to with the approval of the senior staff that they report to.

5.3. Acceptance of Gifts-in-Kind & Donations

BCITSA represents all BCIT students and as such retains the right to not accept donations that are inconsistent with our associational mandate or marginalize in whole or in part the membership of BCITSA.

- (a) BCITSA will not accept donations from:
 - i. Religious associations/agencies
 - ii. Political associations/agencies
 - iii. Companies affiliated with the aforementioned associations/agencies
 - iv. Companies that promote or condone illegal activities and/or services
- (b) BCITSA cannot accept donations from donors where consideration is anticipated or expected.
- (c) BCITSA may choose not to accept a donation that requests conditions that require substantial administrative resources to manage or are not in the best interest of BCIT students or BCITSA.
- (d) BCITSA will not accept a donation that opens BCITSA to potential liability.
- (e) No donation shall be deemed as accepted until written confirmation is received by the Director or Controller.
- (f) No student or staff member can do anything that leads a potential donor to believe that a donation has been accepted.

5.4. Issuing Tax Receipts

BCITSA must remain compliant with standards supplied by Revenue Canada. BCITSA, as a registered charity, may issue tax receipts with the following restrictions.

5.4.1. **Restrictions**

- (a) Tax receipts can only be issued when the donor supplies their full name and current address to BCITSA.
- (b) Donors wishing to remain anonymous may still qualify for a tax receipt if:
 - i. They supply BCITSA with their full name and current address to be disclosed only to Revenue Canada should Revenue Canada request such information.
 - ii. They understand that senior management within BCITSA may request to see the list of anonymous donors, which cannot be used for any other purpose. The donor, in association with the donation, will not appear in any publications, minutes or reports of BCITSA.
- (c) Tax receipts are non-transferable.
- (d) Tax receipts cannot be issued for donations that do not come into the custody of BCITSA.
- (e) Gifts-in-kind are eligible for tax receipts:
 - i. Tax receipts will only be issued for the fair market value of the donation.
 - ii. If the donation is a purchased item, the sales receipt must be accompanied.
 - iii. Should a receipt not accompany a donation, it is the responsibility of the Controller to decide whether or not a receipt can be issued.
- (f) Donations of services cannot qualify for a tax receipts under any circumstances.
- (g) All decisions regarding interpretation of eligibility will be handled on a case by case basis by the Controller.

5.5. Stewardship

BCITSA as a registered charity records all donations to ensure that operational accounting practices are compliant with the Income Tax Act and Revenue Canada standards and practices:

- (a) The office of the Controller must maintain a record of all accepted donations issued tax receipts.

- (b) BCITSA financial statements fully reflect donations to the Association in compliance with the Income Tax Act.

5.6. Outgoing Donations

At times, BCITSA is asked to contribute to other charitable associations. Given our mission, BCITSA only donates monies that have a direct impact on its members, such as programs and services designed by BCITSA and/or its own philanthropic endeavors such as the Gift of Choice Campaign, the Laurie Jack Award, or the SCORE Endowment Fund. BCITSA will not, in good faith, invest member fees or proceeds of its operations in any other charitable causes or philanthropic endeavors unless directed by Council. Any donations must be supported and encouraged by membership according to BCITSA Bylaws.

BCITSA will adhere to similar limitations when directed to donate member fees to other charitable causes or philanthropic endeavors.

- (a) BCITSA will not make donations to:
 - i. Religious associations/agencies
 - ii. Political associations/agencies
 - iii. Companies affiliated with the aforementioned associations/agencies
 - iv. Companies that promote or condone illegal activities and/or services
- (b) BCITSA may choose not to make a donation that opens BCITSA to potential liability.
- (c) No executive or staff member can do anything that leads a potential donation recipient to believe that a donation has been or will be made.

Professor Mugs Pub

1.0 Relevant Legislation and Regulations

Staff members must be familiar with legislation and regulations relevant to their position. This includes but is not limited to:

- (a) Liquor Control and Licensing Act and Regulations
- (b) Occupiers Liability Act
- (c) BC Health Act: Food Premises Regulations
- (d) FOODSAFE
- (e) Serving It Right

2.0 Customer Service Standards

All staff members are expected to provide excellent customer service as described in Personnel Policy 7.0 (Customer Service Standards). In order to achieve this, your first order of business is to give your customers the best possible experience while in the pub.

We never want to lose track of what is important. A customer's opinion of our pub relies on factors such as great food, great atmosphere, and most of all, outstanding service and people. At BCITSA, our goals are to look after every detail of each customer's experience and ensure that every customer leaves feeling that they have been treated by friendly, sincere, and knowledgeable staff.

3.0 Duty of Care and Responsible Alcohol Service

It is essential that all BCITSA employees uphold Duty of Care requirements. In the context of alcohol sales and service, this means that servers must protect patrons and others from harm that can result from the activity of drinking, whether that harm occurs on or off the premises.

3.1. Current Legislated Requirements

For up-to-date regulations and requirements, please refer to the BC Liquor Control and Licensing website at <http://www.pssg.gov.bc.ca/lclb/licensing/index.htm>.

3.2 Risk Management

Risk management is the application of policies and procedures to maintain the safety of all individuals at the Pub. This includes reducing the risk of injury to every patron and staff member and reducing property damage.

3.2.1 Premises Monitoring

Bathrooms should be checked frequently. Exit doors, the pool table area, and the patio area should also be checked as required. If any staff member suspects illegal drinking or drug use in any area of the Pub, they must attend to the situation immediately.

3.2.2 Staff Behaviour

Staff must interact with each other in a professional and controlled manner. Staff must create a respectful environment for their coworkers and patrons.

3.2. Problems Relating to Alcohol Use

3.2.1. Overserving

By law, no one in British Columbia is allowed to sell or serve alcohol to a person who has had too much to drink. This is called overserving. We do not allow, in any circumstances, the overserving of any of our patrons. You must use your judgement and information from your Serving it Right certification to determine who is over the limit. WE DO NOT TOLERATE DRINKING AND DRIVING UNDER ANY CIRCUMSTANCES.

3.2.2. Cutting off Patrons who may Appear Intoxicated

If you suspect a guest has reached their limit, you are responsible to cutting off your patrons. You are to ensure that they do not drink any further while on premises.

If an intoxicated customer is on the premises, the following steps must be taken:

- (a) Approach the individual and assess the situation—for example, confirm consumption through receipts. Always have another staff member present.
- (b) Attempt to avoid any confrontations. Call the manager or shift supervisor or another staff member to assist you.
- (c) If there is an identified designated driver at the intoxicated individual's table, ask the individual to leave and ensure that the designated driver has control of the situation.
- (d) Find out how the individual will be going home. Tend to an intoxicated person until that person is in a safe vehicle (taxi, friend, etc.) and on their way home.

- (e) Every legal effort must be made to prevent an intoxicated individual from driving a vehicle. It is important that you get them home safely by calling a taxi or making sure they have a safe ride home with a designated driver. It is BCITSA policy to offer cab fare to guests who may not make it home safely.
- (f) Ensure that you are not confrontational when dealing with this situation. In the event that a patron demonstrate signs of aggression phone or have someone else phone the RCMP - 911.

3.2.3. Designated Driver Program

Designated drivers receive free non-alcoholic beverages all night. Servers or Managers may ask tables who the designated is. If no designated driver is identified, the table must be informed of alternate transportation options. Servers, bartenders, security, and managers have to right to deny or cut off the service of alcohol to any patron that plans to drive. Only the Pub Manager may reinstate the service of alcohol to an individual. Any questions regarding alcohol service that has been cut off must be directed to the Pub Manager.

3.2.3.1 Alternative Transportation Options

If staff members cannot identify a designated driver, alternative suggestions must be provided:

- (a) Offer to call a friend or family member.
- (b) Provide a taxi voucher and call a cab.

3.2.3.2 Attempt to Drive if Intoxicated

Call the RCMP immediately if a patron whom you may exceed the limit attempts to enter their vehicle. Call the RCMP and BCIT Security immediately if you think that an intoxicated person will attempt to drive off the BCIT campus

3.2.4. Standards of Conduct

Patrons that violate standards of conduct as set out in the BCIT Code of Student Conduct may be subject to disciplinary action. The following principles guide disciplinary actions for conduct related to drinking:

- (a) Intoxication is never grounds for leniency.
- (b) Fighting and/or other physical violence towards another person will result in automatic suspension from the Pub and any event operated by BCITSA where alcohol may be served, for a period of time determined by management.

- (c) If a person's actions result in damage to property, payment of the cost of the damages is required in addition to whatever other measures are imposed.

3.2.5. **Patron Behaviour Standard**

- (a) Absolutely no roughhousing and fighting is allowed.
- (b) No drinking games are allowed, particularly those games that require the winner/loser to take a drink.
- (c) No persistent yelling or loud hollering.
- (d) No banging on tables or chairs with sleeves of beer, pitchers, cutlery, etc.
- (e) No swearing—extraordinary use of foul language indicates aggression or that the patron has had enough to drink.
- (f) Patrons must respect staff. Rude or disrespectful language or actions are not tolerated.
- (g) Equipment or tools that could potentially be used as a weapon, such as hockey sticks, must be stored behind the bar or in another secure location.
- (h) No one may walk out of the bar with a drink in their hand or with anything that belongs to the Pub.

If you are witnessing any of these behaviours, you are to advise the patrons to stop the non-wanted behaviour. If you do not feel comfortable doing so, ask assistance from the manager or shift supervisor.

If a patron fails to reasonably comply, staff may cut off food and alcohol service to the individual and their group/table or, if necessary, expel the individual from the pub. If an individual is asked to leave, they must be escorted off the campus by a pub staff member, pub security member or by BCIT Security. If a patron is asked to leave, the incident must be recorded in the security log book.

3.2.6. **Fights**

If a physical conflict or threat of physical conflict occurs, remove one group from the pub and keep the other group in the pub. Never eject two fighting patrons at the same time—keep one individual or group in the pub. The idea is to stop the conflict, not move it off of the premises.

You are to call BCIT Security immediately if they are not entirely certain that they can effectively control the situation. Call the RCMP immediately if you feel that you do not have the situation under control.

3.3. Incidents

All incidents must be reported to the Pub Manager immediately. No excessive force may be used on patrons.

3.3.1. Reporting

Document all incidents in the bar and server log books. Include the date and time of incident. Incidents that must be documented are as follows:

- (a) Physical altercations
- (b) Customers refused service due to intoxication
- (c) Ejection due to verbal abuse or loud behaviour
- (d) Customer refused service for no ID
- (e) Bill walkouts

4.0 Identification of Patrons

It is our policy to ID every customer who appears to be under the age of 25 and the customer must provide two pieces of ID at your request.

- (a) If you have any doubts about the authenticity of the identification please show it to the Pub Manager or shift supervisor to ensure it is acceptable.
- (b) Do not serve anyone until you are sure that their identification is authentic.

4.1. Legal Requirements

Here are some things to look for when examining the identification to make sure that it is authentic.

- (a) **U= Unaltered:** Feel the ID and examine it in good light. Refuse service if it has eraser marks, misaligned numbers, uneven lamination, or any other signs of alteration
- (b) **C= Current:** Check the expiration date. Expired ID is not acceptable
- (c) **A= Age:** The birth date must show the person as being 19 years of age or older
- (d) **R= Readable:** Be sure you can read and understand the ID. If you cannot read an ID or it is in a foreign language, DO NOT accept it

- (e) **D= Description:** Compare the person in front of you to the photo, pay special attention to height, weight, and physical description. Refuse service if the photo or description does not match the person presenting the ID.

The penalties for serving a minor are quite severe. The pub can be liable for a fine of not less than \$500 and our liquor license privileges could be revoked or suspended. We treat this issue very seriously. If you knowingly serve alcohol to a minor, it is grounds for termination. There is also a possibility that a legal action could be brought against you and/or the pub by the guest or their family.

Retail Operations

Retail operations provide services to BCIT students and the greater BCIT community. BCITSA Retail Operations are profit centres. They are designed to reduce the burden of BCITSA fees on students, while enhancing the student experience. These procures are only an overview of your daily responsibilities in each of the retail operations. Each retail operations have more detailed and comprehensive procedures that you must adhere to. Please refer to each store procedural manual for further details.

1.0 Relevant Legislation and Regulations

You must familiarize yourselves with legislation and regulations applicable to your position. This includes but is not limited to:

- (a) BC Health Act: Food Premises Regulations
- (b) FOODSAFE

2.0 Quality Control

We aim to provide freshest food offering at a student friendly pricing. To be able to do so, you must ensure that all products on display meet the set standards and that proper rotation is done. If you are unsure, please talk to your supervisor. Discounted food need to follow store guidelines.

2.1. Customer Complaints

BCITSA handles customer complaints effectively and efficiently.

2.1.1. Returns

All returns must be accompanied with the original sales receipt.

2.1.2. Non-perishable regular merchandise

Regular non-perishable merchandise may be returned for refund within two weeks of the purchase date. All original tags must be attached to the item.

2.1.3. Promotional/Sales Items and Restricted Items

Promotional items, sales items, computers, calculators, and other restricted items cannot be returned for refund but may be exchanged within two weeks of the purchase date.

2.1.4. Consumable/Perishable Items

Consumable/perishable items may be exchanged if defected only if the product has not already been removed from the retail premises.

3.0 Inventory Procedures

Inventory must be conducted yearly at the end of the respective fiscal year. Working with the Accounting Department, the Retail Operations are responsible that proper assessment of the Association's assets. The inventory count is performed under the supervision of the Retail Operations and Controller.

4.0 Workplace Health and Safety Procedures Retail Operations Specific

4.1. Accessing back rooms and safes

Access to the back rooms of the Retail Operations is limited to the designated personnel. This includes staff that is currently on duty in addition to store supervisors and managers. Please follow all procedures in the Retail Operations Training Manual when accessing a back room or safe. Doors must be closed and locked before accessing any safe.

4.2. Suspicious or Offensive Persons

If you encounter a suspicious or offensive person at any of the retail locations, you are to call BCIT Safety and Security (local 6856 or 2248). Remain calm and do not directly approach the individual. If you feel you are in danger, please leave the store and stay outside of the store, while asking for help. If they demand money or merchandise, give it to them. Do not attempt to negotiate any demands. Employee's personal safety is the primary concern in any situation.

If you witness activities outside of your workplace and suspect possible violence, lock your store and call BCIT Safety and Security immediately (local 6856 or 2248)

4.3. Fire Alarm

When the fire alarm sounds off, all employees are required (by law) to leave the building immediately. If there are customers in the store, finish serving the customer that may be in the middle of a sale and ask remaining customers to leave the premises. Ensure all employees exit the store and lock the premises behind you. Do not enter the premises until you have been cleared by a fire marshal to do so.

4.4. Employee(s) Working Alone in their Premises

If an employee working alone feels threatened by a customer's behaviour and/or activity, immediately call BCIT Safety and Security (local 6856 or 2248) for immediate assistance.

4.5. Suspicion of Theft

If you saw that someone did not pay for the item and left the store with it, please get a description of the person (height, hair color, any distinctive marks, etc.) and phone security at 6856. We specifically ask you not to pursue individuals yourself as your safety is our concern. While the individual is still in the store, if you feel comfortable, ask them how they are going to pay for this item or call your supervisor and/or other employee if you are not alone in the store

5.0 Counterfeit/Fake Money

If you are suspicious about receiving counterfeit or fake money, please follow these steps. By checking money, you help the Bank of Canada and the police combat counterfeiting. It is against the law to knowingly use a counterfeit bill or to keep one without a lawful reason.

- (a) Explain to the customer that you think the bill may be counterfeit and request another note.
- (b) Advise the customer that the suspected counterfeit note should be given to local bank or police for verification.
- (c) Notify the supervisor and/or manager of an attempt to pass a suspected counterfeit note.
- (d) Avoid putting yourself at risk.

Keep in mind that the customer may be unaware that the bill is suspicious and may be an innocent victim.

If customer has no other method of payment, please offer to keep unopened items on hold until next day (school supplies etc.). If customer has already consumed some of the product (coffee, hotdog etc.), please let them keep it, even if they have no other payment. Write these items off and let management know.

Appendix A - BCITSA Employee Status Groups

Y=yes and N=no

	Salaried	Wage		
		Permanent F/T (35 = hrs. /wk.)	Seasonal F/T (35 = hrs. /wk.)	Part-Time (34 = hrs. /wk.)
Benefits				
Sick Leave (3% of gross)	Y	Y	Y	N
Personal Leave (16 hours)	Y	Y	8 hours	N
Vacation Accrual	Y	Y	N	N
Dental	Y	Y	N	N
Extended Health	Y	Y	N	N
Long Term Disability	Y	Y	N	N
Group Life	Y	Y	N	N
Accidental Death & Dismemberment	Y	Y	N	N
Pension (6% participatory)	Y	Y	N	N
Overtime (paid out or banked)	Banked	Banked	Paid Out	Paid Out
Educational Assistance	Y	Y	Y	Y (must work min 20 hrs. /wk.)
Prof. Membership/Licenses	Y	Y	N	N
Parking (yearly hanger, half paid)	Y	Y	Y	N
Jury Duty (10 paid days)	Y	Y	N	N
Bereavement Leave	Y	Y	Y	N

Appendix B – Organizational Chart

