

# TERMINAL CITY CLUB

## EMPLOYEE HANDBOOK

**UPDATED:** OCTOBER 2024

# A MESSAGE FROM OUR GM & CEO

## WELCOME TO THE CLUB!



You are joining a passionate and dedicated team here at Terminal City Club. Our purpose is simple and focused - to enhance the lives of our members.

In recognition of our commitment and our efforts, we are the proud recipients of many awards including Platinum City Club of the World Award since 2016, Distinguished Club with Iconic Status since 2022 and CSCM Club of the Year award in 2020.

You are now part of a team that takes pride in the small details that provide our members and guests with outstanding experiences. From the moment they walk into the Club, they know their needs will be met and expectations exceeded. It is up to us to make each experience special – whether dealing with a member, guest or fellow team member.

I strongly believe that to thrive, we must treat our colleagues as well as we treat our members. To do this, we must live our cultural values each and every day. We must treat everyone with respect and appreciation; empower each other to deliver exceptional service; be genuine in our interactions and keep our promises; support one another in the spirit of teamwork; and care about each other like our own family. These are the keys to our mutual success. Guided by these values, we can build an incredible culture here at Terminal City Club. We are in the memory-making business and amazing experience start with you!

This handbook will help you understand our Club, Pub and Café, your benefits, and how we do what we do. Please take the time to familiarize yourself with the contents; if you have any questions, please don't hesitate to speak with your manager or our leadership team.

Welcome to Terminal City Club! I look forward to working with you.

Best always, in all ways!

A handwritten signature in dark ink, appearing to read 'P. Jackman'.

**Peter Jackman**  
GM & CEO

# TABLE OF CONTENTS

A MESSAGE FROM OUR GM & CEO .....	2
TABLE OF CONTENTS .....	3
ABOUT TERMINAL CITY CLUB .....	7
A BRIEF HISTORY.....	7
MISSION STATEMENT .....	7
OUR VISION.....	7
CLUB GUIDING PRINCIPLES .....	7
AWARDS.....	8
MEET OUR LEADERSHIP TEAM.....	9
TERMINAL CITY CLUB AT A GLANCE.....	10
CLUB FACILITIES.....	10
THE REST OF THE BUILDING .....	12
OTHER DEPARTMENTS AT THE CLUB .....	13
MEMBERSHIP.....	15
MEMBER DRESS CODE .....	15
ELECTRONIC DEVICE POLICY.....	16
LIVING OUR CULTURAL VALUES .....	17
HOW WE LIVE OUR VALUES - THE 'TCC WAY' .....	17
TCC SERVICE STANDARDS .....	18
OUR SERVICE PHILOSOPHY.....	18
THE SERVICE BASICS.....	18
WORKING AT THE CLUB.....	19
EMPLOYEE ENTRANCES & EXITS .....	19
ORIENTATION, ONBOARDING & TRAINING .....	19
EMPLOYEE PARKING .....	20
EMPLOYEES ATTENDING EVENTS.....	20
EMPLOYEE KEYS, ID CARDS & NAME TAGS.....	20
TEAM MEMBER CELLPHONE USAGE .....	20
CHANGE ROOM & LOCKERS.....	21
PERSONAL RECORDS/CHANGE OF STATUS.....	21
SECONDARY/SUPPLEMENTARY EMPLOYMENT.....	21
LENGTH OF SERVICE WITH THE CLUB .....	22
SCHEDULING & ATTENDANCE.....	23
AVAILABILITY - HOURLY.....	23
AVAILABILITY - SALARY.....	23
WORK SCHEDULES .....	23

OVERTIME – HOURLY POSITIONS .....	24
OVERTIME – SALARIED & MANAGEMENT POSITIONS .....	25
MINIMUM DAILY PAY.....	25
ATTENDANCE.....	25
BREAKS .....	26
WORK FROM HOME .....	26
TIME OFF.....	27
VACATION & HOLIDAYS.....	27
STATUTORY HOLIDAYS.....	27
‘ALL ABOUT ME’ DAY.....	28
PERSONAL LEAVE OF ABSENCE .....	28
JOB-PROTECTED LEAVES .....	30
ILLNESS/INJURY LEAVE (OR SICK LEAVE).....	30
MEDICAL LEAVE OF ABSENCE.....	31
MATERNITY & PARENTAL LEAVE .....	32
BEREAVEMENT LEAVE .....	32
FAMILY RESPONSIBILITY LEAVE.....	33
COMPASSIONATE CARE/CRITICAL ILLNESS OR INJURY LEAVE .....	33
JURY DUTY LEAVE.....	33
OTHER JOB PROTECTED LEAVES .....	33
PREVENTING & MANAGING .....	34
COMMUNICABLE DISEASE.....	34
WHAT IS A COMMUNICABLE DISEASE? .....	34
COMMUNICABLE DISEASE PREVENTION.....	34
ETIQUETTE, UNIFORM & GROOMING GUIDE .....	36
COMPENSATION & PAY .....	39
RATES OF PAY.....	39
CLUB WIDE EVENTS .....	39
SALARY/WAGE INCREASES .....	39
PAYDAY .....	39
FLUCTUATIONS IN BUSINESS/HOURS.....	39
GROWTH & DEVELOPMENT.....	40
PERSONAL DEVELOPMENT PLANS, FEEDBACK & COACHING .....	40
IN-HOUSE TRAINING.....	40
TRAINING REIMBURSEMENT POLICY.....	40
INTERNAL POSTING APPLICATION & TRANSFER PROCESS .....	41
EMPLOYEE BENEFITS .....	42

EXTENDED BENEFITS .....	42
HOMWOOD HEALTH EMPLOYEE ASSISTANCE PROGRAM.....	43
TCC PENSION PLAN.....	43
RETIREMENT .....	43
TALENT SCOUT .....	44
MEAL ENTITLEMENT .....	44
TEAMWORKS STANDARDS & ETIQUETTE .....	45
DINING AT LION'S PUB.....	45
CLUB FUND/PUB FUND .....	45
STAFF RECOGNITION & EVENTS .....	46
EMPLOYEE OF THE QUARTER.....	46
EMPLOYEE OF THE YEAR .....	46
LONG SERVICE AWARDS .....	46
STAFF PARTIES AND ACTIVITIES.....	46
TEAM FUN COMMITTEE .....	47
COMMUNICATION.....	48
OPEN DOOR POLICY .....	48
DAYFORCE MESSAGING .....	48
DEPARTMENT MEETINGS .....	48
GENERAL STAFF MEETINGS.....	48
EMPLOYEE RELATIONS COMMITTEE (ERC) MEETINGS .....	48
BULLETIN BOARDS.....	48
YOUR PERFORMANCE.....	49
ANNUAL PERFORMANCE REVIEW .....	49
REGULAR FEEDBACK & COACHING .....	49
CORRECTIVE ACTION PROCESS .....	49
POLICIES .....	50
DIVERSITY, EQUITY & INCLUSION POLICY .....	50
RESPECTFUL WORKPLACE POLICY .....	50
POLICY AGAINST VIOLENCE IN THE WORKPLACE .....	52
EMPLOYEE DATING POLICY .....	52
EMPLOYMENT OF RELATIVES.....	53
MEMBER PRIVACY, CONFIDENTIALITY & SECURITY POLICY .....	53
COMPUTER USE, EMAIL & VOICEMAIL POLICY.....	53
SOCIAL MEDIA POLICY .....	55
DRUG-FREE WORKPLACE/IMPAIRMENT POLICY .....	56
SMOKING POLICY.....	57

CONFLICTS OF INTEREST/MISUSE OF INFORMATION.....	57
MILEAGE & SAFE DRIVING POLICY.....	58
HEALTH & SAFETY.....	59
TCC'S COMMITMENT TO HEALTH & SAFETY.....	59
JOINT HEALTH & SAFETY COMMITTEE.....	59
FIRST AID ITEMS .....	59
REPORTING AN INJURY.....	61
RETURNING TO WORK FOLLOWING A WORK-RELATED INJURY .....	61
EMERGENCY PROCEDURES .....	61
FIRE SAFETY .....	61
EMERGENCY RESPONSE TEAM (ERT).....	62
FIRE ALARMS & EVACUATION PROCEDURES .....	62
W.H.M.I.S. ....	63
PERSONAL PROTECTIVE EQUIPMENT .....	63
SERVING IT RIGHT CERTIFICATION .....	63
FOOD SAFE CERTIFICATION .....	64
FOOD ITEMS LEAVING THE PREMISES .....	64
SECURITY.....	65
CONTACTING SECURITY.....	65
CASH HANDLING POSITIONS/ROBBERY.....	65
WORKING ALONE OR LATE AT NIGHT .....	65
CRIME WATCH .....	65
LOST OR STOLEN ARTICLES .....	66
CLUB STANDARDS OF CONDUCT .....	67
SEPARATION OF EMPLOYMENT .....	69
FINAL PAY .....	69
RETURNING CLUB PROPERTY .....	69
CANCELLATION OF BENEFITS & PENSION.....	69
REFERENCES.....	69
RECORD OF EMPLOYMENT .....	69
ACCESS TO THE CLUB FOR FORMER EMPLOYEES .....	69
PRIVACY POLICY .....	70
PRIVACY OFFICER DETAILS.....	71
CONCLUSION.....	72

# ABOUT TERMINAL CITY CLUB

## A BRIEF HISTORY

Today you will find the Club's facilities in a modern, multi-functional high-rise in the heart of Vancouver. The Club's humble beginnings and the origin of its name date back to the early days of the city in the 19th century.

In 1892, in the fledgling city of Vancouver, the mayor and a group of optimistic merchants founded a businessmen's club that evolved into Terminal City Club. Vancouver had recently become the terminus of the Canadian Pacific Railway, which helped transform Vancouver into one of the great seaports of the world. Many of the Club's early members were involved in the port, the railway, and allied businesses. For most of its life, the Club has made its home in a building that overlooks Vancouver's port and first train station.

The Club's founders were men of energy and ambition, who exerted a strong and beneficial influence on the city of Vancouver. The Club has always played an important role in the city's life, and its members have made and continue to make significant contributions to the business and political activity of the city of Vancouver and the province of British Columbia.

## MISSION STATEMENT

**We are Vancouver's premier business club.**

We offer unparalleled opportunities for business and social networking. Our recreational, sporting, and entertainment facilities are world-class, and we offer a growing and learning environment of the highest quality for all those engaged in the Club. By maintaining a financially stable club of 2,000 members we will continue to attract new and retain existing members.

## OUR VISION

We are dedicated to exceeding our membership's needs and expectations. We do this by honouring the tradition of service on which the Club was founded and embracing the certain, yet positive, changes tomorrow brings.

## CLUB GUIDING PRINCIPLES



### INTEGRITY

We uphold the highest standards of integrity and ethics in all facets of our business.



### COMMUNITY & ENVIRONMENT

As a caring neighbor, we actively engage in Vancouver-based activities. Our commitment to environmental stewardship is evident in our advocacy for best practices throughout our operations.



### RESPECT & DEVELOPMENT

We foster a highly motivated and diverse workforce, cultivating a positive team family spirit.



### OPTIMIZE OUR FINANCIAL & PHYSICAL RESOURCES

We pursue sustainable, profitable growth by striving to optimize all of the Club's physical and financial resources, aligning with our vision for success.

## AWARDS

### Platinum Clubs of the World

We are very proud to have achieved Platinum Club® status, which is the ultimate recognition for Private Clubs worldwide. It places us in the top 1% globally, a distinction highly valued by industry professionals.



### Distinguished Club Award with Iconic Status

Additionally, we are among the exclusive group of private clubs recognized for delivering a Member Experience that rivals only the finest clubs worldwide. To qualify for Iconic Status, a club must have been established for at least 75 years and have hosted a major golf championship or event.





# MEET OUR LEADERSHIP TEAM

TERMINAL CITY CLUB

## MANAGEMENT 2024



PETER JACKMAN  
GM & CEO



DAN CREYKE  
Executive Chef



IAIN FLETCHER  
Director of Club Outlets



REBECCA HOLT  
Director of Human Resources



SERGIO HSIA  
Fitness Centre Manager



AMANDA JUN  
Director of Membership  
& Marketing



DJ KEARNEY  
Director of Wine



LAURA MCLACHLAN  
Director of  
Finance & Facilities



SAIF NEWAZ  
IT Manager



ROBERT PANKHURST  
Director of Banquets



MEGAN POWELL  
Director of Catering



NEWTON RAJAPAKSE  
Director of Engineering



ROWENA TUANO  
Executive Housekeeper



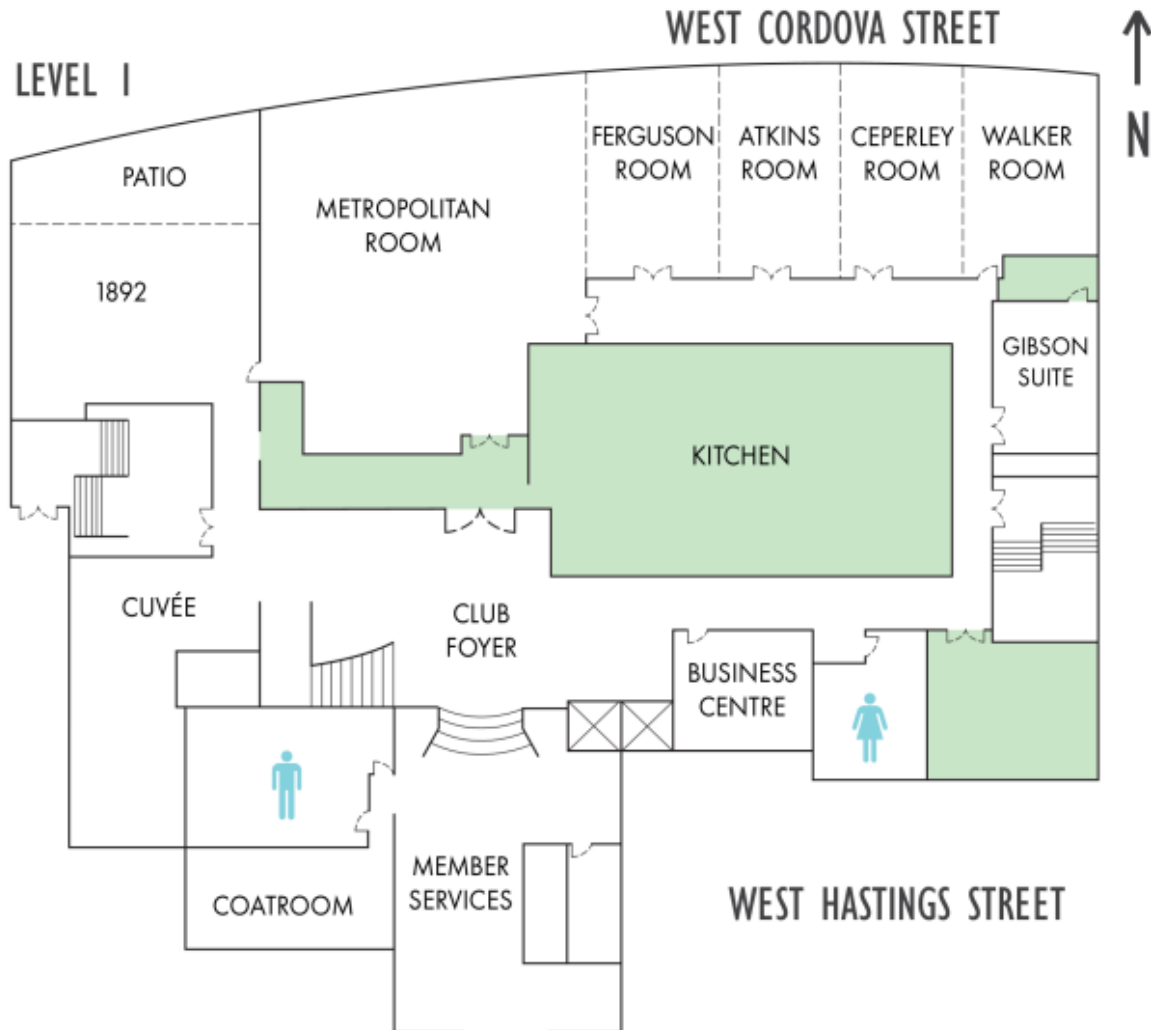
DOUG WHIDDEN  
Director, TC Lions  
Pub



JEREMY WU  
Member Services Manager

# TERMINAL CITY CLUB AT A GLANCE

## CLUB FACILITIES



### 1892

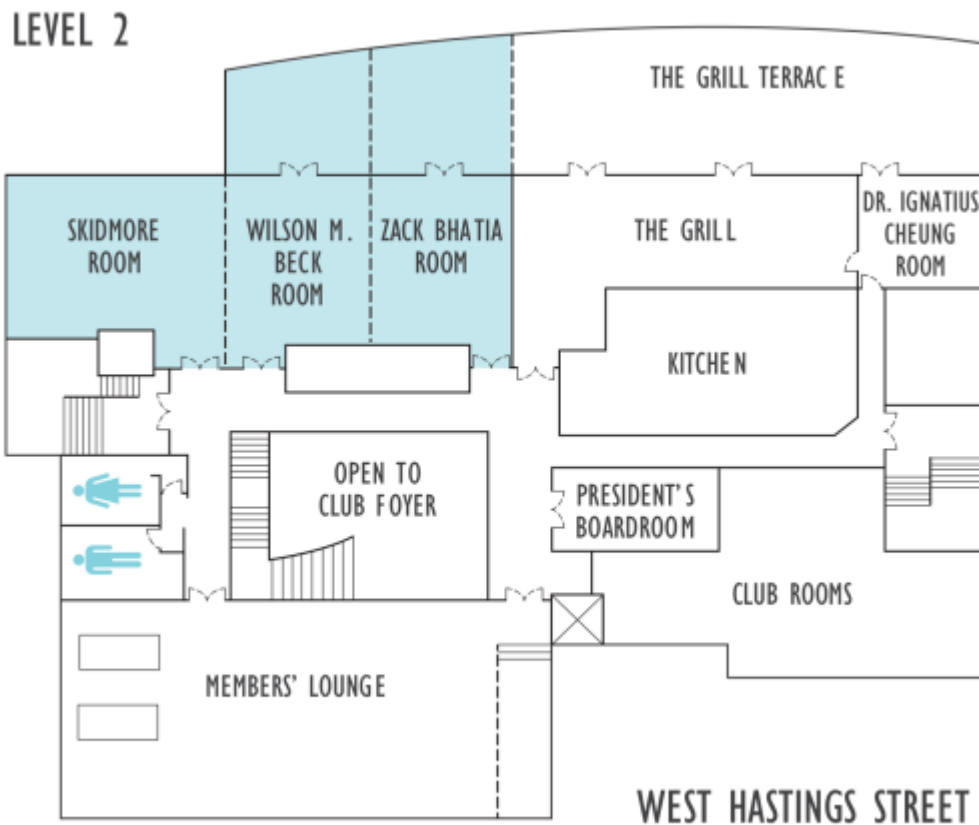
Located on the main floor of the Club, 1892 is an elegant private function space.

### Cuvée

During the day, Cuvée is open as phone- and Zoom-friendly workspace for members. Self-serve coffee is available weekday mornings and food and beverage service is offered starting at 11 a.m. for lunch through happy hour to dinner. Cuvée is also available for private catered events, such as a cozy gathering, company reception, or small group lunches and dinners.

### Business Centre

Tucked in a corner on the main floor, the Business Centre has four workstations that members often use for work. It is also equipped with two computers, complimentary Wi-Fi, and a printer. Members are permitted to take calls in the Business Centre provided they are respectful of whomever they are sharing the space with. Speakerphone calls are not permitted.



### **The Grill**

The newly renovated Grill on the second floor is the Club's main restaurant, serving contemporary West Coast fare for breakfast, lunch, dinner, and weekend brunch. During the summer months, the popular 60-seat Grill patio is also open for service.

### **Members' Lounge**

The Members' Lounge is a versatile space used by members to meet and entertain guests, relax and unwind, and use as a workspace. Food and beverage service is provided by our Grill team and complimentary drip coffee is served weekday mornings. Members can take advantage of our extensive wine and liquor locker program, which provides space to store and enjoy their own personal collection.

The Members' Lounge's full-size snooker and pool tables provide members with an ideal venue to entertain guests. There was a time when formal and informal tournaments were a key aspect of Club life. The ornamental grillwork, tables, scoreboards, and lighting fixtures, made for the Club in 1909, have become part of the appeal of the room and its welcoming décor.

### **Dr. Ignatius Cheung Room**

Located on the second floor, the Dr. Ignatius Cheung Room is an intimate 14-person Chef's Table tucked behind the Grill restaurant. It offers members a chance to work with our team to plan and curate a unique dining experience with a custom designed menu, theme, cocktails, and wine pairings.

### **Club Rooms**

Located on the second floor of the Club, our Club Rooms are available to members for half- or full-day rental. All rooms have unique décor and are equipped with complimentary Wi-Fi and flat screen televisions. Food and beverage service is available as well as additional audio visual and presentation equipment rentals. In the evening, these spaces become intimate private dining spaces for casual or chef selected dining.

### **Lions Pub**

Lions Pub is our 130-seat English pub serving British comfort fare. It is one of the only parts of TCC open to the public; its main entrance is located on Cordova Street. Members can access the pub from inside the Club via the fire exit located between Cuvée and 1892. The pub is open for lunch and dinner all week. Lions Pub draws crowds for sporting events like the FIFA World Cup, and the patio is popular during summer.

### **Fitness Centre**

The jewel of our Fitness Centre is the 25-metre indoor swimming pool and whirlpool. We also have three tournament-sized squash courts, which can be converted into two doubles courts, and a robust squash program. The gym includes a wide variety of cardio and weightlifting equipment. The Fitness Centre also offers personal training, swimming lessons, squash lessons, yoga programs, group fitness classes and health and fitness appraisals. During the summer, members may order food and beverage to enjoy on the patio. Guests of Auberge Hotel have access to the Fitness Centre during their stay.

### **Mink Chocolate Café**

In June 2024, TCC became the owner of everyone's favourite downtown chocolate café, Mink. A TC Tower fixture on Lot 19 for 18 years, Mink Chocolate Café has built a robust brand with a reputation for quality and innovation. Mink has won numerous awards for their artisan chocolate bars and is a popular stop during the city's Hot Chocolate Festival.

### **Speakeasy**

This intimate 22-seat venue invites guests to savor expertly crafted cocktails in a uniquely atmospheric setting. The ambiance transports you back to the Prohibition era, creating a one-of-a-kind experience that sets it apart from the rest of the Club.

## **THE REST OF THE BUILDING**

In addition to Terminal City Club, our building is home to:

### **Auberge Hotel**

The hotel portion of the TC Tower consists of guest rooms on floors 8 to 12. This includes individually-owned strata units managed by a private company on behalf of the owners as a hotel. Except for the Fitness Centre, hotel guests cannot use the Club unless they are members, affiliate members, or if they have been provided with a Guest card. The hotel front desk is in the lower lobby of the Club across from the hotel elevators and is currently operated by Auberge.

### **The Residences**

The upper 17 floors of the tower are devoted to residential condominiums, lending an overall atmosphere of living, working, and playing within the same complex.

### **The Offices**

Individually-owned offices occupy floors 2 through 7 in the Club tower. The TCC Administration team (GM & CEO, Finance, Human Resources, Catering, and Membership & Marketing) work from the 7th Floor in the Club tower.

### **Retail**

Terminal City Club leases space to four retail businesses (Rodeo Jewellers, Inspire Dental, Spokes and Swan Spa).

### **Parkade**

The entrance to the Terminal City Club parkade is located on Cordova Street. The parkade is available to the public, members and employees.

## **OTHER DEPARTMENTS AT THE CLUB**

### **Member Services**

Our Member Services desk is in the main lobby of the Club. Member Services is responsible for assisting our members with a variety of services including new member orientation, letters of introduction to our affiliate clubs, restaurant and event bookings, tickets to sporting events, concerts, Guest cards, member fobs, parking enquiries and all other reasonable request. Our Member Services team is the one stop shop for member questions and problem solving. The main switchboard for the Club is also located at the Member Services desk.

### **Membership & Marketing**

The primary goal of the Membership team is to bring new members into the Club. The team is responsible for identifying prospective members and developing strategies to connect and engage with these individuals.

The Membership team provides guidance and support to all applicants as they go through the process of becoming a member. Additionally, Membership is responsible for the stewardship of existing members to ensure satisfaction and maximize retention.

The Marketing team supports all departments with their graphic design needs, creating brand-aligned posters, signage, menus, collateral, and more. Marketing produces member communications such as weekly e-blasts, the monthly newsletter, and manages the Club's social media presence. The team also creates and executes strategies to promote the many offerings of the Club, including member events.

Membership & Marketing also coordinates the production of about 100 member events per year, including member-led events as well as dining experiences, family events, and seasonal offerings, such as our popular holiday brunches.

### **Catering**

Terminal City Club offers more than 11,000 sq. ft. of private meeting space. The 10 meeting rooms are used for more than 2,300 events each year including business meetings, conferences, receptions, and celebrations. Terminal City Club is also in high demand for weddings, galas, and other special events. Many of the rooms have spectacular harbour views as well as outdoor patios for entertaining.

### **Banquets**

This department provides service to all function rooms whether it is set up for a meeting or a function that requires meals. The Banquets team supports the delivery of service to all events coordinated through the Catering department.

### **Kitchen**

Our award-winning brigade-style Kitchen is responsible for the preparation of all food for our restaurants, pub, banquet events, and Club events. Our in-house pastry department ensures there is always a supply of freshly baked buns and delicious desserts.

### **Stewarding**

Part of the Kitchen team, this department is responsible for cleaning dishes and pots as well as ensuring that each department has the dishware, glasses, cutlery, and items needed to service our members and guests. From stemware to polished silver, this team's support ensures an elegant setting every time.

### **Housekeeping & Laundry**

This department is responsible for the daily cleaning of all areas of the Club, as well as laundry and dry-cleaning services to members. All uniform maintenance and adjustments/alterations are also conducted by the team's seamstress.

### **Maintenance Engineering**

The team of talented and hardworking engineers is responsible for the routine and preventative maintenance of all areas and mechanical systems of the Club and Tower, from the pristine water of the 25m pool to the exquisite chandeliers, and everything in between.

### **Information Technology (IT)**

Our IT Manager ensures the smooth operation of the Club's technology systems, overseeing hardware, software, installations, upgrades, and maintenance. They support all employees, workstations, and business operations, ensuring that the Club's equipment and network run efficiently to meet both technical and operational needs.

### **Finance**

The Finance department supports Club operations through ongoing financial measurements for the property, the coordination of budgets and forecasts, and controlling and protecting our assets. They also take care of payroll, produce monthly Member statements and invoices for catered events and collect/make payments for all purchases on behalf of the Club.

### **Administration**

This team consists of the GM & CEO, all directors, Human Resources, as well as other office support functions. Administration oversees Club operations including Membership & Marketing, Member Services, Finance, Food & Beverage, the Fitness Centre, Engineering, and Housekeeping & Laundry.

### **Beverage**

The Beverage department manages all aspects of beverage operations, with a strong focus on the creation and maintenance of wine lists, providing recommendations and pairings, and fulfilling member wine and liquor locker orders. The team has a wealth of knowledge in all things beverage, which they impart to members through regular masterclasses, tasting events, winemaker dinners, and socials at the Club.

## MEMBERSHIP

Terminal City Club is proud to serve just over 2,000 members.

The Club's Membership team assists in introducing prospective members to the Club, answering any questions they may have, and guiding them through the application process.

### Application Process

All new members require a proposer and seconder (two existing members) to support their application to the Club. If they do not know anyone, the Club's Membership team can assist them with this piece of their application. The one-time subscription is also due upfront. Once a member completes their application, they go through a formal Board approval and balloting process, which takes place monthly. Each candidate must receive 25 or more votes to be elected to membership.

### Member Numbers

All members are issued their own member number. Only the member has the authority to charge to their own Club account; signing privileges are not granted to anyone else. Spousal members are issued their own member number and must place charges to their own account only. Combined billing can be set up with the Membership Administrator.

### Guest Policy

Members may bring as many guests to the Club as they would like; however, members may not leave their guests unattended. Guests arriving before a member are requested to wait in the Club lobby until the member whom they are meeting arrives. Members are responsible for ensuring that their guests abide by the House Rules, including our dress code and device policy.

### Affiliate Members

TCC has reciprocal agreements with hundreds of city, golf, and country clubs around the world. Affiliate Members may access TCC up to 14 days per calendar year with a Letter of Introduction from their home club. A 15% guest charge is applied on top of all charges and the Fitness Centre guest charge also applies per visit.

### Guest Card Holders

Members may invite a guest or family member to make use of the Club's facilities on their own by providing them with a Guest Card. A 15% Guest fee is applied on top of all charges placed on the guest account and the Fitness Centre guest charge also applies per visit. Members may request Guest Cards through the Membership Administrator with at least 24 hours' notice.

## MEMBER DRESS CODE

With the exception of the Fitness Centre, TCC has a minimum dress code of **smart casual** for members and guests. Smart casual attire includes collared shirts, golf shirts, golf or knee-length shorts, khakis, and solid coloured denim. T-shirts without large logos or slogans are permitted provided they are worn with a sports jacket. Blouses without a collar are acceptable provided they do not contain large logos or slogans. All footwear must be clean and smart. Flip flops are not permitted outside of the Fitness Centre. Denim with fading, tears or patches are not permitted, and ball caps are only permitted on the patio.

Members and/or guests who are not appropriately dressed may be refused service and/or access to the Club.

## ELECTRONIC DEVICE POLICY

The Club electronic device policy is silent use only. Phone and video calls are prohibited except in designated areas:

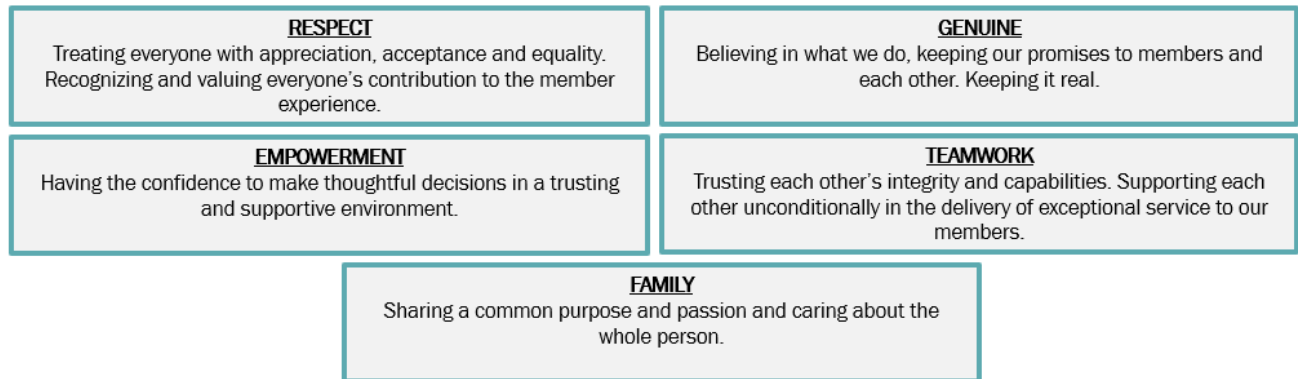
- Club lobby
- Second Floor hallway (around the bannisters)
- Business Centre
- Cuvée
- Second Floor phone booth
- Fitness Centre lobby
- Private function rooms
- Lions Pub (open to the public)

While taking calls in the common spaces listed above, members are required to use headsets. Speakerphone is not permitted. All employees are encouraged to remind members and guests of this policy if they encounter someone talking on their cellphone in an unauthorized area.



# LIVING OUR CULTURAL VALUES

At TCC, our culture is based on the following values which we live by every day.



## HOW WE LIVE OUR VALUES - THE 'TCC WAY'

These behaviors help us to live our values and exemplify outstanding service. As an employee of Terminal City Club, we expect that you will incorporate the 'TCC Way' into everything you do at the Club.

### Building Relationships

- I address members and my co-workers by their name and give them a warm greeting.
- I find ways to provide personalized service wherever possible because it makes people feel good.
- I treat my team members with respect.

### Cultivating Trust:

- I contribute to fostering a team-focused environment.
- I hold true to my word and do what I say I will do.
- I will maintain the privacy and security of confidential information and assets belonging to the Club, its members, and my fellow employees.

### Exercising Empowerment & Accountability:

- I am empowered to create unique, memorable, and personal experiences for a member.
- I am accountable for finding solutions and am creative in ways to resolve an issue.
- I understand my role in achieving success and hold myself accountable.
- I take advantage of opportunities for learning and personal growth.
- I think "YES."

### Displaying Pride:

- I am proud of myself, my place of work, as well as the service and experience we deliver. This is reflected in my professional appearance, language, and behaviour.
- I consistently set and uphold the highest standards of cleanliness and safety.
- I participate in opportunities to help plan the work that affects me.
- I deliver "WOW" every chance I get

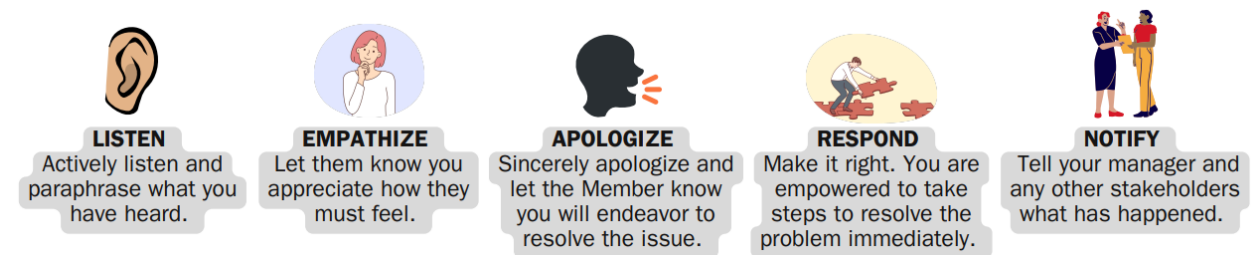
# TCC SERVICE STANDARDS

## OUR SERVICE PHILOSOPHY

*We deliver outstanding service, every day, one member at a time.*

Our team takes pride in our warm, caring, and friendly attitude, making someone's day with a smile or simple gesture, and continually striving to go the extra mile.

We consider difficult situations an opportunity and look for solutions that make everyone happy. We understand our history and traditions and are continually seeking ways to improve and enhance the member experience. When a member experience could be compromised, we use the following steps to make it right:



## THE SERVICE BASICS

It is our job to ensure that we always provide the highest levels of service by remembering the following points, no matter what our position:

- Don't lean on any surface or object. There are three acceptable postures on the floor:
  - Hands straight down by your side
  - Hands clasped behind your back
  - Hands clasped in front of you
- In any position, if you see someone looking for help, approach them to get them the service they need.
- Always face the dining room; never have your back to members or guests.
- Do not chew gum or eat on the floor or during service.
- If you see something that looks out of order, fix it! Pick up trash, straighten chairs, and wipe down surfaces, if needed.
- Carry trays only in the flat palm of your hand.
- When going to a different area, practice 'full hands in, full hands out' (e.g., take a dirty plate, a napkin, or anything else that needs clearing or delivering) to make work lighter for everyone!
- Never point using your finger; use a pen or an open hand.
- Refrain from using unauthorized cell phones on the floor.
- Avoid touching your face or hair and always wash your hands, especially after coughing, sneezing, or using the washroom.

Remember, it's all our responsibilities to ensure that the member experience is top of mind, always. **You can make someone's day** by providing or supporting the team with exceptional service!

# WORKING AT THE CLUB

## EMPLOYEE ENTRANCES & EXITS

To ensure minimal interruptions to the service of our members and guests, employees are required to use the employee entrances whenever entering or leaving the property and are not permitted in member areas when not in uniform, unless pre-approved by their Manager.

<b>You May Use</b>	<ul style="list-style-type: none"><li>▪ The West Loading Bay Dock (laneway entrance on Howe Street between Cordova and Hastings Street).</li><li>▪ The Joggers entrance (located next to Lot 19).</li><li>▪ The parkade elevator doors on S-Level.</li><li>▪ The front entrance of the TC Towers:<ul style="list-style-type: none"><li>○ If you need access to the 7th Floor elevator.</li><li>○ If you arrive or leave between midnight and 6 a.m. when the other entrances are locked, you may use the front entrance of the Club.</li></ul></li></ul>
<b>Do Not Use</b>	<ul style="list-style-type: none"><li>▪ The glass door entrance to TCC (where Member Services is located).</li><li>▪ The Pub.</li></ul>
<b>If you feel unsafe at any time using the Loading Bay or Joggers entrance</b>	<ul style="list-style-type: none"><li>▪ Please enter through the front entrance of the TCC Towers and let Security know right away (ext. 642 or externally at 604-488-8642).</li></ul>

## ORIENTATION, ONBOARDING & TRAINING

When you join the TCC team, you'll be provided with many opportunities to learn about your new role and what you can expect working at the Club. We are so excited to have you on the team!

<b>1:1 Onboarding Session</b>	<ul style="list-style-type: none"><li>▪ During your first week at the Club, your Manager or Human Resources will complete an onboarding session with you.</li><li>▪ Includes going over emergency procedures, signing in/out, 'New and Young Worker' training, getting you set up on the Dayforce sign-in finger scanner and other important information to help you adjust to your new surroundings.</li></ul>
<b>Orientation</b>	<ul style="list-style-type: none"><li>▪ Every quarter, TCC hosts an Orientation session (1-hour) to get to know the team and participate in some value-based activities.</li><li>▪ Your Manager will communicate the date with you.</li></ul>
<b>Department Training</b>	<ul style="list-style-type: none"><li>▪ Department-specific training will be arranged by your Manager.</li><li>▪ This will include departmental Health &amp; Safety, Standard Operating Procedures and team member shadowing.</li></ul>
<b>Regular Check-Ins</b>	<ul style="list-style-type: none"><li>▪ As you get settled into your role, you can expect regular informal check-ins to see how you are feeling, elicit feedback and provide support in your training.</li></ul>
<b>Probationary Review</b>	<ul style="list-style-type: none"><li>▪ Our probationary period at the Club is six months or 60 shifts, whichever comes first.</li><li>▪ During this time, you will be able to find out if this is the right job and the right place for you. Similarly, Terminal City Club will have the opportunity to make an initial assessment of whether you have the right skills and talents for your position.</li></ul>

	<ul style="list-style-type: none"> <li>▪ At the end of this period, your Manager will sit down with you for a formalized review.</li> </ul>
--	---

## EMPLOYEE PARKING

Employees are welcome to park in the Terminal City Club parkade (off Cordova Street at a reduced rate for their shift). When parking in the parkade, you will need to register your license plate upon entry. You can do this by either scanning the QR code on the attached poster or texting 12107 to 73337. Failure to pay the fee may result in a ticket; you must ensure you register your vehicle upon entry.

### Important Reminders:

- If you wish to use the parkade anytime other than for your shift, regular rates will apply.
- Ensure you are parked on Level P4.
- Note that the employee rate for parking is only for Terminal City Club employees. Do not share this rate with anyone else; anyone found to have violated this rule will be subject to disciplinary action, up to and including termination.
- To manage incidents of theft, do not leave **any** items in your vehicle at any time in the parkade.
- Parking is at your own risk.

If you have any questions regarding the parking process, please contact Human Resources at [hr@tcclub.com](mailto:hr@tcclub.com).

## EMPLOYEES ATTENDING EVENTS

If you are invited to attend an event taking place at the Club, you must advise your Manager in advance. If approved as a guest, you may not enter the back-of-house areas and must enter and exit the Club as a guest through the front doors. As a representative of Terminal City Club, you are expected to always conduct yourself appropriately.

## EMPLOYEE KEYS, ID CARDS & NAME TAGS

Upon hire, you will receive applicable items for your role, which may include a picture ID card, a fob, a nametag and/or keys from your Manager.

### Do Not:

- Transfer assigned keys/fobs/cards to another colleague without authorization.
- Use keys to enter unauthorized areas.
- Fail to return assigned keys at the end of a shift (if required).
- Remove keys from the building if they were assigned to you for a shift.
- Tamper with or remove keys from assigned key rings.
- Leave assigned keys/fobs/ID cards unattended for any reason.

If you find a key, fob or employee ID card, please return directly to Member Services. If any items are lost or stolen, please report it to your Manager immediately. Replacement nametags will cost \$10 each and replacement keys, employee ID cards and/or fobs will cost \$25 each via payroll deduction; please email your request to [ea@tcclub.com](mailto:ea@tcclub.com).

## TEAM MEMBER CELLPHONE USAGE

Personal cellphones are not to be used while on duty. Only company authorized cellphones are permitted. Using your cellphone to check messages, make calls or texting is permitted on breaks in the staff areas only.

## CHANGE ROOM & LOCKERS

<b>Who Gets a Locker?</b>	<ul style="list-style-type: none"><li>▪ Lockers and change rooms are provided for hourly team members, except for practicum students.</li><li>▪ This is subject to availability; if one is not available, you will be added to the wait list.</li></ul>
<b>Locks</b>	<ul style="list-style-type: none"><li>▪ Only locks provided by the Club may be used; any personal locks will be removed.</li><li>▪ If a lock is broken, Housekeeping will provide a new one upon return of the broken lock.</li></ul>
<b>Locker Inspections</b>	<ul style="list-style-type: none"><li>▪ Periodic locker and parcel checks may occur; during locker inspections we will also be looking at cleanliness and maintenance of all locker and change room facilities.</li><li>▪ 48 hours' notice will be given prior to locker inspections.</li></ul>
<b>Rules for Changeroom &amp; Locker Usage</b>	<ul style="list-style-type: none"><li>▪ Always keep the change room/locker areas clean and tidy.</li><li>▪ Do not store food or beverage items in your locker.</li><li>▪ Store your uniform and personal clothing only (for your protection, do not store money or valuables in your locker; the Club is not responsible for any losses).</li></ul>
<b>Emptying or Reclaiming Lockers</b>	<ul style="list-style-type: none"><li>▪ Employees on a leave longer than two months may have their locker reclaimed for the period of their absence and will receive a new locker upon their return or, if necessary, be added to the wait list.</li><li>▪ Should a locker need to be emptied, this will be done by Housekeeping and a second Manager (contents will be recorded). A Manager will arrange pick-up with the employee directly.</li></ul>

## PERSONAL RECORDS/CHANGE OF STATUS

These changes may include:

- Name, address, telephone number and/or email
- Social Insurance Number
- Banking information
- Work/study permit status
- Person to contact in the event of an emergency

Please update your personal records as changes occur using the Information Change Form (available on the board outside of Teamworks or from your Manager or Human Resources), along with any applicable supporting documentation.

If you would like to review your employee file, please email [hr@tcclub.com](mailto:hr@tcclub.com) and they will arrange this with you.

## SECONDARY/SUPPLEMENTARY EMPLOYMENT

We understand team members may take on other employment while they are an employee of Terminal City Club. The Club will hold all colleagues to the same standards of performance and attendance. If any questions or concerns come up, please discuss with your Manager or Human Resources ([hr@tcclub.com](mailto:hr@tcclub.com)).

## LENGTH OF SERVICE WITH THE CLUB

Your length of service at the Club is based on your start date. Any internal transfers or approved leaves will not impact this date.

Should you depart from the Club (e.g., resignation) and return as an employee at a later date, the new start date will reflect your length of service, not your original start date. Please note that being rehired may impact your place on the schedule.

### Example

- Employee works with the Club from August 2018 – August 2020 and has 2 years of service before resigning.
- The employee returns to work with the Club in August 2023.
- In August 2024, their length of service is 1 year, not 3 years.

# SCHEDULING & ATTENDANCE

## AVAILABILITY - HOURLY

<b>Minimum Requirements</b>	<ul style="list-style-type: none"> <li>All TCC employees must be available for two shifts minimum per week of 4+ hours in length.</li> <li>Should you provide less than the required minimum availability, you must use designated paid time off, be on an approved unpaid time off or a Leave of Absence.</li> <li>Failure to do so may be considered your voluntary resignation.</li> </ul>
<b>The Importance of Flexibility</b>	<ul style="list-style-type: none"> <li>The more flexible availability you can provide, the better opportunity we will have to provide you with shifts due to business levels.</li> <li>Due to the unpredictable nature of our business your availability and length of service is not a guarantee of hours.</li> </ul>
<b>Changing Hourly Availability</b>	<ul style="list-style-type: none"> <li>Any updates or changes to your availability must be communicated to your Manager 24 hours prior to the new schedule being created (note that this timeline can differ between each department; ask your Manager for clarification, if required).</li> <li>If changes to availability are received after the schedule has been created, you will be responsible for finding coverage for your scheduled shifts.</li> <li>Changes in availability may impact the hours we are able to provide to you.</li> </ul>

## AVAILABILITY - SALARY

<b>Minimum Requirements</b>	<ul style="list-style-type: none"> <li>All TCC employees must be available to work for 40 hours per week.</li> <li>Should you provide less than the required minimum availability, you must use designated paid time off, be on an approved unpaid time off or a Leave of Absence. Failure to do so may be considered your voluntary resignation.</li> </ul>
<b>Administration Hours</b>	<ul style="list-style-type: none"> <li>Standard office hours are 8:30 a.m. to 5:00 p.m. Monday to Friday.</li> <li>Some departments work on weekends as the business requires and will adjust their schedules as needed.</li> </ul>

## WORK SCHEDULES

<b>How We Schedule</b>	<ul style="list-style-type: none"> <li>Schedules are built from Sunday to Saturday of each week.</li> <li>Scheduling at the Club is based on availability, business needs and length of service.</li> <li>Every effort will be made to post schedules on Thursday for the following week (posted in your department and on Dayforce); This posting date is subject to change without notice.</li> <li>Hours of work may vary and may include split shifts.</li> <li>Days off will not necessarily be on the weekend, however, we will aim to provide all employees with two consecutive days off within each seven-day period, when possible.</li> </ul>
<b>Your Status and Position on</b>	<ul style="list-style-type: none"> <li>Your status as Full-Time or Part-Time is indicated in your offer of</li> </ul>

the Schedule	<p>employment.</p> <ul style="list-style-type: none"> <li>Any changes to your status must be approved by your Manager. Should you choose to pick up approved shifts, this will not change your status as either a Full-Time or Part-Time employee.</li> </ul>
Schedule Changes & Shift Swapping	<ul style="list-style-type: none"> <li>Due to last-minute demands, your schedule may be adjusted occasionally to meet business levels. If this is the case, you will be notified by your Manager; you are also expected to regularly check your schedule daily using Dayforce or the Dayforce app.</li> <li>Any extra shifts or overtime offered will be in accordance with BC Employment Standards Act.</li> <li>All shift changes must be approved by your Manager or Supervisor before the shift takes place. Both parties must confirm this request in writing.</li> <li>After the schedule has been released, your scheduled shifts are your responsibility. If you are unable to make your shift, you must find coverage for your shift. Failure to provide coverage for your shift could result in disciplinary action, up to and including termination.</li> <li>Employees will be given as much notice as possible for any changes to the schedule. If the length of the shift must be adjusted, the employee may be asked first to leave early if this does not result in overtime for any of the remaining employees. Minimum daily pay standards apply, as per the BC Employment Standards Act.</li> </ul>
Schedules in Two Departments	<ul style="list-style-type: none"> <li>If you are trained to do so, you may take shifts in another department only <b>after</b> you have confirmed with your home department Manager, and if it does not incur overtime.</li> </ul>
Split Shifts	<ul style="list-style-type: none"> <li>Due to the nature of the hospitality industry, it may be necessary for you to work a split shift on occasion.</li> <li>All split shifts will be scheduled within a 12-hour period and no shift will be split more than once.</li> <li>Minimum daily pay standards apply, as per the BC Employment Standards Act.</li> </ul>

## OVERTIME – HOURLY POSITIONS

As per the BC Employment Standards Act, overtime means both any hours worked over the standard eight hours per day (daily overtime) and 40 hours in a week (weekly overtime).

Eligibility & Terms	<ul style="list-style-type: none"> <li>Must be authorized by your Manager and agreed to by you.</li> <li>If overtime is required unexpectedly, it must be authorized by your Manager and is not at the employee's discretion.</li> <li>Overtime is paid in the pay period it was incurred.</li> <li>You may not bank your overtime hours for time off in lieu.</li> </ul>
Calculation of Daily Overtime	<ul style="list-style-type: none"> <li>Defined as over eight hours of work in a day.</li> <li>Paid at time-and-a-half of your regular rate for all hours worked more than eight hours in one day.</li> <li>Paid double time for all hours worked over 12 hours in one day.</li> </ul>
Calculation of Weekly Overtime	<ul style="list-style-type: none"> <li>Defined as over 40 hours in a workweek.</li> <li>Paid at time-and-a-half for all hours worked over 40 hours.</li> <li>Paid at double time for all hours worked over 48 hours per week.</li> </ul>



	<ul style="list-style-type: none"> <li>Only the first eight hours worked in each day are counted.</li> </ul>
--	--

## OVERTIME – SALARIED & MANAGEMENT POSITIONS

Departmental needs may make it necessary, on occasion, for salaried employees or Managers to work beyond their scheduled work hours. Salaried employees and Managers should make every effort to adjust their schedule (with Manager input and approval) to account for this. Overtime must be pre-approved by your Manager.

## MINIMUM DAILY PAY

In accordance with British Columbia Employment Standards, an employee who reports for work must be paid for at least two hours, or four hours if scheduled for more than eight hours, unless you are unfit to work or comply with the Workers Compensation Act (Part 2) or the work is suspended for reasons completely beyond the control of TCC, including unsuitable weather conditions.

## ATTENDANCE

It is your responsibility to report for your scheduled shifts on time and appropriately attired (this means you are on the floor and ready to work at your start time).

<b>How to Report an Absence or a Sick Day</b>	<ul style="list-style-type: none"> <li>Contact your Manager/Manager on duty in your department no later than four hours before your shift inform them of your expected absence. If you are unable to reach your Manager by phone, you must email your Manager and copy <a href="mailto:hr@tcclub.com">hr@tcclub.com</a>.</li> <li>It is your responsibility to ensure that you have your Manager's TCC email address and the phone number to reach your Manager/Manager on duty.</li> <li>We understand that unexpected issues come up; however, should you continuously provide less than four hours of notice for your absence, you may be subject to corrective action.</li> </ul>
<b>Consequences for Unexcused Absences</b>	<ul style="list-style-type: none"> <li>If you fail to properly inform your Manager of your absence it will be recorded as a no-show.</li> <li>In the instance that you do not show up for your shift, do not cover your shift and do not contact your Manager, Terminal City Club will take the following steps: <ul style="list-style-type: none"> <li><b>After No-Call, No-Show:</b> The Club will reach out to you by phone call, text and email and notify HR</li> <li>If we do not hear from you by the end of the shift, we will reach out to your emergency contact on file.</li> <li>All 'no-show's will be subject to disciplinary action, up to and including termination.</li> </ul> </li> </ul>
<b>Job Abandonment</b>	<ul style="list-style-type: none"> <li>If you are absent from work without management approval for a consecutive number of days/shifts, every reasonable attempt will be made to contact you.</li> <li>Based on the circumstances, you may be considered to have resigned voluntarily.</li> </ul>
<b>Addressing Patterns of Absenteeism</b>	<ul style="list-style-type: none"> <li>Should you demonstrate a consistent pattern of absenteeism, your Manager and/or Human Resources will meet with you to discuss the expectations and seek to better understand your circumstances.</li> </ul>

## BREAKS

In accordance with the BC Employment Standards Act, you are entitled to one unpaid 30-minute meal break during your workday for every five hours worked.

### Please Remember:

- Breaks are required to be taken and must be taken while on shift. You are not permitted to forego a break to leave early at the end of your shift.
- Work is not to be performed during your designated break period.
- It is your responsibility to check in with your Manager and follow any departmental sign-in/out procedures before leaving for/returning from a break.
- If you are an employee who smokes, you will be entitled to the same breaks as an employee who does not smoke as per the above guidelines.

## WORK FROM HOME

Based on the business we conduct, TCC maintains a primarily in-office format. However, there may be certain circumstances, where some employees will be authorized to periodically work from home. This will be determined by the department Manager and will be based on business needs.

All employees working from home must sign off on the 'Work From Home/Alone Policy' and return it to Human Resources prior to commencing the arrangement. The employee must agree to follow all guidelines outlined in the Policy to ensure a safe and productive work environment. TCC reserves the right to deny any Work from Home requests and make changes to existing Work from Home arrangements at any time based on business and department needs.

## DAYFORCE SIGN-IN/OUT

All employees are required to scan in at the beginning of your shift and scan out at the end your day through the Dayforce time clock in your area. Time Clocks are located:

- Near the 'Water Room' on S Level
- Metro pantry in the Main Floor Kitchen
- In the Grill Pantry

It's expected that you are in uniform and fully ready to work when you sign into the Time Clock (signing in before this is unacceptable). If you forget to sign in or out on the Dayforce clock, it is your responsibility to notify your Manager as soon as possible.

# TIME OFF

## VACATION & HOLIDAYS

It is important for all employees to take an annual vacation to rest and relax. Vacation will be accrued based on hours worked. Please visit Dayforce for a current summary of your accrued vacation hours.

The following is a schedule of vacation entitlement:

Completed Years of Continuous Service	Annual Vacation Pay
1 year but less than 5 years	4% of gross annual earnings (2 weeks)
5 years but less than 10 years	6% of gross annual earnings (3 weeks)
10 years but less than 15 years	8% of gross annual earnings (4 weeks)
15 years but less than 20 years	10% of gross annual earnings (5 weeks)
20 years or more	12% of gross annual earnings (6 weeks)

### Please Remember:

- Vacation days must be scheduled in advance and may not be used retroactively.
- Vacation must be approved in Dayforce prior to any arrangements (flights, reservations) being made and must not conflict with business needs.
- While every effort will be made to accommodate your plans, TCC reserves the right to implement black-out periods or deny vacation requests based on business needs.
- Vacation entitlement must be taken within 12 months of earning the vacation time and not accumulated year over year. If you have an excess of one years' vacation bank at the end of the calendar year, you may be scheduled to take this time by your Manager.
- Accrued vacation is not available for payout upon request; you must book time off in Dayforce. If you depart from the Club, your remaining accrued vacation balance will be paid to you on your final pay.

## STATUTORY HOLIDAYS

The Club observes the following Statutory Holidays:

New Year's Day	Victoria Day	Labour Day
Remembrance Day	Family Day	Canada Day
National Day for Truth & Reconciliation	Christmas Day	Good Friday
BC Day	Thanksgiving Day	Boxing Day

Please note, that some areas of the Club may be open on these holidays. This will be communicated in advance to plan for business needs accordingly.

<b>Eligibility &amp; Calculation</b>	<ul style="list-style-type: none"><li>▪ Must have been employed for at least 30 calendar days prior to the statutory holiday and have worked at least 15 days.</li><li>▪ Amount paid is based on the employee's average number of hours worked over the past month (vacation days count as days worked in this calculation).</li><li>▪ *Formula for Average Day: total wages ÷ number of days worked = statutory holiday pay (an average day's pay)</li></ul>
<b>Payment Scenarios</b>	<b>Qualifies for Stat &amp; Works the Stat</b> <ul style="list-style-type: none"><li>▪ Paid at time-and-a-half of regular rate for hours worked on the</li></ul>

	<p>Stat.</p> <ul style="list-style-type: none"> <li>▪ Additionally, entitled to an average day off with pay or pay for the average day off Stat at their regular rate.</li> </ul> <p><b>Qualifies for Stat &amp; Doesn't Work the Stat</b></p> <ul style="list-style-type: none"> <li>▪ Payment for average day off Stat at their regular rate.</li> </ul> <p><b>Doesn't Qualify for Stat &amp; Doesn't Work the Stat</b></p> <ul style="list-style-type: none"> <li>▪ No payment.</li> </ul> <p><b>Doesn't Qualify for Stat &amp; Works the Stat</b></p> <ul style="list-style-type: none"> <li>▪ Payment at regular rate for hours worked on the Stat.</li> </ul>
--	---

## ‘ALL ABOUT ME’ DAY

Celebrate your birthday, visit a friend, take a walk in the park – it's up to you!

<b>Eligibility and Terms of Use</b>	<ul style="list-style-type: none"> <li>▪ This perk is awarded to all benefit-eligible employees (Part-time and regular Full-time) once you have worked with the Club for two years.</li> <li>▪ The day will be awarded at the start of the benefit year on February 1<sup>st</sup>.</li> <li>▪ All About Me Days cannot be carried over year over year and will expire annually after December 31<sup>st</sup>.</li> <li>▪ Should you qualify for an All About Me day during the year, you will be awarded the day at the start of the following benefit year, February 1<sup>st</sup>.</li> </ul>
<b>Calculation</b>	<ul style="list-style-type: none"> <li>▪ The value of an awarded All About Me Day is equal to your benefit-eligibility hours as of the February 1<sup>st</sup> calculation. (To receive benefits, you must work an average of 20 hours or more over the previous 6 months, at the time of the benefit calculation).</li> <li>▪ Please note that a Personal Leave of Absence or unpaid time off will impact this calculation and, potentially, your benefits eligibility.</li> </ul>
<b>Example</b>	<ul style="list-style-type: none"> <li>▪ Kerry is a 3-year employee. As of February 1<sup>st</sup>, Payroll determined that Kerry's average weekly hours over the previous 6 months were 24 hours per week.</li> <li>▪ Kerry has earned part-time benefits. Way to go Kerry!</li> <li>▪ As a 3-year employee, Payroll will award Kerry an All About Me Day based on their 24-hour weekly average</li> <li>▪ Kerry will be paid 4.8 hours x their hourly rate for their All About Me Day when they choose to take it</li> <li>▪ 24-hour weekly average divided by 5 days per week = 4.8 hours</li> </ul>

## PERSONAL LEAVE OF ABSENCE

Requests for an unpaid leave of absence for up to six consecutive calendar months will be considered by the Club, subject to departmental needs. Employees unavailable for scheduling for two weeks or more (except during approved vacation time) must request a leave of absence in writing to their Manager.

<b>Eligibility &amp; Application</b>	<ul style="list-style-type: none"> <li>▪ Must have completed one year of service with the Club.</li> <li>▪ Must be a regular employee working an average of 20 hours per week.</li> </ul>
<b>Application Process</b>	<ul style="list-style-type: none"> <li>▪ All leave requests and extensions must be submitted in writing to your Manager.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Approval of leave requests and extensions are at the discretion of the GM &amp; CEO.</li> <li>▪ The Club reserves the right to deny a Personal Leave of Absence based on business or departmental needs.</li> </ul>
<b>How The Leave Works</b>	<ul style="list-style-type: none"> <li>▪ All outstanding vacation days, including banked and All About Me days must be used before commencing a leave of absence.</li> <li>▪ Enrollment in the benefit plan will be suspended during the leave of absence.</li> <li>▪ Participation in the Club Pension Plan will be paused until your return.</li> </ul>
<b>Returning to Work</b>	<ul style="list-style-type: none"> <li>▪ If eligible, benefits will be reinstated upon your return to work. Note that time off will affect the calculation of average hours for future benefits eligibility.</li> <li>▪ Failure to return by the stated expiry date of your leave may be considered a voluntary resignation from your employment.</li> </ul>
<b>Additional Notes</b>	<ul style="list-style-type: none"> <li>▪ Personal Leave of Absence is not a protected leave under employment law and is subject to the Club's discretion.</li> <li>▪ All decisions regarding leave requests will consider the operational requirements of the department and overall business needs.</li> </ul>

# JOB-PROTECTED LEAVES

There may be other reasons why you need to take some time away from work. The Club provides you with the following Leave options, in compliance with the BC Employment Standards Act. Further information on these leaves can be obtained upon request from Human Resources ([hr@tcclub.com](mailto:hr@tcclub.com)).

## ILLNESS/INJURY LEAVE (OR SICK LEAVE)

<b>Eligibility and Use</b>	<ul style="list-style-type: none"> <li>▪ TCC employees who have passed 90 days of employment will be eligible for five paid sick days to cover time off for illness/injury every calendar year.</li> <li>▪ This applies to both Full-Time and Part-Time employees.</li> <li>▪ No unused paid sick days at the end of each calendar year will be carried over to the following year. Please also note that any unused sick leave credits will not be paid out and will be forfeited upon termination.</li> </ul>
<b>Sick Day Administration</b>	<ul style="list-style-type: none"> <li>▪ All sick days must be taken in full day increments.</li> <li>▪ Terminal City Club will pay an 'average day's pay' for the missed sick day (Total wages ÷ number of days worked or earned wages = Average day's pay).</li> <li>▪ The Club will use the total wages earned in the 30 calendar days before the first day of the sick leave, including: salary, commission, statutory holiday pay, and paid vacation. This calculation will not include any overtime pay.</li> <li>▪ If you are found to have used your sick leave credit for a purpose other than legitimate medical reasons, you may be subject to disciplinary action.</li> </ul>
<b>Using Sick Days</b>	<ul style="list-style-type: none"> <li>▪ <b>Prior to 90 Days:</b> Unpaid sick day</li> <li>▪ <b>After 90 Days:</b> Paid sick day (based on the applicable calculation)</li> <li>▪ <b>5 Paid Sick Days Used:</b> Required to use paid time off (banked time, vacation or an All About Me Day)</li> <li>▪ <b>If All Paid Sick Days Used:</b> Unpaid Sick Day</li> </ul>
<b>Required Documentation</b>	<ul style="list-style-type: none"> <li>▪ Human Resources or the employee's Manager reserves the right to request a doctor's note for any leave for injury/illness.</li> <li>▪ If requested, this must be received no later than five business days after the employee's return to work.</li> </ul>
<b>Who to Contact &amp; When</b>	<ul style="list-style-type: none"> <li>▪ Contact your Manager/Manager on duty in your department no later than four hours before your shift to inform them of your expected absence.</li> <li>▪ We understand that unexpected issues come up; however, should you continuously provide less than four hours of notice for your absence, you may be subject to corrective action.</li> <li>▪ It is your responsibility to ensure that you have your Manager's TCC email address and the phone number to reach your Manager/Manager on duty.</li> </ul>

<b>Consequences for Unexcused Absences</b>	<ul style="list-style-type: none"> <li>▪ If you fail to properly inform your Manager of your absence or provide any requested documentation it will be recorded as a no-show.</li> <li>▪ All 'no-show's will be subject to disciplinary action, up to and including termination.</li> </ul>
<b>Being Called Off or Sent Home due to Illness</b>	<ul style="list-style-type: none"> <li>▪ If you are displaying symptoms of illness in the workplace, TCC reserves the right to send you home or call off your shift to protect the health &amp; safety of our employees, members and guests.</li> <li>▪ In order to ensure a safe and healthy return to work, TCC may require a doctor's note or Functional Abilities form to be completed by your doctor should you continuously display symptoms of illness in the workplace or a doctor's note does not indicate a clear return to work date.</li> </ul>

## MEDICAL LEAVE OF ABSENCE

For more extensive absences due to illness or injury, please speak to Human Resources who will help you to understand what is available to you.

<b>Eligibility</b>	A medical leave of absence must be requested by your doctor in writing (i.e. doctor's note).
<b>Paid/Unpaid</b>	Unpaid.
<b>Required Notice Period</b>	As soon as possible.
<b>Required Documentation</b>	A doctor's note is required prior to the leave. The length of the leave will be determined by this documentation.
<b>Process</b>	<ul style="list-style-type: none"> <li>▪ Employee notifies Manager and Human Resources (<a href="mailto:hr@tcclub.com">hr@tcclub.com</a>) as soon as possible.</li> <li>▪ Human Resources will set up a meeting with the employee to go over the terms of the leave.</li> <li>▪ Employee must contact HR within five business days of their indicated return to work.</li> </ul>
<b>Benefits &amp; Pension</b>	<ul style="list-style-type: none"> <li>▪ Benefits will remain active and unchanged during this leave of absence and will not affect future benefits calculations when the employee returns to work.</li> <li>▪ Pension will be paused and the employee will be provided the option to either pay a lump sum or post-dated cheques to continue to take advantage of the employer matching during their leave.</li> </ul>
<b>Length of Service</b>	During the leave, the employee's position on the schedule and length of service will remain unchanged.
<b>Short Term Disability Benefits</b>	<ul style="list-style-type: none"> <li>▪ This is not covered by TCC; you must contact Service Canada to inquire about benefits available to you.</li> <li>▪ During an approved Short-Term Disability leave, a benefits continuance of four months will be provided.</li> </ul>
<b>Long Term Disability Benefits</b>	<ul style="list-style-type: none"> <li>▪ Long-Term Disability is covered by the Club and begins after the 17<sup>th</sup> week of disability.</li> <li>▪ For coverage to remain beyond the short-term disability threshold, a Long-Term Disability (LTD) application must be submitted.</li> <li>▪ During the application decision period, the employee's benefits coverage will remain in place, and any benefits continuation past this decision period will be contingent upon LTD application approval.</li> </ul>



## MATERNITY & PARENTAL LEAVE

<b>Eligibility</b>	Employees who are becoming new parents are entitled to maternity and parental leave as per the BC Employment Standards Act.
<b>Paid/Unpaid</b>	Unpaid.
<b>Length of Leave</b>	<ul style="list-style-type: none"> <li>▪ <b>Maternity Leave</b> – up to 17 consecutive weeks of unpaid leave for pregnant employees.</li> <li>▪ <b>Parental Leave</b> – up to 62 weeks of unpaid leave for either parent.</li> <li>▪ For more details, <a href="#">click here</a>.</li> </ul>
<b>Required Notice Period</b>	4 weeks (written request).
<b>Required Documentation</b>	The Club may ask for a Doctor's note to confirm your entitlement.
<b>Process</b>	<ul style="list-style-type: none"> <li>▪ Employee notifies Manager and Human Resources (<a href="mailto:hr@tcclub.com">hr@tcclub.com</a>) as soon as possible.</li> <li>▪ Human Resources will set up a meeting with the employee to go over the terms of the leave.</li> <li>▪ Employee must contact HR within five business days of their indicated return to work.</li> </ul>
<b>Benefits &amp; Pension</b>	<ul style="list-style-type: none"> <li>▪ Benefits will remain active and unchanged during this leave of absence and will not affect future benefits calculations when the employee returns to work.</li> <li>▪ Pension will be paused and the employee will be provided the option to either pay a lump sum or post-dated cheques to continue to take advantage of the employer matching during their leave.</li> </ul>
<b>Length of Service</b>	During the leave, the employee's position on the schedule and length of service will remain unchanged.

## BEREAVEMENT LEAVE

Terminal City Club supports our team members with the following bereavement leave:

<b>Eligibility</b>	Paid bereavement leave (as outlined below) after probation, and unpaid leave (as outlined below) before probation passed.
<b>Paid/Unpaid</b>	Paid with unpaid potentially available, where required and/or possible.
<b>Length of Leave</b>	<ul style="list-style-type: none"> <li>▪ <b>Immediate Family:</b> Up to three paid days (unpaid if not passed probation). "Immediate Family" means the spouse, child, parent, guardian, sibling, grandchild or grandparent of an employee, the child or parent of an employee's spouse, and any person who lives with an employee as a member of the employee's family.</li> <li>▪ <b>Non-Immediate Family:</b> one paid day (unpaid if not passed probation). "Non-Immediate Family" includes brother/sister in-law, aunt or uncle, cousin.</li> <li>▪ In addition, we will make every effort to provide you with additional unpaid leave where necessary, whether for family or non-family members.</li> </ul>
<b>Required Notice Period</b>	As much as possible.
<b>Required Documentation</b>	Terminal City Club reserves the right to request proof of death and/or proof of the nature of the relationship (e.g. obituary or prayer card)
<b>Process</b>	<ul style="list-style-type: none"> <li>▪ Employee notifies Manager and Human Resources (<a href="mailto:hr@tcclub.com">hr@tcclub.com</a>) as soon as possible.</li> <li>▪ Employee and Manager to determine what dates will be taken off and the exact Return to Work date. If the employee requires more time off, a Personal Leave of Absence may be discussed.</li> </ul>



Calculation of Bereavement Day	Number of hours paid is based on scheduled hours missed.
--------------------------------	--

## FAMILY RESPONSIBILITY LEAVE

Each employee is entitled to this unpaid leave, as provided by Employment Standards, to meet the responsibilities related to the care, health or education of any member of the employee's immediate family. This includes spouse, child, step-child, parent, grandparent, grandchild, siblings, step-sibling, step-parent and/or current parent in-law or as defined by Employment Standards.

## COMPASSIONATE CARE/CRITICAL ILLNESS OR INJURY LEAVE

An employee may take unpaid compassionate care leave (to care for a gravely ill family member or Critical Illness or Injury Leave (to care for a family member whose health has significantly changed as a result of an illness or injury with their life at risk) as defined by Employment Standards.

## JURY DUTY LEAVE

If you are summoned for jury duty, which requires you to be absent from work, you will be eligible for unpaid time off to attend. A copy of the subpoena is required prior to taking jury duty leave.

## OTHER JOB PROTECTED LEAVES

Please speak to Human Resources for information about the following other unpaid protected leaves that are available, should you require them:

- Leave Respecting the Disappearance or Death of a Child
- Leave Respecting Domestic or Sexual Violence
- Reservist's Leave
- Leave for COVID-19 Vaccination
- COVID-19-Related Leave

# PREVENTING & MANAGING COMMUNICABLE DISEASE

At Terminal City Club, the health and wellbeing of our employees is a top priority.

## WHAT IS A COMMUNICABLE DISEASE?

Communicable diseases are transmitted from human to human via bloodborne (blood and other body fluids), contact (direct/indirect contact with an infected person) and airborne (by large or small airborne droplets).

## COMMUNICABLE DISEASE PREVENTION

Notify your Manager and stop working immediately if you're experiencing any food-borne illness, gastroenteritis, cold/flu, or Hepatitis A. If you have been diagnosed with Typhoid, Tuberculosis or Cholera, you must also advise your Manager so that you are not in contact with food.

It is your responsibility to follow the steps below to prevent communicable disease in the workplace:

<b>Regular Handwashing &amp; Personal Protective Equipment (PPE)</b>	<p>Employees must engage in regular handwashing with soap and water for at least 20 seconds (sing the happy birthday song twice!), using hand sanitizer when soap and water are not available, and covering coughs and sneezes with a tissue or elbow.</p> <ul style="list-style-type: none"><li>▪ After using the washroom</li><li>▪ Before handling or preparing food/raw meat</li><li>▪ Before food service</li><li>▪ After sneezing, coughing or using a tissue</li><li>▪ Before performing first aid or applying a Band-Aid</li><li>▪ After handling shared objects</li><li>▪ After cleaning or handling garbage</li><li>▪ Food service employees must wash their hands after touching their hair or face</li><li>▪ After smoking</li><li>▪ At the start and end of shift</li></ul> <p>Employees must also use the appropriate PPE, as requested by their Manager.</p>
<b>Maintain a Clean Workspace/Environment</b>	<p>Workstations are routinely cleaned to ensure a clean working environment. Employees must ensure that they are doing their part to keep this clean, as well.</p>
<b>Stay Healthy</b>	<p>Employees are responsible for their regular hygiene and for taking appropriate measures to stay healthy.</p>
<b>Vaccinations</b>	<p>Employees are also encouraged and supported in receiving vaccinations. Every year in the fall, TCC hosts a Flu vaccination clinic at no cost to employees.</p>
<b>Stay Home When Sick</b>	<p>Employees should avoid close contact with individuals who are sick and refrain from coming to work if they are experiencing symptoms of a communicable disease. Employees must follow the correct procedures for calling in sick if they are unable to come to work.</p>
<b>Working with Cuts, Sores or Boils</b>	<p>You should work with your Manager to determine whether it's possible or not to work with a cut, sore or boil. It's crucial that you</p>

	<p>don't let these come into contact with food while working. To help prevent food contamination if working with these, always:</p> <ul style="list-style-type: none"> <li>▪ Use clean, good-quality bandages and dressings (bright-coloured bandages and dressings are helpful as they can be easily seen if they accidentally fall into food or get lost).</li> <li>▪ Replace bandages and dressings frequently.</li> <li>▪ Wear waterproof disposable gloves over bandaged cuts and sores.</li> </ul>
<b>Reporting</b>	<p>Employees who are experiencing symptoms of a communicable disease or have been diagnosed with one are required to notify their Manager as soon as possible.</p> <p>Additionally, employees must report injuries (including cuts, sores and boils), potential hazards and exposure incidents immediately to their Manager.</p>

# ETIQUETTE, UNIFORM & GROOMING GUIDE

To maintain a professional appearance reflective of an exclusive private business club, the following standards are necessary to the daily success of our operations. Our reputation is in your hands and it is up to all of us to maintain high standards for ourselves and each other.

The guidelines outlined in this handbook should be considered a minimum requirement; individual departments may have more specific requirements. Please check with your Manager if you have any questions regarding the standards of your department. The Club reserves the right to determine what is considered conservative or acceptable in appearance and etiquette.

<b>Professionalism &amp; Etiquette</b>	<ul style="list-style-type: none"> <li>▪ Always identify yourself and your department when answering the telephone.</li> <li>▪ A friendly smile is part of your uniform.</li> <li>▪ Use good posture to create a favourable impression.</li> <li>▪ Portray a positive and confident attitude in your body language.</li> <li>▪ Make eye contact when speaking with anyone and use a firm handshake.</li> <li>▪ Use “please”, “thank you,” and “excuse me.”</li> <li>▪ Open doors for members and guests. When they ask for directions, escort them to their destination; do not just point.</li> <li>▪ Always treat your colleagues the way you would treat our members.</li> <li>▪ Designated employee restrooms are located throughout the property. Uniformed employees should not use the member restrooms at any time.</li> <li>▪ Refrain from chewing gum while on duty.</li> </ul>
<b>Grooming &amp; Personal Hygiene</b>	<ul style="list-style-type: none"> <li>▪ In all aspects of your grooming, your appearance should be polished, conservative and tasteful.</li> <li>▪ Daily baths/showers and use of deodorant are required.</li> <li>▪ Fresh breath at all times is imperative.</li> <li>▪ Your teeth must be hygienically maintained and cleaned.</li> <li>▪ If you are a smoker, you must ensure that your breath and hands are free of tobacco colour and odour. Gum chewing is prohibited during working hours.</li> </ul>
<b>Tattoos &amp; Piercings</b>	<ul style="list-style-type: none"> <li>▪ Your appearance and grooming (including hair, tattoos, and piercings) should not be extreme, draw attention to yourself or promote causes that you may support.</li> </ul>
<b>Hair &amp; Facial Hair</b>	<ul style="list-style-type: none"> <li>▪ Hairstyles are to be conservative and polished, must not require constant handling (i.e., long bangs, stray pieces), and be away from the face.</li> <li>▪ Hair must be clean, brushed, and in good hygiene.</li> <li>▪ Any unnatural hair colour or streaks are subject to the approval of your Manager, given the suitability in your role and/or department. All dyed hair must be polished, maintained and professional in appearance, ensuring visible roots are managed as hair grows out.</li> <li>▪ Hair accessories must be discreet and should blend in with your hair colour; scarves or sport hair bands are not permitted.</li> <li>▪ Your department may be required to adhere to further guidelines to ensure sanitary guidelines are met, including a hair net or hat.</li> <li>▪ Facial hair must be shaved or neatly trimmed daily and conservative</li> </ul>

	in style.
<b>Accessories &amp; Jewelry</b>	<ul style="list-style-type: none"> <li>▪ Watches, earrings, and rings that are conservative and professional in style may be worn minimally, provided they are not distracting to the uniform or business attire.</li> <li>▪ Large objects such as wallets and cell phones should not be visible or carried in pockets unless assigned.</li> <li>▪ Jewelry must be professional and sophisticated.</li> </ul>
<b>Fingernails</b>	<ul style="list-style-type: none"> <li>▪ Nails should be well maintained, neatly trimmed and not extend more than ¼ inch beyond the end of the finger</li> <li>▪ Polish must be subtle, of a classic colour (i.e., pink, red, nude, complimentary colours), without ornamentation or designs, and must be always in good repair.</li> </ul>
<b>Make-Up &amp; Scents</b>	<ul style="list-style-type: none"> <li>▪ Make-up must provide a polished, well-groomed appearance.</li> <li>▪ Distracting, dramatic or brightly coloured makeup is not permitted.</li> <li>▪ For those in Food &amp; Beverage roles (both front and back of house), a scent-free environment is in effect. In all other positions, perfumes, fragrances and colognes must be discreet and worn in moderation.</li> </ul>
<b>Uniformed Dress Code</b>	<ul style="list-style-type: none"> <li>▪ All pieces of your uniform are to be worn in the way the items are intended to be worn while on duty.</li> <li>▪ After your shift, you are responsible to bring your uniform to the Housekeeping &amp; Laundry for cleaning.</li> <li>▪ The Club will provide repairs, alterations, and cleaning for all employees required to wear a uniform. Please ensure Housekeeping is notified of any repairs or alterations required.</li> <li>▪ Uniforms are not to be worn when not on duty and are not to be worn off property unless on company business.</li> </ul>
<b>Uniformed Footwear</b>	<ul style="list-style-type: none"> <li>▪ <b>Lions Pub:</b> Solid black footwear with non-slip soles. Sneakers in good condition (e.g., Converse) are acceptable in blue, black or grey.</li> <li>▪ <b>Maintenance:</b> Black steel-toed safety shoe.</li> <li>▪ <b>Kitchen &amp; Mink:</b> Black non-slip safety shoe.</li> <li>▪ <b>Outlets/Banquets/Speakeasy:</b> Black non-slip professional looking shoe. Boots (i.e., Doc Martins, Blundstones, etc.) are not permitted.</li> <li>▪ <b>Housekeeping:</b> Black non-slip safety shoe.</li> <li>▪ <b>Member Services:</b> See 'Member Services &amp; Non-Uniformed Footwear on page 38.</li> </ul>
<b>Non-Uniformed Dress Code</b>	<ul style="list-style-type: none"> <li>▪ Business attire that appears polished and consistent with the Club's brand.</li> <li>▪ Clothing must be clean, well pressed, and fit properly.</li> <li>▪ Suit jackets are not required but encouraged for employees who have frequent interactions with members, prospective members, and guests.</li> <li>▪ Apparel fabrics should align with the standards of conservative business attire, favoring materials that present a polished and professional appearance. Casual fabrics such as cotton are not considered appropriate for business attire in this setting.</li> <li>▪ Hosiery must be plain and of a neutral solid colour.</li> <li>▪ No bra straps or undergarments should be visible.</li> <li>▪ Skirts should be past the length of your arms beside your legs (the hemline of your skirt or dress should be no more than two inches above the knee).</li> <li>▪ Tops should be conservative and professional in style with no</li> </ul>

	cleavage or excessive skin displayed.
<b>Member Services &amp; Non-Uniformed Footwear</b>	<ul style="list-style-type: none"> <li>▪ Professional looking, non-slip shoes that are clean, of good quality and scuff free.</li> <li>▪ Comfortable for standing and walking.</li> <li>▪ A leather or synthetic leather upper is preferred.</li> <li>▪ Socks must coordinate with your shoes.</li> <li>▪ Enclosed heel and toe - no peep toes or summer sandals.</li> <li>▪ Dress sneakers in a neutral tone are acceptable, given that they coordinate with your business attire.</li> <li>▪ No running shoes.</li> </ul>
<b>Non-Uniformed Season Specific</b>	<ul style="list-style-type: none"> <li>▪ For season specific wardrobe items, please consult with your Manager if you have questions about what is appropriate for the office.</li> </ul>
<b>Nametags</b>	<ul style="list-style-type: none"> <li>▪ Your nametag must be always worn when on duty, on the <b>right side</b> of your lapel or shirt.</li> <li>▪ Remove your nametag if leaving the property during a break.</li> <li>▪ Nametags should be in good repair and be legible. Worn or damaged nametags will be replaced at no charge through your Manager.</li> <li>▪ Employees will be charged \$10 (deducted from their pay) for the replacement cost for all lost nametags.</li> </ul>

If your uniform, grooming, and/or hygiene does not meet the standards of the Club you may be asked to leave to correct this before returning to commence your work. Additionally, corrective action may apply.

# COMPENSATION & PAY

## RATES OF PAY

We will endeavour to maintain a highly competitive salary and benefits package for all of our employees.

**Hourly Positions:** During your first 60 shifts, your wage rate will reflect that you are in training (your probationary period). You will be paid at the training rate which is \$1.00 less per hour than the full rate for the position. Once you have successfully completed this training (probationary period), your wage will be adjusted to the full rate for the position. **\*NOTE:** This rate change does not apply to Lion's Pub; the standard rate is minimum wage and does not change with probation.

If you are approved to work in another department, you will be paid at the full rate of this secondary role including any applicable gratuities, given that you have successfully passed probation in your home department. If you have not yet passed probation, the training rate will apply in the secondary role until your probation has been successfully completed. Please note that you must be an employee in good standing and have an excellent work record in your home department to be eligible for this opportunity.

## CLUB WIDE EVENTS

Non-Banquet employees that work a Club-wide event will be paid the Banquet rate and will also share in the Banquet gratuities for that pay period based on the hours worked for the event.

## SALARY/WAGE INCREASES

Annual wage increases will be reviewed for all roles and at the discretion of the Board of Directors. Factors affecting the amount of annual increase include the results of our annual salary/wage benchmarking, the cost-of-living index, market conditions and legislated changes.

## PAYDAY

Terminal City Club has 26 pay periods each year with each pay period starting on Sunday. Payday is every second Friday and funds are directly deposited in your bank account. Your electronic pay statement will be available for viewing/printing on payday in Dayforce. You should verify your pay statement immediately to ensure that you have been paid correctly. If you have questions regarding your pay, please contact your Manager immediately. When payday falls on a holiday, you will be paid on the last workday before the holiday.

## FLUCTUATIONS IN BUSINESS/HOURS

There may be circumstances beyond our control, such as seasonally low business volumes, when it may be necessary to reduce hours or layoff staff.

A temporary layoff is not regarded as termination if it does not exceed the definition as per the Employment Standards Act. In a temporary layoff, all provisions outlined in the Employment Standards Act will apply.

# GROWTH & DEVELOPMENT

## PERSONAL DEVELOPMENT PLANS, FEEDBACK & COACHING

Should you wish to grow within the company or have a roadmap for your development, talk to your Manager about support in building your Personal Development Plan.

You can expect regular one-on-one check-ins with your Manager, formally or as required, to provide you with feedback about your work. Your Manager is available to help you improve and to support your professional growth.

## IN-HOUSE TRAINING

If you are required to attend a Terminal City Club-initiated training program, you will be compensated at your regular hourly rate for the time spent at the training program, and the Club will cover textbooks and fees.

## TRAINING REIMBURSEMENT POLICY

While we cannot always provide paid time off to attend courses, we may partner with you and share in the responsibility of training if it is relevant to your duties and conducive to your growth at the Club.

<b>Eligibility</b>	<p>We may reimburse the partial or full cost of tuition fees and textbooks for courses offered at recognized educational institution provided the course increases your competence in your current role <b>and</b> prepares you for advancement within the Club as defined in your most recent performance review and/or development plan.</p> <p><b>Other Criteria:</b></p> <ul style="list-style-type: none"><li>▪ You have completed at least one year of continuous employment at the Club.</li><li>▪ You work an average of 20 hours per week minimum (the average will be based upon the most recent six months prior to the application submission).</li></ul>
<b>How to Apply</b>	<ul style="list-style-type: none"><li>▪ <b>Step 1:</b> initiate a discussion with your Manager prior to enrollment (this includes all WSET training).</li><li>▪ <b>Step 2:</b> Before you enroll in a course and if you obtain your Manager's approval, you must complete the 'Education Reimbursement' form and receive pre-approval for re-imbursement to occur.</li></ul>
<b>Reimbursement and Claw-Back</b>	<ul style="list-style-type: none"><li>▪ We must receive proof of completion/final grade before any prescribed reimbursement will be provided (via payroll).</li><li>▪ The Club reserves the right to qualify, depending on the program, what constitutes "successful" completion.</li><li>▪ Upon course completion, an employee must continue to be employed for at least 12 months and always remain in Good Standing.</li><li>▪ The employee agrees that if they resign or their employment is terminated prior to the expiration of the 12-month period after the reimbursement, they will repay the prorated amount of the fees paid by the Club.</li></ul>



## INTERNAL POSTING APPLICATION & TRANSFER PROCESS

Terminal City Club endeavours, whenever possible, to promote within and support the growth and development of our team. Should you be interested in an internal posting, please consult the table below.

<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Available positions will be posted on the employee bulletin board outside of Teamworks.</li> <li>▪ A notification will be sent via email and Dayforce.</li> </ul>
<b>Eligibility</b>	<ul style="list-style-type: none"> <li>▪ You must have successfully completed your probationary period. Please note exceptions may be made based on business needs and the demonstrated skills and ability of the internal candidate.</li> <li>▪ You must be in good standing.</li> </ul>
<b>How to Apply</b>	<ul style="list-style-type: none"> <li>▪ You must first speak with your Manager.</li> <li>▪ Complete the Request for Internal Transfer form.</li> <li>▪ Your Manager will discuss your eligibility with you and must sign and approve your application for you to proceed.</li> <li>▪ If the Club wishes to move forward with your application, they will contact you for a phone screen.</li> <li>▪ Please note: all internal candidates will be subject to the interview process. Additionally, while all internal candidates will receive communication regarding the status of their application, your internal status is not a guarantee of advancement in the recruitment process.</li> </ul>
<b>If Department Transfer is Successful</b>	<ul style="list-style-type: none"> <li>▪ When transferring to another department you will be paid at the full rate of this new position, given that you have successfully passed probation in your home department.</li> <li>▪ If you have not yet passed probation, the training rate will apply in the new role until your probation has been successfully completed.</li> <li>▪ In an hourly role you will be in order of the length of service in the new department regardless of your start date at the Club.</li> <li>▪ You may still be able to pick up available hours in your previous home department sometimes to maximize your weekly hours.</li> <li>▪ Your placement on the schedule of your previous home department will also be at the bottom.</li> </ul>

# EMPLOYEE BENEFITS

## EXTENDED BENEFITS

Terminal City Club pays 100% of all premiums for our plan with Desjardins, which means there is no cost to you on your bi-weekly paycheque. The details of the plan will vary depending on the level of coverage that you qualify for, and may include Basic Life insurance, Long-Term Disability, Accidental Death & Dismemberment (AD&D), Vision, Dental and Paramedical coverage.

<b>Eligibility</b>	<ul style="list-style-type: none"> <li>▪ To be eligible to participate in the benefits program you must have passed probation and worked at TCC for six months.</li> <li>▪ Additionally, you must meet one of the following thresholds of hours worked in the previous six months to qualify: <ul style="list-style-type: none"> <li>○ Part-Time Benefits (20 – 29 hours per week)</li> <li>○ Regular Benefits (30 + hours per week)</li> </ul> </li> <li>▪ Employees have the option of enrolling for single or dependent benefit coverage. Eligible dependents include your spouse, common-law spouse, same sex partner, and children.</li> <li>▪ Under our benefits plan, a common-law spouse is defined as a person who has cohabited with you for a period of at least two years in a marriage-like relationship. You may be required to provide documentation to confirm eligibility.</li> </ul>
<b>How to Enroll</b>	<ul style="list-style-type: none"> <li>▪ The HR department will monitor your eligibility and contact you when you become eligible with next steps. If you have any questions regarding the status of your eligibility, please email <a href="mailto:hr@tcclub.com">hr@tcclub.com</a>.</li> <li>▪ Upon eligibility you must complete and return the applicable forms to activate your benefits. Forms will be provided to you by Human Resources.</li> </ul>
<b>Ongoing Eligibility Calculation</b>	<ul style="list-style-type: none"> <li>▪ Eligibility is calculated every January and July and is based on the hours worked within the previous six months of employment. <ul style="list-style-type: none"> <li>○ Part-Time Benefits (20 – 29 hours per week)</li> <li>○ Regular Benefits (30 + hours per week)</li> </ul> </li> <li>▪ To remain eligible for benefits you must work an average of these hours per week over each six-month period in a calendar year (e.g., January to June and July to December).</li> <li>▪ You will receive a communication from Human Resources if your eligibility has changed which outlines your benefits entitlement for the next six months (either for February-August or September to January).</li> </ul>
<b>Hours Included in the Calculation</b>	<ul style="list-style-type: none"> <li>▪ Regular hours</li> <li>▪ Vacation hours</li> <li>▪ Stat holiday hours</li> </ul>
<b>Hours NOT Included in the Calculation</b>	<ul style="list-style-type: none"> <li>▪ All About You day(s)</li> <li>▪ Sick days</li> <li>▪ Overtime hours</li> <li>▪ Stat hours worked</li> </ul>

<b>Making Changes to Your Plan Details</b>	Should you wish to make a change to your benefit category (individual vs. family), dependents or beneficiaries, please email <a href="mailto:hr@tcclub.com">hr@tcclub.com</a> for the applicable form to make changes to these details on your account.
--	---

## HOMEWOOD HEALTH EMPLOYEE ASSISTANCE PROGRAM

Employees are encouraged to take advantage of the confidential Employee Assistance Program available to you from your first day with the Club!

The service provides lifestyle coaching and support to you and your immediate family, as well as online resources to enhance your health and wellness. Services are available 24 hours a day, seven days a week. Information pamphlets are available in the employee change rooms, through your Manager, in Teamworks and in Human Resources.

**Toll Free Hotline:** 1-(800)-663-1142

**Website:** [www.homeweb.ca](http://www.homeweb.ca)

**Apps:** Sentio & Homeweb (Available on Apple or Android)

## TCC PENSION PLAN

<b>Eligibility</b>	After two years of continuous employment, all employees will be automatically enrolled in the Club's defined contribution pension plan with Desjardins and will have their 3.5% contribution matched by the Club.
<b>Mandatory Contribution &amp; Rates</b>	The employee's contribution rate is 3.5% and is matched by the Club.
<b>Optional Contributions For Long Service Employees</b>	Optional matched contributions are also available for long service employees, above the standard 3.5%:  <b>15 to 24 years of employment:</b> Additional 0.5% <b>25 to 34 years of employment:</b> Additional 1.0% <b>35 or more years of employment:</b> Additional 1.5%
<b>Voluntary Contributions</b>	If you would like to participate in unmatched voluntary contributions after you have passed probation, please send an email to <a href="mailto:hr@tcclub.com">hr@tcclub.com</a> .
<b>Getting Set Up</b>	When you become eligible, Human Resources will send you an email with your enrollment form to complete, as well as instructions to set up your account on the Desjardins website.
<b>Tracking Your Pension</b>	Create an account with <a href="http://www.dfs.com">www.dfs.com</a> to track your contributions and balance. After creating an account, download the OMNI app to access important pension details quickly and easily.  Should you have issues accessing your account, please reach out to Desjardins directly.

## RETIREMENT

Retirement is a major career milestone, and the Club wants to ensure that the transition is a smooth one. Should you be considering this option or have general questions, please contact your Manager or Human Resources ([hr@tcclub.com](mailto:hr@tcclub.com)). Please note that all British Columbians have the right to work

after age 65, and the same performance standards and expectations apply to all employees regardless of their age.

**Key Years:**

- Long-Term disability benefits end at age 65.
- Extended Health & Life Insurance end at age 75.
- Pension contributions end no later than age 71.

Should you approach this age, Human Resources will reach out to you to speak further about the transition from these benefits.

## TALENT SCOUT

At Terminal City Club, we look for positive, hardworking, and thoughtful team players, and people who can “wow” our members and guests with their outstanding service and positive attitude.

<b>Eligibility</b>	<ul style="list-style-type: none"><li>▪ Both the referrer and new hire must be in good standing at the time of payout to receive the bonuses.</li><li>▪ Human Resources does not qualify for this incentive.</li><li>▪ Managers cannot claim a Talent Scout bonus for hires for their department. They can, however, send a referral for a candidate applying for a role reporting in a different department.</li></ul>
<b>Amount of Bonus</b>	<ul style="list-style-type: none"><li>▪ The referrer will receive a bonus of \$300 after the new hire has successfully passed probation, and another \$200 will be paid out once the new hire completes one year of employment (a potential total of \$500!)</li></ul>
<b>How it Works</b>	<ul style="list-style-type: none"><li>▪ Talent Scout forms must be completed and submitted to Human Resources <b>prior</b> to your referral being invited for an interview. TCC will not honour Talent Scout referral forms submitted after the new hire's first day.</li><li>▪ These payments will be made via payroll once requirements are met.</li></ul>
<b>Talent Pipeline</b>	<ul style="list-style-type: none"><li>▪ Don't see a role that is available for your referral? No problem! Please submit the resume to <a href="mailto:hr@tcclub.com">hr@tcclub.com</a> to be added to our roster of potential future candidates for consideration. If your referral is hired in the future, you will qualify for the Talent Scout bonus!</li></ul>

## MEAL ENTITLEMENT

You are entitled to one meal during your workday, which are served 7 days a week in Teamworks.

**Lunch:** 10:30 am – 12:30 pm

**Dinner:** 3:30 pm – 5:30 pm

This meal must be consumed in Teamworks during your assigned break. If you are not available for the set meal times, please speak to your Manager about other arrangements. Pending business levels in Lions Pub, you will be entitled to receive a 50% meal discount on a meal there before or after your shift.

Please note that while this meal is complimentary, it is considered a taxable benefit,

## TEAMWORKS STANDARDS & ETIQUETTE

Teamworks is a place for all staff to have a meal and relax on their breaks. It's important that we remember to adhere to the following points to ensure a clean and comfortable environment for everyone.

- One complimentary meal per shift so everyone has the chance to enjoy a meal.
- If storing food in the cooler, be sure to label the container with your name and date. Any items left in the cooler will be disposed at the end of each day.
- You must be in uniform when consuming your on-shift meal.
- Meals must be consumed in Teamworks on shift; you may not package food up to take home.
- Be sure to show gratitude to our wonderful culinary team for preparing our staff meals!
- Be respectful of Teamworks and remember to tidy up after yourself/wipe your area down after use.
- Use earphones if you are planning to listen to audio in Teamworks.
- If you notice that the food has run out, please contact the Kitchen at ext. 650.

## DINING AT LION'S PUB

As an employee of Terminal City Club, you are entitled to visit the Lions Pub at the end of your shift after you have signed out for the day.

### The Rules for Dining at the Pub

- You must be out of uniform and must enter and leave the Pub through the front doors off Cordova Street or through the Pub member's entrance via the Jogger's entrance.
- Once you are off duty you are no longer permitted in the back-of-house or member areas so please take all your belongings with you.
- The Club will serve you a maximum of **two alcoholic beverages** and you must pay your bill in full before leaving the Pub through the front doors.
- Employees are permitted to be in the Pub during regular hours of operation; once the Pub has closed, any visiting employees must exit with other guests.
- Please remember that although you are off duty you are still a representative of Terminal City Club and must conduct yourself accordingly. Anyone who behaves in such a way that is deemed to be inappropriate may forfeit the privilege of accessing the Pub and may be subject to disciplinary action up to and including termination.

## CLUB FUND/PUB FUND

At the discretion of the Board of Directors, a portion of the yearly service charge is allocated to eligible employees based on regular year-to-date earnings; with distribution planned in the fall of each year via a special payroll deposit.

### Eligibility Requirements

- Must be in active status at the time of bonus payout to receive this (except for those on an approved protected leave).
- Passed probation and in Good Standing by the end of the fiscal year (September 30).
- Although Lion's Pub does not participate in the Club Fund, our Pub employees have a separate incentive plan called the Pub Fund. The same eligibility criteria applies.

# STAFF RECOGNITION & EVENTS

## EMPLOYEE OF THE QUARTER

The Employee of the Quarter program recognizes outstanding performance of non-management team members. Each quarter you will be asked to nominate a team member who contributes to the Culture of TCC, consistently lives the values of the Club, goes above and beyond and has a positive impact on others.

<b>How To Vote</b>	<ul style="list-style-type: none"><li>Nominations are accepted from anyone in the Club and can be anonymous if you wish.</li><li>To nominate your colleague, submit a brief email to <a href="mailto:hr@tcclub.com">hr@tcclub.com</a>.</li></ul>
<b>Voting Process</b>	<ul style="list-style-type: none"><li>Anonymous vote by Department Heads to select the employee who has most clearly demonstrated exemplary performance.</li><li>Should there be a tie or a close race, those names will be brought forward at Department Head for a secondary in-person vote.</li></ul>
<b>Prize</b>	<ul style="list-style-type: none"><li>The presentation will be held in Teamworks.</li><li>The winning employee will receive a \$250 award (net of taxes).</li><li>Additionally, there will be a \$25 gift card draw for all other nominees.</li></ul>

## EMPLOYEE OF THE YEAR

Employees of the Quarter are eligible for the honour of Employee of the Year. The winning employee will receive a \$1,000 award (net after taxes) presented at the annual Winter Gala. TCC uses the same voting process for the Employee of the Year and the Employee of the Quarter.

## LONG SERVICE AWARDS

Throughout the year, Terminal City Club recognizes those employees who have reached service milestones with the Club. The Club recognizes 5, 10, 15, 20, 25, 30, 35... (continuing in 5-year increments) years of employment.

Team members who reach the 10-year milestone will have their photo added to our 'Dream Team' wall, and those who reach the 25-year milestone will have a star with their name on it added to our 'Quarter Century Club' wall.



## STAFF PARTIES AND ACTIVITIES

In recognition of the amazing contributions of all our employees, Terminal City Club proudly hosts two spectacular employee parties each year: a dazzling Winter Gala and a vibrant Summer Event. These



celebrations are fantastic opportunities to connect with your colleagues, enjoy great entertainment, and toast to our shared successes and achievements! Additionally, some other examples of activities TCC has offered in the past include:

- The Vancouver Tourism Challenge
- The Vancouver Sun Run
- Blood Drive for Canadian Blood Services
- Holiday Luncheon for the students of Admiral Seymour Elementary School
- Terry Fox Run

Would you like to see a certain employee event at TCC? Please email [hr@tcclub.com](mailto:hr@tcclub.com) or leave a note in our suggestions box, located in Teamworks!. Stay tuned throughout the year through email, Dayforce, and the Teamworks board for updates on the latest upcoming events!



## TEAM FUN COMMITTEE

The TCC 'Team Fun Committee meets periodically throughout the year to discuss ideas to bring the team together! When possible, the team puts together fun events for employees to participate in and get involved. Information about any upcoming events can be found on the staff bulletin board, outside of Teamworks. If you have an interest in future Team Fun Committee meetings or getting involved, please contact [hr@tcclub.com](mailto:hr@tcclub.com).

## BIRTHDAY RECOGNITION

Every month, we make a point of highlighting the teams' upcoming birthdays (send through email and posted outside of Teamworks). If you choose to opt-out of having your birthday recognized on our birthday list – no problem! Please email [hr@tcclub.com](mailto:hr@tcclub.com) (you are also asked upon hire).

# COMMUNICATION

Strong communication is at the heart of the Terminal City Club team's success. We use the following methods to communicate important information to the team:

## OPEN DOOR POLICY

If you have an inquiry or need to discuss matters affecting your workplace, please speak to your Manager any time. If the results of this discussion are not satisfactory, you are welcome to speak with another Manager or with Human Resources.

## DAYFORCE MESSAGING

We use Dayforce to share important information and upcoming events with all employees. Make sure to download the Dayforce app and activate your account to receive these. If you need assistance, please email [hr@tcclub.com](mailto:hr@tcclub.com).

## DEPARTMENT MEETINGS

Your Manager will hold regular meetings with you and your colleagues to ensure that the lines of communication are open. Your participation is encouraged so that you too may positively influence our workplace environment.

## GENERAL STAFF MEETINGS

Terminal City Club will have at least one General Staff Meeting (GSM) per year to communicate information regarding Club programs and results.

## EMPLOYEE RELATIONS COMMITTEE (ERC) MEETINGS

Every two months, a representative from each department attends an ERC meeting hosted by Human Resources. These meetings are for sharing departmental suggestions, concerns, and ideas for new business, environmental initiatives, and cost reductions. Department representatives are elected by their colleagues and should serve for at least six months for continuity.

Terminal City Club encourages you to share suggestions with your Manager that could benefit colleagues, members and guests. Address potential issues promptly by talking to your Manager or any management team member.

## BULLETIN BOARDS

Bulletin boards are located throughout the building and in your department, with the main HR board being located just outside of Teamworks. Check the boards regularly to keep informed of current updates and latest news. Please note that these boards must be kept free of any solicitation.



# YOUR PERFORMANCE

## ANNUAL PERFORMANCE REVIEW

Beyond your probationary review, you can expect to sit with your Manager for a formalized review once per year. This will allow the opportunity to establish goals for the upcoming year, assess current performance and elicit feedback and ideas from your perspective.

## REGULAR FEEDBACK & COACHING

You can expect regular one on ones with your Manager whether formally or as needed to provide you with feedback on your performance. Your Manager is here to support you with your professional growth.

## CORRECTIVE ACTION PROCESS

Terminal City Club policies and procedures as described in this handbook are intended to ensure that our high standards of conduct and performance are maintained. If a Club policy or the Standards of Conduct are violated, an investigation will take place.

Corrective action identifies the issue(s) and notifies the employee(s) involved of the conduct/performance concerns, the performance expectations, and the opportunity to improve. Continued poor performance or infractions will result in further corrective action. The steps involved in corrective action are as follows to review expectations of conduct and/or performance:

### Verbal Warning

Unless an offence requires more severe action, an employee will receive verbal counselling from their Manager and HR.

### First Written Warning

If the employee's performance does not improve after a verbal warning, a written warning will be issued by their Manager and HR.

### Final Written Warning or Suspension

If the performance has not improved, the employee will be subject to a final written warning which may or may not include a suspension as determined by the infraction.

### Termination

If the above steps do not lead to satisfactory and sustained performance improvement, employment will be terminated.

Terminal City Club may bypass one or more steps in the Corrective Action process or terminate an employee without prior corrective action where circumstances warrant.

# POLICIES

## DIVERSITY, EQUITY & INCLUSION POLICY

Terminal City Club is committed to providing equal opportunity and treatment to individuals regardless of age, ancestry, colour, family status, gender expression, gender identity, Indigenous identity, marital status, mental/physical disability, place of origin, political belief, race, religion, sex, sexual orientation, or any other prohibited grounds of discrimination.

Decisions regarding new employment will be based on the applicant possessing the essential skills, knowledge, and experience required to perform the job. Decisions regarding advancement will take into account job performance in the current position in addition to the essential skills, knowledge, and experience required to perform the job.

## RESPECTFUL WORKPLACE POLICY

Bullying & Harassment of any form is unacceptable and is treated as a serious offence at the Club. Employees who engage in such action, including through social media, will be subject to investigation and potential disciplinary action, up to and including termination.

<b>Definition of Bullying &amp; Harassment</b>	<p>Any inappropriate conduct or comment by a person towards an individual that the person knew or reasonably ought to have known would cause the individual to be humiliated or intimidated. Examples of Bullying &amp; Harassment include, but are not limited to:</p> <ul style="list-style-type: none"><li>▪ Verbal harassment/bullying such as name calling, derogatory comments, slurs, insults, taunts, unwelcomed jokes and unwelcome sexual advances, invitations or comments;</li><li>▪ Visual harassment/bullying such as derogatory or unwelcome posters, cartoon, drawings or gestures.</li><li>▪ Physical harassment/bullying such as patting, pinching, touching, blocking normal movements, or other interference with work.</li><li>▪ Threats or demands to submit to physical or sexual requests to keep your job or avoid some other loss or offer of job benefits.</li></ul>
<b>What Bullying and Harassment is NOT:</b>	<p>Any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment. This may include, but is not limited to:</p> <ul style="list-style-type: none"><li>▪ <b>Expressing Differences of Opinion:</b> Sharing differing viewpoints respectfully, which includes using appropriate language and focusing on ideas rather than individuals.</li><li>▪ <b>Constructive feedback:</b> Providing specific, actionable feedback aimed at improving an employee's performance or behavior.</li><li>▪ <b>Discipline:</b> Conducting necessary disciplinary discussions in accordance with Terminal City Club's policies.</li><li>▪ <b>Direction:</b> Offering guidance and direction related to job responsibilities, including setting expectations and providing support.</li></ul>

<b>Your Rights</b>	Terminal City Club recognizes the right of every employee to work in a safe and healthy work environment free from bullying and harassment.
<b>Your Responsibilities</b>	<p>Employees have a duty to take reasonable care to protect the health and safety of themselves and other employees and individuals in the workplace, and have the following responsibilities:</p> <ul style="list-style-type: none"> <li>▪ To take all reasonable steps to prevent and eliminate workplace bullying and harassment;</li> <li>▪ To not engage in bullying or harassment of other employees, Managers, or persons acting on behalf of Terminal City Club;</li> <li>▪ To immediately report if bullying or harassment is observed or experienced;</li> <li>▪ To apply and comply with Terminal City Club's policies;</li> <li>▪ To comply with any investigation into an incident of bullying or harassment; and</li> <li>▪ To keep all matters relating to a complaint or investigation regarding bullying or harassment confidential.</li> </ul>
<b>Reporting a Complaint</b>	<p>If you feel that you have been subjected to harassment by a co-worker, contractor, member, guest, or other individual, please follow these steps:</p> <ul style="list-style-type: none"> <li>▪ Report it to your Manager or another member of the management team so that the complaint and problems may be addressed as quickly as possible.</li> <li>▪ If the alleged bully or harasser is one of the Executive Team or you feel more comfortable, please submit your complaint to the GM &amp; CEO (<a href="mailto:gm@tcclub.com">gm@tcclub.com</a>).</li> <li>▪ If the complaint is against the GM &amp; CEO, or the Executive Team as a whole, please submit your complaint to the President of the Club or the law firm of Harris &amp; Co. LLP at 604-891-2238.</li> </ul>
<b>Investigating the Complaint</b>	<ul style="list-style-type: none"> <li>▪ The Director, Human Resources will review the complaint.</li> <li>▪ An investigator will be assigned promptly.</li> <li>▪ Both parties can present evidence. The respondent receives a summary of allegations, and follow-up interviews may occur.</li> <li>▪ Investigations are discreet and confidential, with actions taken to prevent future issues.</li> <li>▪ Information is disclosed only as needed for investigation, corrective action, or legal requirements, and a complete record of the investigation and actions taken will be maintained.</li> <li>▪ <b>Participation Requirement:</b> Employees must participate if they have relevant information. Resolutions may include education, counseling, or disciplinary action up to termination. False allegations are prohibited and may result in disciplinary action, up to termination.</li> </ul>
<b>No Retaliation</b>	Retaliation against anyone reporting or cooperating with an investigation of bullying, harassment, or discrimination is prohibited. Retaliation includes threats, reprimands, negative evaluations, and bullying. Employees who retaliate will face disciplinary action, up to and including termination.

## POLICY AGAINST VIOLENCE IN THE WORKPLACE

All employees have the right to a violence-free workplace. Threats or acts of violence toward anyone will not be tolerated. Terminal City Club will take immediate action to prevent and thoroughly investigate all reported threats or acts of violence. All threats are taken seriously.

<b>Definitions</b>	<ul style="list-style-type: none"><li>▪ <b>Threat:</b> a verbal or written expression or an act of physical aggression to scare, frighten, terrorize, or harm another. This includes hand gestures and body language.</li><li>▪ <b>Violence:</b> an act of physical force or aggression that is capable of causing harm, injury, or death to yourself, others or damage to property. Violence includes abuse of authority, intimidating or harassing behaviour and threats.</li></ul>
<b>Expectations</b>	<ul style="list-style-type: none"><li>▪ You may not explicitly or implicitly threaten or commit an act of violence against another person. We also prohibit members, guests, visitors or vendors from engaging in threats or violence at the Club.</li><li>▪ You may not make threatening remarks either verbally or in writing to another person. Such conduct is strictly prohibited and may be subject to disciplinary action up to and including termination.</li></ul>
<b>Violence Prevention</b>	<ul style="list-style-type: none"><li>▪ Refraining from participating in, or the encouragement of, actions that could be perceived as threatening or violent</li><li>▪ Reporting any threat of violence or actual violence to your Manager. If your Manager is involved in the threat, then it should be reported to the next level up or to Security (ext. 642)</li><li>▪ Assisting an employee who confides that he or she is a victim by encouraging him or her to report the incident to a Manager</li></ul>
<b>Reporting Violence</b>	Immediately report an incident of violence to your Manager and/or go to the nearest phone and call Security (extension 642) and, if appropriate the local law enforcement authorities. Briefly explain the nature of the problem and the appropriate resources will be sent to assist you and deal with the problem. After you have spoken to Security and to the person responding to assist you, remember to complete an Accident/Incident form.
<b>No Retaliation</b>	No individual will be penalized or subject to retaliation for making a complaint or for giving evidence in an investigation regarding violence in the workplace, unless the charge proves to be malicious and without foundation, at which time that individual may be subject to disciplinary action up to and including termination.

## EMPLOYEE DATING POLICY

"Employee dating" refers to consensual romantic relationships. Employees must disclose their relationship to their Manager. Relationships are not allowed between a Manager and a subordinate or employees in a direct or indirect reporting relationship.

If possible, one employee will be moved if an interdepartmental relationship arises. If the relationship ends, both parties must remain professional and adhere to the 'Code of Conduct.'

## EMPLOYMENT OF RELATIVES

Members of your immediate family cannot be employed where there is a Manager or subordinate relationship. Immediate family includes your spouse, child, stepchild, parent, grandparent, grandchild, siblings, step sibling, step-parent and/or current parent in-law.

## MEMBER PRIVACY, CONFIDENTIALITY & SECURITY POLICY

You are expected to respect the privacy and security of our members and guests (including through social media) by:

- Making false or malicious allegations (including publishing and/or distributing these statements or claims) concerning the Club or any of its members, guests, employees, or concerning any other service establishment or individual, directly or indirectly related to the conduct of Club business.
- Not giving out guest names, member name or numbers, or any other information pertaining to members, guests or their visitors to anyone. This includes confirming whether or not a member is on property;
- Not discussing Club business with members or guests;
- Not discussing what you see or hear – it's not our place to judge; and
- Shredding all documents with a member's name or membership number. Confidential shredding boxes are located in Administration on the 7<sup>th</sup> floor and in coat check behind Member Services.
- Providing confidential information; access and/or removal of any Club records or proprietary information to unauthorized persons.
- Making unauthorized public statements or engaging in any conduct that may cause damage to the reputation of the Club. Only the GM & CEO or the designated Club spokesperson may give information to the news media or anyone outside the organization at any time.
- Conduct while off duty that damages the Club's business operation, image, reputation, profits or its employees.

## COMPUTER USE, EMAIL & VOICEMAIL POLICY

The following are the terms of use for those with access to TCC computers, email and or voicemail:

Parameters for Computer Use	<ul style="list-style-type: none"><li>▪ It is not permitted to:<ul style="list-style-type: none"><li>○ Access personal email accounts;</li><li>○ Use the Internet for personal needs;</li><li>○ Instant message unless through Webex; and</li><li>○ Download music, software or other files not authorized by Management or required by your job responsibilities.</li></ul></li><li>▪ You are required to lock your computer when you are away from your desk and log off at the end of the day.</li></ul>
Email	<ul style="list-style-type: none"><li>▪ All external emails must be free of spelling and grammatical errors, friendly in tone and include an appropriate greeting and sign-off.</li><li>▪ Emails (including received, sent, and deleted messages) non-work related, offensive or emails of an unethical nature are not permitted (should be of professional nature only).</li><li>▪ Out of office notifications must be used when you are unavailable during regular business hours.</li><li>▪ You are expected to manage your email inbox effectively and are responsible for actioning all emails received.</li><li>▪ It is of the utmost importance that you do not provide sensitive</li></ul>

	information through email (See the TCC Cybersecurity Policy).
<b>Voicemail</b>	<ul style="list-style-type: none"> <li>▪ Your voicemail greeting must be polite, detailed and up to date.</li> <li>▪ You are responsible for actioning all voicemails received.</li> </ul>

All business communication, email (including received, sent, and deleted messages) and voicemail may be subject to review and seizure during disciplinary and legal proceedings. There is no reasonable expectation of privacy with respect to their usage.

## TCC CYBER SECURITY POLICY

As a member of the Terminal City Club team, it is vital to prioritize cybersecurity to safeguard both personal and company data. Below are some of the common attacks to be aware of and practices to mitigate risk of any compromise to our systems.

### Types of Cyber Attacks

<b>Phishing</b>	<p>Phishing is a prevalent online scam wherein malicious actors assumes the identity of reputable entities such as banks, co-workers, familiar email contacts, or vendor companies. They employ deceptive messages, often urging recipients to disclose personal information or enticing them to click on links that lead to counterfeit login pages designed to capture sensitive login credentials.</p> <p><b>Practices to Prevent This:</b></p> <ul style="list-style-type: none"> <li>▪ Watch out for unexpected emails, especially those requesting sensitive information.</li> <li>▪ Verify sender email addresses and avoid clicking on suspicious links or attachments.</li> <li>▪ Always forward suspicious emails to <a href="mailto:support@tcclub.com">support@tcclub.com</a> before opening them.</li> </ul>
<b>Email Spoofing</b>	<p>Email spoofing is a sneaky way for scammers to send emails that look legitimate but actually come from a different, often malicious, sender. This can lead to deceptive messages or requests for sensitive information.</p> <p><b>Practices to Prevent This:</b></p> <ul style="list-style-type: none"> <li>▪ Be wary of email addresses that resemble official ones with slight variations. For example- <a href="mailto:snewaz@tcclub.com">snewaz@tcclub.com</a> (Notice the extra "c"- that's a spoof email).</li> <li>▪ Verify financial or sensitive requests through direct call or text message.</li> <li>▪ Never receive or give any sensitive info over email.</li> </ul>
<b>Social Engineering Attack</b>	<p>A Social Engineering Attack exploits human behavior to gain unauthorized access or sensitive information. This can include phishing emails, phone scams, or impersonation. Attackers use social media to research an individual's interests and craft tailored deceptive messages, manipulating targets into revealing confidential data or compromising security.</p> <p><b>Practices to Prevent This:</b></p> <ul style="list-style-type: none"> <li>▪ Be cautious about sharing work-related information on social</li> </ul>

	<p>media.</p> <ul style="list-style-type: none"> <li>▪ Verify requests for information, especially if they seem unusual. Always double check with IT or your Manager before giving out any information via social media or other data sources.</li> <li>▪ Report suspicious emails or activities immediately to <a href="mailto:support@tcclub.com">support@tcclub.com</a>.</li> </ul>
--	--

### Maintaining Cyber Safety and Prevention of Cyber Attacks

<b>Multi-Factor Authentication (MFA)</b>	<ul style="list-style-type: none"> <li>▪ Multi-Factor Authentication (MFA) is an added layer of security beyond passwords. It requires two or more verification methods, like a password or a pop up on your app installed on your phone or a temporary code sent to your phone. MFA enhances our digital security, reducing the risk of unauthorized access.</li> <li>▪ Do not approve authenticator if you are not in front of your computer. It protects accounts even if passwords are compromised.</li> </ul>
<b>Password Security</b>	<ul style="list-style-type: none"> <li>▪ Use strong, unique passwords and change them regularly.</li> <li>▪ At least 10 characters including 1 lower, 1 upper case, 1 number, 1 special character.</li> </ul>
<b>Device Security</b>	<ul style="list-style-type: none"> <li>▪ Keep devices logged off when away from desk. This will prevent unauthorized access of files.</li> <li>▪ Windows Key + L will lock your workstation; please ensure that your workstation is locked whenever you leave it unattended.</li> </ul>
<b>Data Protection</b>	<ul style="list-style-type: none"> <li>▪ Avoid sharing sensitive information unless necessary.</li> <li>▪ Always verify before you give your sensitive information, or any information related to the club's operation.</li> <li>▪ Remember any information provided through social media or verbally can also lead to targeted attacks.</li> </ul>
<b>Training and Education</b>	<ul style="list-style-type: none"> <li>▪ Stay informed about cybersecurity threats by reading all emails sent to you carefully by IT about possible phish trends and updates.</li> <li>▪ Attend any company workshops to enhance your cybersecurity knowledge.</li> <li>▪ Management of Jonas Supervisor Credentials (if applicable)</li> <li>▪ If you have a Jonas supervisor password account, then your server account password and supervisor account password must be different.</li> <li>▪ Don't leave supervisor account logged in on POS machines.</li> <li>▪ Don't share your supervisor credentials with co-workers.</li> </ul>

Remember, cybersecurity is a shared responsibility. Your actions play a vital role in maintaining a secure working environment. If you have questions, it is the expectation that you will reach out to IT or your Manager.

## SOCIAL MEDIA POLICY

You are personally responsible for the comments and content you publish on social media sites. All postings made to social media are treated as public and are subject to the same discipline as similar comments or actions made by an employee in person.



The Club prohibits the following use of social media by its employees:

- Disclosing any private or confidential information related to the Club on social media.
- Postings comments that disparage the Club, its members, guests or employees in any way, including negative, harmful or defamatory comments about co-workers and your work experience
- Liking, sharing or commenting on a co-worker's comment or post which may be perceived as unfavourable by the Club, its members, guests or employees
- Speaking on social media on behalf of the Club
- Unauthorized use of Club photos and logos.
- Additionally, you may not post privileged and confidential information about Club members, guests or their events such as:
  - Who was in attendance
  - The logistics or details about the events such as the vendors involved, or costs incurred; and/or Photos of any Club event without consent from the Director of Membership & Marketing or the GM & CEO.

#### Authorized Social Media Accounts

The Club encourages reposting, liking or sharing a post that was initiated by a Club administrator or authorized Club account. Only authorized administrators shall post on the Club's accounts.

- X: @tcclub, @LionsPub
- Instagram: @tcclubweddings; @tcclub
- LinkedIn: Terminal City Club
- Website: www.tcclub.com
- Facebook: Terminal City Club
- Google+: Terminal City Club

In the event of a crisis or emergency, please refer all communications to the Director of Membership & Marketing; do not post or comment on the situation unless directed to do so. Any general questions can also be addressed to your Manager or the Director of Membership and Marketing.

## DRUG-FREE WORKPLACE/IMPAIRMENT POLICY

It is the policy of Terminal City Club to maintain a drug-free workplace. As such, the unlawful manufacturing, distribution, dispensing, possession, sale, or use of any drug in the workplace or while engaged in Club business off premises, is strictly prohibited. Such conduct is also prohibited during non-working time where, in the opinion of the Club, it impairs an employee's ability to perform the job or threatens the reputation and integrity of the Club.

<b>Definition of Impairment</b>	Being impaired means being mentally or physically unable to perform assigned work functions safely due to the use or after-effects of alcohol, cannabis, illegal drugs, prescription drugs, or over-the-counter medications, or any other issue that may impair judgement or performance.
<b>Causes of Impairment</b>	Impairment can have many causes, but the most common substance-related causes of impairment in the workplace are: <ul style="list-style-type: none"><li>▪ The use of alcohol or legal drugs (which includes cannabis as of October 17, 2018)</li><li>▪ The use of illegal drugs</li><li>▪ The use of prescription drugs to treat medical conditions</li><li>▪ The use of over-the-counter medications</li></ul>
<b>Rules</b>	You must:



	<ul style="list-style-type: none"> <li>▪ Ensure that your ability to work is not impaired by alcohol, drugs, or other causes.</li> <li>▪ Not work if your impairment may endanger yourself or anyone else.</li> <li>▪ Notify your Manager if your ability to work is impaired for any reason.</li> <li>▪ Not do work if the impairment may create a risk to yourself or anyone else (if you have a physical or mental impairment).</li> <li>▪ Notify your Manager confidentially if you see someone who appears to be impaired or have concerns about a co-worker's fitness to safely perform assigned work functions due to impairment.</li> </ul>
<b>If You are Found to Be Impaired</b>	Your Manager will require that you leave the premises immediately.
<b>Next Steps After Voluntary Disclosure</b>	You will be required to confidentially work with HR and your Manager towards a solution, which may include accommodations and providing Homewood Health Employee Assistance program information.
<b>Consequences for Impairment Policy Violations</b>	Corrective Action, up to and including termination.

## SMOKING POLICY

If you are an employee who smokes, you will be entitled to the same breaks as an employee who does not smoke. Homewood Health Employee Assistance Plan also offers smoking cessation support, should you wish to take advantage of these resources available to you.

### When smoking, employees must:

- Approve with their Manager prior to the break and ensure that it does not interfere with business requirements.
- Only smoke a minimum of six metres from any doorways, air intake valves, or operable windows.
- Ensure that your nametag is removed, and your uniform covered with a jacket before leaving the Club on breaks.
- Wash your hands and use a breath mint or mouth wash upon returning to work.

## CONFLICTS OF INTEREST/MISUSE OF INFORMATION

You must avoid and/or disclose to your Manager all situations in which your personal interests conflict or may be perceived to conflict with your duties to the Club.

In the course of your work, you may have access to confidential information regarding members, fellow employees or the Club itself. One of the most serious responsibilities that you have as an employee is that you do not reveal, divulge or misuse any such information. It's important that you use it only as required in the performance of your duties. You must not remove confidential information related to the Club or its affiliates without prior written authorization from the GM & CEO.

You must not improperly use any information, either directly or indirectly acquired in connection with your employment with the Club or from your fellow colleagues. Misuse may result in disciplinary action up to and including termination.

## CASH TIPS & GIFTS FROM SUPPLIERS, MEMBERS OR GUESTS

The following practices are not permitted at the Club:

- Requesting support for fundraising without prior permission from the GM & CEO.

- Soliciting or acceptance of any payments, gifts, or gratuities from suppliers, members or guests.
- Acceptance of promotional items, gifts or rebates offered by suppliers or other business partners; these are property of Terminal City Club and must be reported to your Manager.

If a member or guest is insistent on giving you a gift/cash tip you may accept it on behalf of the Club, then report it to your Manager who will then bring it to the attention of the GM & CEO.

## MILEAGE & SAFE DRIVING POLICY

On those occasions when you require a vehicle or are scheduled to work at an off-site location, a mileage allowance will be provided for approved travel beyond your normal commuting distance/primary work location: Terminal City Club, 837 West Hastings, Vancouver.

Employees required to drive for business purposes may be required to sign the Clubs Safe Driving Policy Sign-Off. More information on this policy can be obtained from Human Resources.

# HEALTH & SAFETY

## TCC'S COMMITMENT TO HEALTH & SAFETY

Terminal City Club is dedicated to ensuring your health and safety in the workplace. We will take all reasonable steps to prevent and eliminate workplace hazards, including conducting monthly inspections and Joint Health & Safety Committee Meetings, providing necessary Health and Safety training and regularly updating/communicating Health and Safety policies to the team.

### Your Rights

- To know about workplace hazards
- To participate in health and safety activities in the workplace
- To refuse unsafe work

### Your Responsibilities

- To comply with Terminal City Club's policies
- To learn and follow the health and safety requirements of your workplace
- To ask for training and clarification if you don't know how to do something safely
- To correct or report any unsafe conditions you see
- To immediately report any injury to a first aid attendant or your supervisor

## JOINT HEALTH & SAFETY COMMITTEE

The Joint Health & Safety Committee (JHSC) is comprised of employee and management representatives who meet monthly to review and discuss inspections as well as other pertinent Health & Safety topics. Each committee member has undergone 8 hours of JHSC training, as per WorkSafe BC's requirements. A full list of members and monthly meeting minutes are posted on the Health and Safety board outside of Teamworks.

## FIRST AID ITEMS

<b>Locations of First Aid Kits</b>	<b>Lions Pub (S Level):</b> <ul style="list-style-type: none"><li>▪ Level 1 First Aid Kit is located next to the bar area.</li></ul> <b>Maintenance Area (S Level):</b> <ul style="list-style-type: none"><li>▪ Level 1 First Aid Kit available in the Maintenance office right above the Maintenance Administrators desk.</li></ul> <b>Housekeeping Area (S Level):</b> <ul style="list-style-type: none"><li>▪ Level 1 First Aid Kit is in the housekeeping office located opposite the office desk.</li></ul> <b>Security (1<sup>st</sup> Floor):</b> <ul style="list-style-type: none"><li>▪ Level 2 First Aid Kit is locked in the Security Storage, to your left as you enter through the front doors.</li></ul> <b>Member Services (1<sup>st</sup> Floor):</b> <ul style="list-style-type: none"><li>▪ Level 1 First Aid Kit is at the Member Services desk.</li><li>▪ Level 2 First Aid Kit is inside the Outlet Office, across from Member Services.</li></ul> <b>Cuvee (1<sup>st</sup> Floor):</b> <ul style="list-style-type: none"><li>▪ Level 1 First Aid Kit can be found behind the pillar.</li></ul> <b>Main Kitchen (1<sup>st</sup> Floor):</b> <ul style="list-style-type: none"><li>▪ Level 2 First Aid Kit is inside the office.</li><li>▪ Level 1 First Aid Kit is next to the main kitchen office.</li></ul> <b>Grill Kitchen (2nd Floor):</b>
------------------------------------	--

	<ul style="list-style-type: none"> <li>Level 1 First Aid is at the entrance to the kitchen from the Grill area.</li> </ul> <p><b>Banquet/Outlet Office (3<sup>rd</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Level 2 First Aid Kit is available as you enter the office to the left.</li> </ul> <p><b>Fitness Centre (4<sup>th</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Level 2 First Aid Kit is in the Fitness Centre office.</li> <li>Level 1 First Aid Kit is at the reception area.</li> </ul> <p><b>Administration Office (7<sup>th</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Level 1 is next to the Executive Administrator's desk.</li> </ul>
<b>Locations of EpiPens</b>	<p><b>Member Services (1<sup>st</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Located inside the defibrillator case in front of the men's washroom.</li> </ul> <p><b>Fitness Centre (4<sup>th</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Located inside the defibrillator case in the Fitness Centre Manager's office.</li> </ul> <p><b>Grill Kitchen (2<sup>nd</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Located at the entrance to the kitchen from the Grill area, next to the cold prep area.</li> </ul> <p><b>Main Kitchen (1<sup>st</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Located next to the main kitchen office.</li> </ul> <p><b>Lions Pub (S Level):</b></p> <ul style="list-style-type: none"> <li>Located at the entrance on S Level, next to the eye wash station.</li> </ul>
<b>Locations of Automated External Defibrillator (AED)</b>	<p><b>Member Services (1<sup>st</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Located behind the main Member Services desk, near the men's washroom.</li> </ul> <p><b>Fitness Centre (4<sup>th</sup> Floor):</b></p> <ul style="list-style-type: none"> <li>Located inside the Fitness Centre Manager's office.</li> </ul>
<b>Refilling First Aid Kits</b>	All First Aid Kits are replenished on a monthly schedule at the Health and Safety meeting. Please contact your Joint Health and Safety representative if you see that some items need to be replenished.

## FIRST AID

First Aid Level 1 and 2 Attendants in each department and are highlighted in yellow on the Terminal City Club phone list. Additionally, those on duty are outlined on the Daily Member news report.

### TCC Level 2 Attendants

- Sergio Hsia, Fitness Centre Manager (ext. 622)
- Gursharan Singh, Security Officer (ext. 642)
- Amit Khurana, Security Officer (ext. 642)
- Marc-Andre Laurent, Banquets Manager (ext. 649)

### TCC Level 3 Attendant

- Adelin Constans, Banquet Bartender/Server (ext. 690 – Banquets Supervisor Line)

### First Attendant Training/Drills

First Aid Drills will take place throughout the year to ensure that the team remains current and confident in their skills. First Aid attendants must attend these sessions and will be paid at their

regular rate for the drills. Dates will be communicated directly to the First Aid Attendants and their Managers.

## REPORTING AN INJURY

If you encounter an injured employee, member or guest, please follow these steps:

<b>Step 1:</b>	<ul style="list-style-type: none"><li>▪ Immediately contact your Manager or closest First Aid Attendant.</li><li>▪ If no First Aid Attendant can be reached, call Security at 642.</li></ul>
<b>Step 2:</b>	<ul style="list-style-type: none"><li>▪ First Aid attendants will make an initial assessment of the injury and provide any necessary first aid treatments or advice.</li></ul>
<b>Step 3:</b>	<ul style="list-style-type: none"><li>▪ If the injured individual requires further medical treatment, they will be referred to the closest medical facility or hospital.</li><li>▪ If the injured individual is an employee, a Form 6A will be provided to them for potential reference at the hospital</li></ul>
<b>Step 4:</b>	<ul style="list-style-type: none"><li>▪ All injuries or accidents, no matter how minor they may seem, must be immediately reported to your Manager.</li><li>▪ If the employee received first aid from an Attendant at TCC and/or medical treatment from a Doctor/Medical practitioner, the Manager must complete a Form 7 and submit to Finance no later than 48 hours after the injury.</li><li>▪ Forms and instructions can be found <a href="#">here</a>.</li></ul> <p>The importance of reporting incidents in a timely manner cannot be overstated; it can have a significant impact on the outcome of any potential WorkSafe BC claim for any resulting time loss due to the injury.</p>

## RETURNING TO WORK FOLLOWING A WORK-RELATED INJURY

We endeavour for team members to return to work safely as soon as possible following an injury. To facilitate this, Human Resources will follow the direction of the employee's physician to formulate a safe and feasible return to work plan or graduated return to work plan for the employee. They will continuously monitor the program, along with the employee and the Manager.

## EMERGENCY PROCEDURES

Each department has a comprehensive Emergency Procedures binder (red colour), which is kept with your Manager in their office. Your Manager will review this with you during your first week on the job. It is your responsibility to ensure you are familiar with the manual's information.

## FIRE SAFETY

You must report to your Manager any fire safety hazards that you observe, including burned out lights at exit points, broken or malfunctioning door hardware, fire doors that do not close correctly, build-up of garbage, debris/items stored in stairwells, missing fire extinguishers etc. It's important that you familiarize yourself with the location of all alarm pull-stations, fire extinguishers and nearest emergency exits in your area.

### Using a Fire Extinguisher

In case of a fire, activate the closest alarm pull stations and locate your closest fire extinguisher. Using the acronym P.A.S.S. will provide you with the necessary knowledge of how to use the equipment:

# PASS

## HOW TO USE A FIRE EXTINGUISHER



## EMERGENCY RESPONSE TEAM (ERT)

In the event of any onsite emergency including fire emergencies, Terminal City Club's Emergency Response Team (ERT) will respond to the incident. The ERT consists of members from Maintenance, Security, Member Services, and Housekeeping. The department responders will carry cell phones and will attend the scene of the incident.

## FIRE ALARMS & EVACUATION PROCEDURES

To ensure the safety of our members and colleagues, every employee of Terminal City Club is required to be familiar with their specific duties and responsibilities in the event of a Fire Emergency, as well as the location of all fire exits, pull stations and fire extinguishers in their work areas.

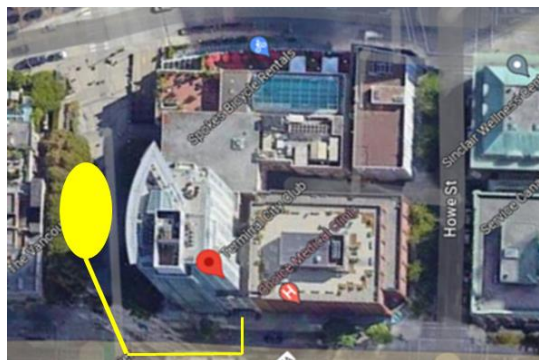
<b>Stage 1:</b> <b>ALERT Signal</b>	<ul style="list-style-type: none"> <li>Intermittent signal sounding every five seconds ("slow bells").</li> <li>Remain where you are, gather your belongings and take note of your nearest exit.</li> <li>Await further instructions or a change to the Stage 2 signal. If the Stage 1 alert stops, there may be an announcement indicating that there was a false alarm and you may resume your activities.</li> <li>Please note that at any time during a Stage 1 alarm, staff may leave the building and continue to the designated gathering area.</li> <li>Alarm will move to Stage 2 signal after 5 minutes. <b>If it does not stop or move to Stage 2, please proceed to evacuate the building.</b></li> </ul>
<b>Stage 2:</b> <b>EVACUATION Signal</b>	<ul style="list-style-type: none"> <li>Steady, continuous signal.</li> <li>Calmly proceed to the nearest fire exit.</li> <li>Follow fire wardens or Security directions, leave the building, and continue to the muster station.</li> <li>Assist members and guests by directing them to the closest fire exit.</li> <li>Do not stop to take personal belongings with you.</li> <li>The last person to leave should turn off the lights and close the door.</li> <li>Your Manager will review any other department specific instructions with you during your regular fire training.</li> </ul>

### Muster Station/Gathering Place

During a Fire Alarm, employees are to gather in the courtyard on the west side of the building, between Terminal City Club and the Vancouver Club (Lot 19). You are not permitted to re-enter the



building until the Fire Marshall announces that it is safe to do so. Please also remember to stay at your muster station; do not leave for any reason (i.e., to get food/coffee, take a smoke break, etc.).



### Fire Drills

Fire drills will be conducted regularly throughout the Club and will test the responses of various staff to ensure compliance with procedures and awareness of fire emergency plans for that department or area are understood.

### W.H.M.I.S.

If required for your department, your Manager will review with you The Workplace Hazardous Materials Information System (W.H.M.I.S). This is a nationwide program is an essential element of a safe work environment and provides vital information about working with hazardous materials, including labelling requirements, Material Safety Data Sheets (M.S.D.S.) and where to find important information. WHMIS stations are in the Housekeeping department and the Main Kitchen. Your Manager can also answer any questions you may have or direct you to the best resource within the building for your inquiries.

## PERSONAL PROTECTIVE EQUIPMENT

When personal protective equipment (PPE) is issued, it will be your obligation to wear it when required, and to keep it clean and in good repair. Different types of PPE include masks, gloves, aprons to protect the skin from controlled products, safety glasses or goggles. Remember PPE will only protect you if:

- It is worn in the correct manner
- It is properly fitted
- It is in good condition and without defects

Your Manager will issue you PPE as necessary. If you think you may need PPE to complete a task safely, please ask. Your safety is first and foremost.

## SERVING IT RIGHT CERTIFICATION

All newly appointed Food & Beverage employees (including Server Support and Barbacks) must have successfully completed the Serving it Right correspondence course and examination (or be willing to obtain) prior to commencing employment at Terminal City Club. Serving it Right is a joint initiative of the BC hospitality industry and the Provincial Government.

This certification must be updated every five years. Should your Serving It Right certification expire during your employment, the Club will cover the costs of this, given that you meet the criteria for the Training Reimbursement Policy.

## FOOD SAFE CERTIFICATION

Food Safe is a government certified food handling course. Proper storage, cleanliness, temperatures, and bacteria prevention are all taught in a one-day course at various learning institutions. Culinary and stewarding employees may be required to show proof of or acquire an up-to-date Food Safe Level One certificate during their employment.

Food and Beverage service staff are also encouraged to obtain their certifications. For a complete list of course locations and online courses please visit: [www.foodsafe.ca](http://www.foodsafe.ca).

## FOOD ITEMS LEAVING THE PREMISES

Terminal City Club takes the risk of foodborne illness very seriously. For this reason, no food items from TCC Buffets or events are to be taken off premises by members, guests or employees. If permitted, your Manager will bring items to Teamworks (e.g., pastries, deserts, etc.) that you can enjoy on your break. No food items at the Club (from any area, including Teamworks) are to be wrapped and brought off site with you.



# SECURITY

## CONTACTING SECURITY

The Security team and desk are in the main lobby across from Auberge Hotel Reception.

If you require assistance for a security-related matter or emergency, contact the Security desk (642) or hit the emergency button located on your phone if it is so equipped. Communicate the details of the emergency or situation, including type of incident, and if a suspect is involved, their direction of travel and a physical description.

## IDENTIFYING SUSPICIOUS BEHAVIOUR AT THE CLUB

We encourage the highest standards of guest service towards all members and guests of the Club to reduce illegal activity and unauthorized persons in the Club.

If you notice someone who looks/is acting suspicious inside the Club:

- Make eye contact
- Ask how you may help the guest
- Offer assistance to ensure the guest's needs are satisfied
- Unsubstantiated or unsatisfactory responses may be clues to other security issues that the person involved doesn't wish to communicate. These situations should be reported by calling Security (642).

## CASH HANDLING POSITIONS/ROBBERY

Employees who make cash deposits are required to log their cash deposit on the Float and Cash Sales Drop Sheet. All cash deposits must be witnessed by another employee; your witness must physically watch you place your envelope in the drop safe.

Employees who handle cash are potential targets for robbery. Be aware of your surroundings to help identify potential threats and contact Security (ext. 642) proactively if you notice anything concerning.

If an incident occurs, cooperate immediately. Do not, under any circumstance, attempt to be a hero. Obey the robber's orders. The money the robber steals is not worth the risk of harm that may come to you if you do not promptly hand over the cash. Call Security (ext. 642) as soon as safely possible.

## WORKING ALONE OR LATE AT NIGHT

Employees who work alone or late at night are also potential targets for robbery or other acts of violence, so it is important that you know the location of all emergency exits and how to obtain security assistance. Do not jeopardize your personal safety. Please ensure that you ask for assistance in the form of an escort to your car or transit if you feel you require it.

## CRIME WATCH

If you see someone in an area that you feel they do not belong, or perhaps they look lost or disoriented, please approach them and talk to them, if appropriate. You might ask "May I help you?" or escort them to their destination. If it is not feasible to do so, call Security (642) immediately. Remember to give a description of the individual, the exact location, the time (now, 5 minutes ago, etc.) and a quick explanation of what happened.

If you witness a fellow employee behaving inappropriately, please contact Security immediately. Your anonymity is assured.

## LOST OR STOLEN ARTICLES

When you come to work, bring only the tools and clothing needed for your job and leave valuables at home whenever possible. In any area of the Club or offices, do not leave valuables visible or unattended. You do so at your own risk.

Terminal City Club is not responsible for lost or stolen property.

<b>Reporting a Lost Item</b>	<ul style="list-style-type: none"><li>▪ Please contact Member Services if you are looking for a lost item.</li></ul>
<b>Turning In a Lost Item</b>	<ul style="list-style-type: none"><li>▪ Any unaccompanied items should be returned directly to Member Services.</li></ul>
<b>If a Member or Guest Reports a Lost Item</b>	<ul style="list-style-type: none"><li>▪ Contact Member Services to inquire about the lost item on their behalf as soon as possible.</li><li>▪ Inform the person that you will be back to them promptly with an update.</li><li>▪ Retrieve the item on their behalf.</li></ul>

# CLUB STANDARDS OF CONDUCT

Terminal City Club strives to create a professional workplace that is respectful, productive, and protects the safety of all employees, members and guests. The following actions will not be tolerated in our workplace. Any employee who commits any of these actions will be subject to disciplinary action up to and including termination.

Any other misconduct not specifically listed which adversely affects Terminal City Club, its employees, members, guests or the public may also result in disciplinary action.

- 1 Discourtesy to a member, guest or employee.
- 2 Dishonesty or breach of trust.
- 3 Theft, unauthorized possession, or use of Club, member, guest or another employee's property, including failure to report or turn in lost items.
- 4 Falsification, carelessness or lack of completion of records, including, but not limited to, food and beverage checks, vouchers or expense reports, work schedules, time sheets or any other Club or employment records.
- 5 Altering or forging a member or guest check or credit voucher or adding an unauthorized tip to a member or guest check.
- 6 Commenting on gratuities withheld by a member or guest or soliciting or collecting unauthorized gratuities, gifts, commissions or payments from members, guests, service providers or vendors.
- 7 Violation of the Club's Impairment (Drug and Alcohol) Policy, including failure to observe the liquor control legislation and regulations.
- 8 Behaviour which creates an intimidating, hostile, offensive, or inappropriate work environment.
- 9 Violation of the Club's Respectful Workplace Policy.
- 10 Violation of the Club's Workplace Violence Policy.
- 11 Violation of the Club's Confidentiality Policy.
- 12 Inappropriate verbal or physical behaviour or display of affection with a member, guest or another employee.
- 13 Willful damage or destruction of Club, member, guest or employee property.
- 14 Fighting, use of threatening, obscene or abusive language or harassment of members or guests or other employees through verbal or physical conduct.
- 15 Immoral, indecent or disruptive behaviour while you are a guest in the Lions Pub or while attending a Club function.
- 16 Refusal or failure to perform assigned work or follow a Manager's instructions or any act of insubordination, except for the formal refusal of unsafe work as per WorkSafe Standards.
- 17 Sleeping on the job.
- 18 Possession of weapons or explosives on Club property.
- 19 Failure to maintain a satisfactory accounting and control of cash floats or making personal use of funds from cash floats for any reason.
- 20 Careless handling or loss of Club property including cell phones, keys or cash.
- 21 Unauthorized or improper use of Club material, time, equipment or property including Club telephones, email, fax, internet, copy or postage machines, or company letterhead.
- 22 Causing injury to a member, guest or employee or any act of excessive carelessness or negligence, which results in a potential or real loss or damage to a member, guest, employee, yourself, the Club or to Club equipment.
- 23 Immoral, indecent or illegal conduct, soliciting persons for such purposes, or aiding and/or abetting in such acts.

- 24 Making false or malicious claims or statements (including publishing and/or distributing through social media or by any other means) concerning the Club or any of its employees, members, guests or concerning any other service establishment or individual, directly or indirectly related to the conduct of Club business.
- 25 Hindering, misleading or failing to participate in an internal Club investigation or soliciting a member or guest as a witness in such an investigation, or any breach of confidentiality during such an investigation.
- 26 Providing confidential information and/or access and/or removal of any Club records or proprietary information to unauthorized persons.
- 27 Making unauthorized public statements or engaging in any conduct that may damage the Club's reputation. Only the GM & CEO or the designated Club spokesperson may give information to the news media or anyone outside the organization at any time.
- 28 Providing personal contact information pertaining to any employee or ex-employee to anyone without the expressed consent of the individual concerned.
- 29 Conduct while off duty that damages the Club's business operation, image, reputation, profits or any person associated with the Club (i.e., employees, members, guests).
- 30 Failure to report/call in for scheduled shifts for three consecutive days or "walking off the job" during scheduled shift.
- 31 Removing, duplicating or transferring possession of Club master keys.
- 32 Frequent absence, tardiness, or abuse of the sick pay policy, including failure to properly give notice of any absence or misrepresenting yourself as ill or injured not to report for your scheduled shift(s).
- 33 Non-compliance with standards or failure to perform work or job assignment satisfactorily.
- 34 Switching work schedules, failing to work on a scheduled shift, or arranging your own replacement without permission from your Manager.
- 35 Failure to cooperate with reasonable requests to work overtime when it is required by Club business levels.
- 36 Leaving your department or work area without authorization.
- 37 Failure to report a workplace accident and failing to observe the Club's safety, health and fire regulations.
- 38 Failure to comply with the Club's grooming, hygiene, and/or dress code standards.
- 39 Entering or exiting the Club other than through the designated employee entrances.
- 40 Unauthorized presence in member/guest areas or use of member/guest facilities.
- 41 Gambling on Club property.
- 42 Working overtime without your Manager's prior approval.
- 43 Socializing with members or guests on Club property without prior Manager approval.
- 44 Involving a member/guest in any internal dispute or controversy.
- 45 Consumption of any alcoholic beverage while on duty or on premises without permission from the GM & CEO or your Manager.
- 46 Entering office or residential guest floors unless specifically assigned to perform work duties in these areas or accepting invitations from a member or guest to join them in their room or at any Club facility without prior approval from your Manager.
- 47 Excessive visiting with or telephoning other colleagues while on duty, except for official business.

\*The use of the term "possession" in this policy includes the presence of items in your locker.

## SEPARATION OF EMPLOYMENT

If you or Terminal City Club decides to terminate your employment, your Manager and Human Resources will review Terminal City Club's separation procedures with you, which will include:

### FINAL PAY

Final pay and any vacation owed is released according to the Employment Standards Act requirements. Please ensure that Human Resources has an up-to-date mailing address for you so that your T4 slip can be mailed to you (if this changes after your departure, please email [hr@tcclub.com](mailto:hr@tcclub.com)).

### RETURNING CLUB PROPERTY

You will be required to return all property (uniform, cell phones, keys, fobs, ID card, etc.) to the appropriate department on your last day.

### CANCELLATION OF BENEFITS & PENSION

Extended Health Benefits will be cancelled effective your termination date. Should you be enrolled in the Club's pension plan, please ensure that your most up-to-date contact information is provided to us. Desjardins will contact you directly to provide further instruction regarding next steps.

### REFERENCES

Terminal City Club does not provide references, as an organization. The Club can, however, verify employment dates for any past or present employees of the Club.

### RECORD OF EMPLOYMENT

Your ROE will be available to you online through Service Canada within 5 business days after your last day worked. Please ensure that you have a valid login on the website to access this.

### ACCESS TO THE CLUB FOR FORMER EMPLOYEES

All visits to the Club after employment has ended are subject to the approval of the past employee's Manager. Former Club employees are not permitted in the back-of-house areas.

# PRIVACY POLICY

The Terminal City Club recognizes the importance of privacy and the sensitivity of Personal Information. We are committed to keeping Personal Information accurate, secure, and confidential. This policy outlines the practices for the Club with respect to the collection, use, disclosure, and destruction of Employees' Personal Information. Our Policy is based on the following 10 principles:

<b>Identification of the Purpose for Collection</b>	<ul style="list-style-type: none"> <li>▪ The Club collects Personal Information about employees for the purpose of establishing, managing and, where necessary, discontinuing the Club's relationship with an employee.</li> </ul>
<b>Consent</b>	<ul style="list-style-type: none"> <li>▪ The Club will obtain your consent to collect, use or disclose Personal Information, as required by law.</li> <li>▪ Consent can be either orally or in writing, or in electronic form, and may be expressed, deemed or implied.</li> <li>▪ Before collecting the Personal Information and obtaining consent from you, we will disclose to you the purposes for the collection of the Personal Information unless the purpose is obvious.</li> </ul>
<b>Limitation to Collection of Personal Information</b>	<ul style="list-style-type: none"> <li>▪ The Club will take reasonable steps to limit the amount and type of Personal Information it collects and will collect Personal Information only for the purposes identified to the individual at or before the time of collection or as permitted by law.</li> <li>▪ The Club will collect Personal Information by fair and lawful means and in a fashion that is not unreasonably intrusive.</li> </ul>
<b>Limitation on use, disclosure, and retention of Personal Information</b>	<ul style="list-style-type: none"> <li>▪ The Club will identify to whom, and for what purposes, we disclose your Personal Information.</li> <li>▪ Under some circumstances, the Club may have a legal obligation or right to use or disclose Personal Information without notice or consent (see "2 Consent").</li> <li>▪ The Club will keep Personal Information for only as long as necessary for the establishment, management and discontinuance of the relationship.</li> <li>▪ The Club will maintain controls, schedules, practices and procedures for retention and destruction of Personal Information.</li> </ul>

<b>Accountability</b>	<ul style="list-style-type: none"> <li>▪ The Club will be responsible for protecting the Personal Information collected from employees.</li> <li>▪ We will make known, upon request, the person or persons designated to oversee the Club's compliance with the Policy.</li> </ul>
<b>Accuracy</b>	<ul style="list-style-type: none"> <li>▪ The Club will make all reasonable efforts to ensure that your Personal Information is kept as accurate, complete and up to date as possible.</li> <li>▪ We will not routinely update your Personal Information, unless such a process is necessary. To help us maintain and ensure that your Personal Information is accurate and up to date, you must inform us, without delay.</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>▪ The Club will protect Personal Information with appropriate safeguards against loss, theft and unauthorized access, collection, use, copying or disposal risks.</li> <li>▪ The nature of the safeguards will vary depending on the sensitivity of the Personal Information that has been collected.</li> </ul>
<b>Openness</b>	<ul style="list-style-type: none"> <li>▪ The Club will make available the contact information of the individual acting as the Club's Privacy Officer.</li> <li>▪ Upon reasonable request the Club will make information available to assist employees' understanding of the collection, use, or disclosure of their Personal Information by the Club.</li> <li>▪ Upon reasonable request, the Club will advise the employee if and how he/she can access the Personal Information obtained for them and on file with the Club.</li> </ul>
<b>Individual Access</b>	<ul style="list-style-type: none"> <li>▪ Employees can seek access to their Personal Information by submitting a request in writing to their Manager.</li> </ul>
<b>Challenging Compliance</b>	<ul style="list-style-type: none"> <li>▪ Any employee may address a complaint concerning compliance with the Policy to the Club's Privacy Officer; this must be in writing and within a reasonable time from the receipt, the Club will investigate the complaint.</li> <li>▪ The extent of this investigation may vary depending on the circumstances and may or may not involve an interview by the Privacy Officer of the complainant and/or of the employee.</li> </ul>

## PRIVACY OFFICER DETAILS

Employees may request to view the full policy and/or direct enquiries to:

Privacy Officer of the Terminal City Club  
837 West Hastings Street  
Vancouver, B.C. V6C 1B6  
Email: [admin@tcclub.com](mailto:admin@tcclub.com)

## CONCLUSION

The conditions outlined in this Employee Handbook will apply to you unless and until they are specifically amended in writing.

Terminal City Club is committed to regularly reviewing all employee policies and benefits annually. Future amendments may be made and will be communicated to you through one or more of the following methods:

- Written communication
- Department meetings
- General staff meetings
- Dayforce
- General communication on the bulletin boards at TCC

In no way should this Employee Handbook be considered as the only source of information regarding your employment. It is your responsibility to familiarize yourself with all department and Club policies and practices, as well as specific provisions in insurance policies, benefits, and incentive plans.