

TERMINAL CITY CLUB

employee handbook

UPDATED: November 2025

A MESSAGE FROM OUR GM & CEO

WELCOME TO THE CLUB!



You are joining a passionate and dedicated team at Terminal City Club, and we are delighted to have you on board. Our mission is simple yet meaningful: Turning Moments into Memories for our Members; and that extends to our members, future members and to one another as colleagues.

This commitment has earned us recognition among the finest private clubs in the world. We are proud recipients of the Platinum City Club of the World Award (since 2016), Distinguished Club with Iconic Status (since 2022), and the CSCM Club of the Year Award (2020). These accolades are not just plaques on the wall; they reflect the pride, professionalism, and attention to detail our team demonstrates every day.

At Terminal City Club, the little things matter most. From the first greeting to the final impression, every interaction is an opportunity to exceed expectations. Whether you are assisting a colleague, serving a member, or welcoming a guest for the first time, your role is vital in creating lasting memories.

Equally important is how we treat each other. Our cultural values guide us in building a workplace we can all be proud of:

- **Respect & Appreciation:** valuing every contribution.
- **Empowerment:** giving each other the tools and confidence to deliver excellence.
- **Genuine Interactions:** being authentic and keeping our promises.
- **Teamwork:** supporting one another at every turn.
- **Family:** looking out for each other, building bonds beyond the workplace.

Living these values is what sets us apart. They create not just a workplace, but a culture, and our culture is what makes the Club truly special. We are in the memory-making business, and every experience starts with you.

This handbook will guide you through the essentials: our Club, Pub, Café, Fitness Centre and Speakeasy; your benefits; and the standards and practices that define how we work. Take time to review it and never hesitate to reach out to your manager or a member of the leadership team if you have questions. We're excited for what lies ahead and look forward to your contributions.

Welcome to Terminal City Club; let's build something remarkable together.

Best always, in all ways,

A handwritten signature in black ink, appearing to read 'Peter Jackman'. The signature is stylized and cursive.

Peter Jackman
GM & CEO

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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

Turning moments into memories for our members.

Our mission is to create meaningful experiences that transform everyday moments into lasting memories for our members, future members, and staff. We are a place where business and social connections thrive, where members feel valued and welcomed, and where our team takes pride in delivering exceptional service.

OUR VISION

Our vision is to be the premier private club in Canada, where members have exceptional experiences and meaningful connections.

OUR POSITIONING STATEMENT

Honouring tradition, embracing tomorrow.

Our positioning statement "Honouring Tradition Embracing Tomorrow" reflects our commitment to balancing the preservation of our Club's rich history and traditions, with a forward-thinking approach to meeting the evolving needs of our members. We believe that by staying true to our roots while also embracing new opportunities and ideas, we can ensure a bright and successful future for Terminal City Club.

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 2025



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



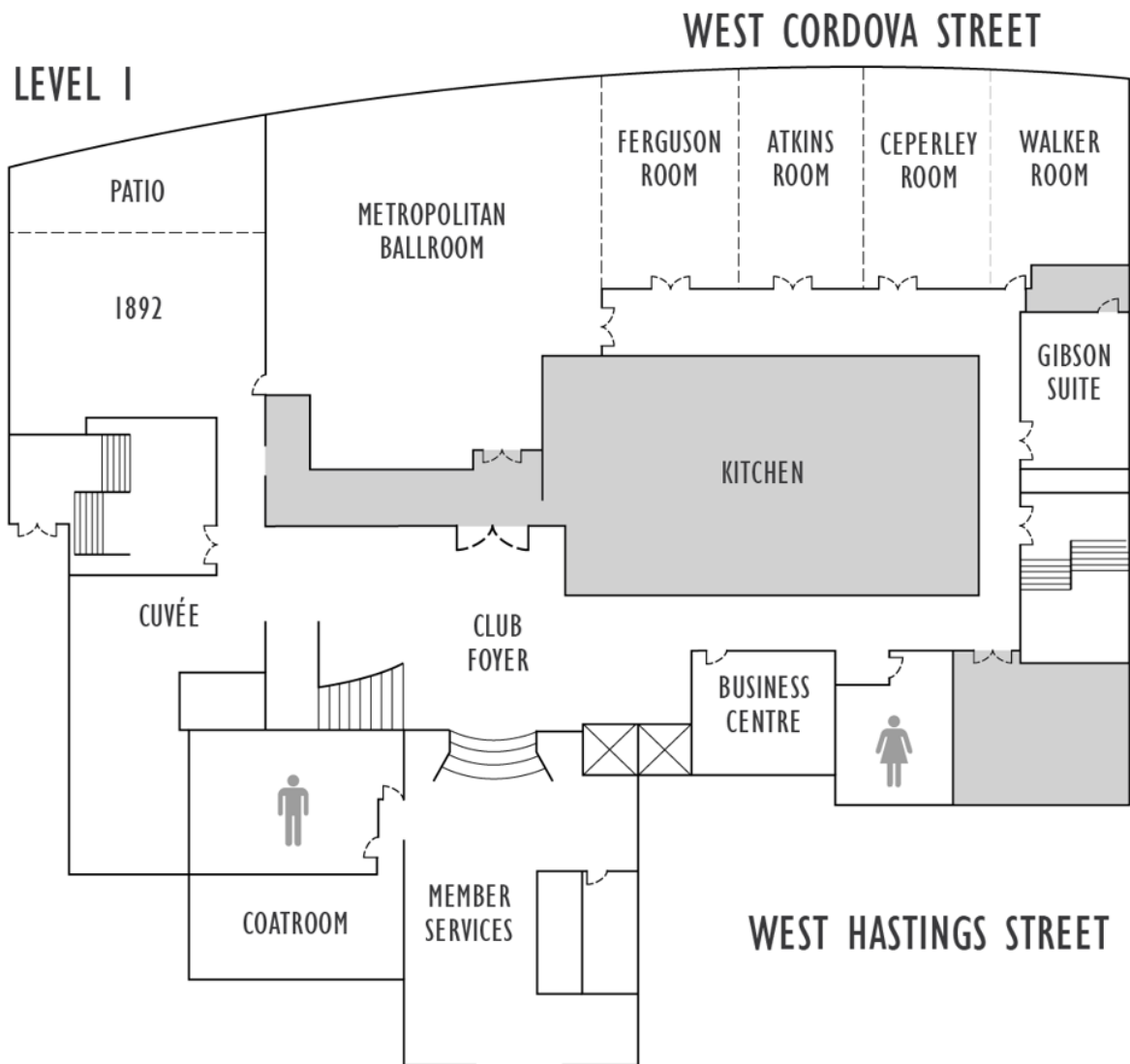
DOUG WHIDDEN
Director, TC Lions Pub



JEREMY WU
Member Services Manager

TERMINAL CITY CLUB AT A GLANCE

CLUB FACILITIES



1892

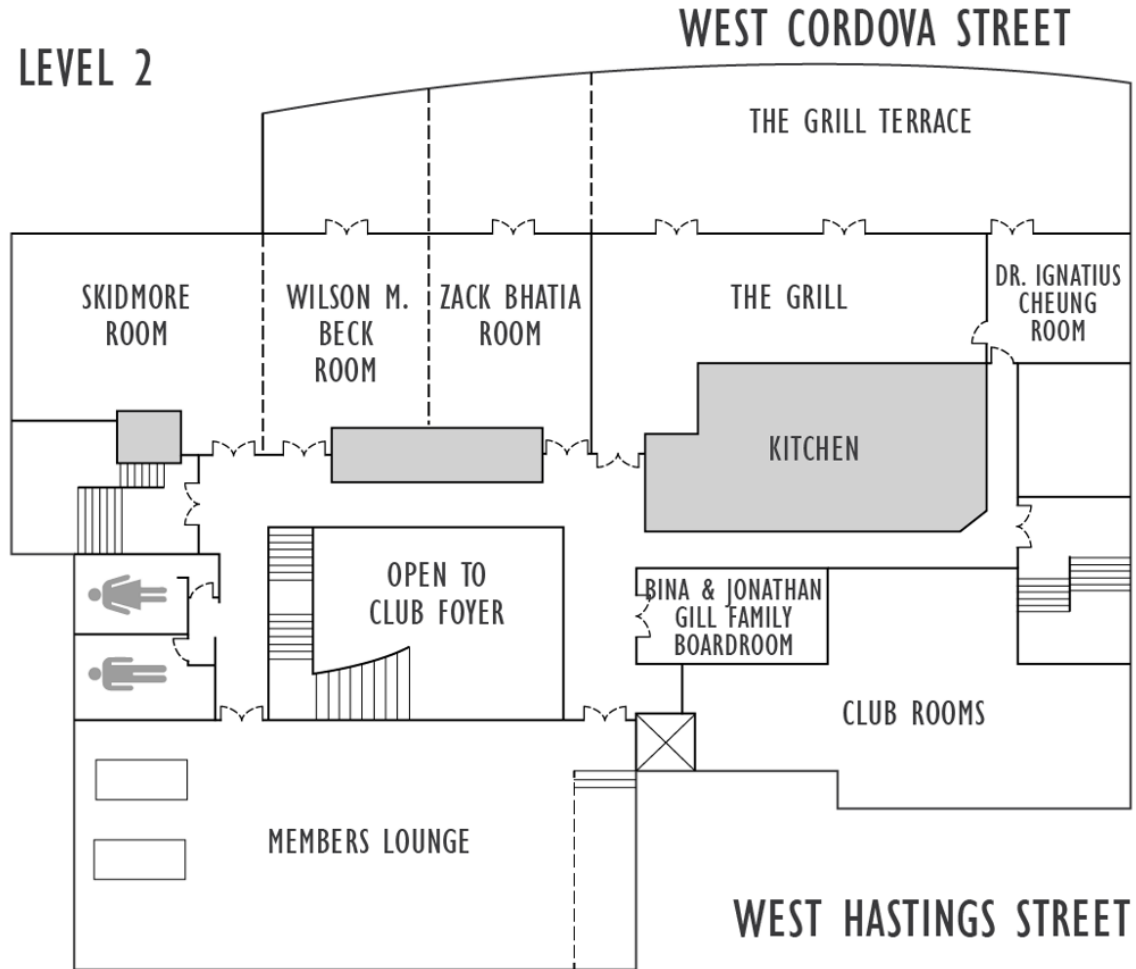
Located on the main floor of the Club, 1892 is an elegant private function space.

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.

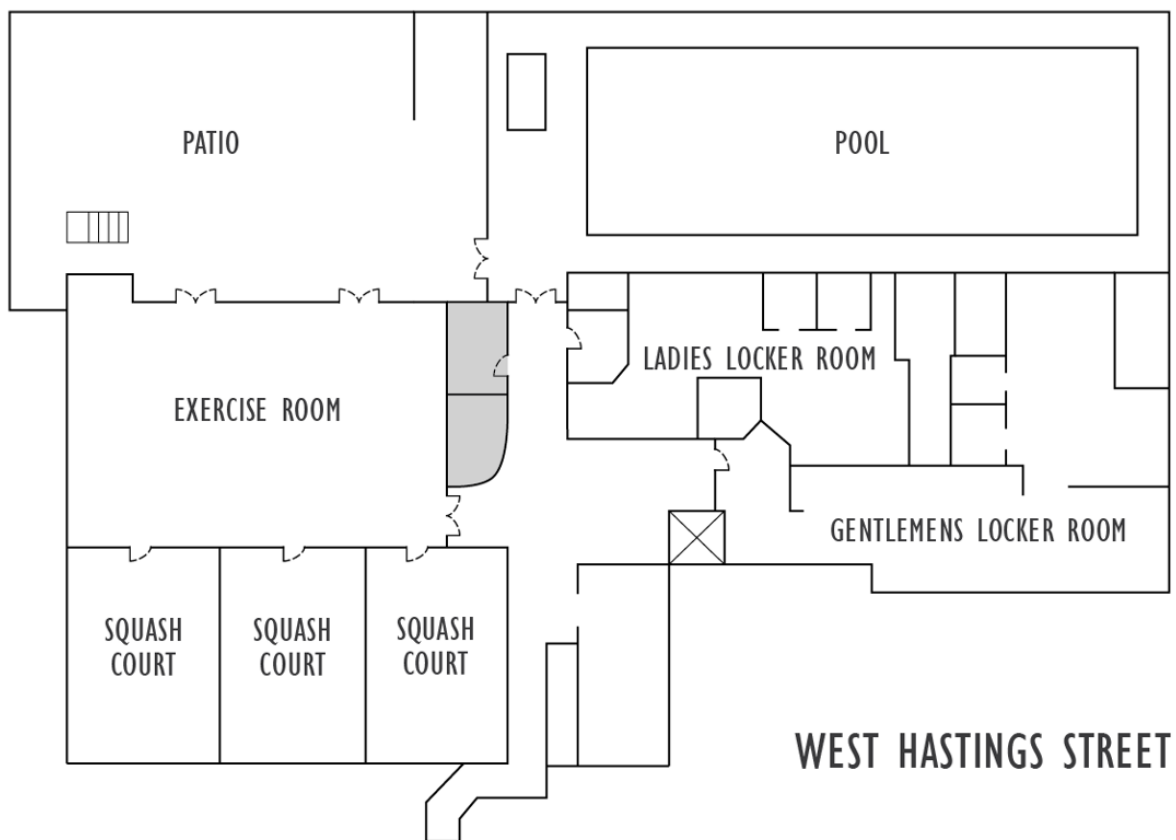
Dr. Ignatius Cheung Room

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.

LEVEL 3



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.

OPEN TO THE PUBLIC

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.

Call Me Back

This intimate 22-seat room invites guests to savor expertly crafted cocktails and delicious small plates in an eclectic and intimate space. Unlike anything we have in the Club, Call Me Back is unique in its design while transporting you back to a bygone era.

Mink Chocolates Café

In June 2024, TCC became the owner of everyone's favourite downtown chocolate café, Mink, which has been a TC Tower fixture on Lot 19 for almost 20 years.

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, located in the main lobby, is the first point of contact for members, guests, and affiliate members. The team supports a wide range of needs including new member orientations, affiliate club services, booking event, concert, and sports tickets, managing member fobs and employee ID cards, handling parking inquiries, and assisting with member accounts. Member Services also oversees lost and found, reader board updates throughout the Club, TCC2GO orders, package handling, wine and liquor pick-ups, and seasonal services such as Christmas Carry Out. Working closely with other departments, the team ensures smooth daily operations and remains the primary resource for member assistance.

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

As 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 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.

MEMBER DRESS CODE 'NO FLY ZONE'

Since interpretations of smart casual vary, we've outlined what isn't acceptable, rather than define every detail. The items listed on our "No Fly Zone" are not permitted, regardless of value:

- Graphic t-shirts or sweaters (plain, unbranded t-shirts permitted)
- Baseball caps and toques (permitted outdoors on the patio only)
- Flip-flops, slides, sandals and plastic footwear
- Torn or distressed denim (solid coloured denim permitted)
- Workout clothing or gym attire (permitted in the Fitness Centre)
- Scuffed or dirty looking footwear

CELLPHONE & DEVICE POLICY

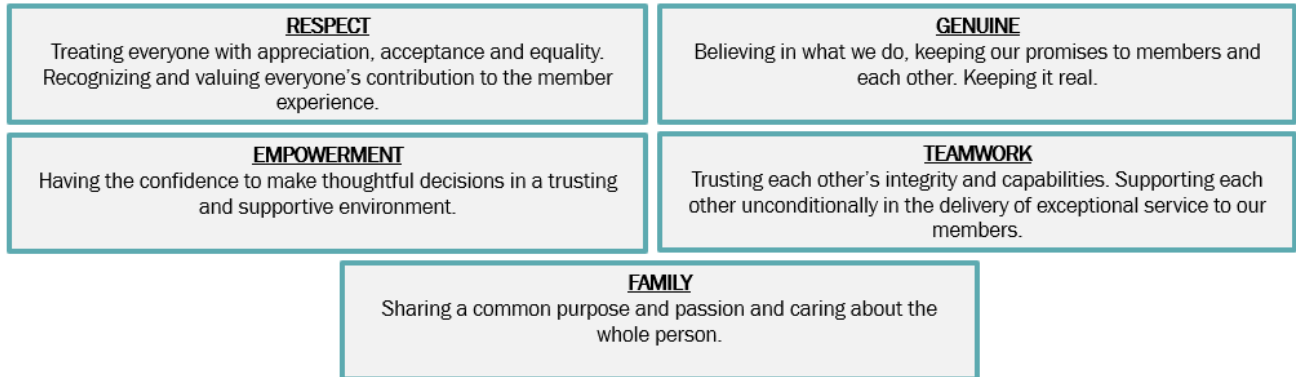
The Club electronic device policy is silent use only. Phone and video calls are prohibited except in designated areas:

- Club lobby
- Second Floor hallway
- Business Centre
- Cuvée (calls permitted)
- 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 headphones or earbuds. 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.

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

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!

Welcome Session	<ul style="list-style-type: none"> ▪ During your first week at the Club, your Manager or Human Resources will complete a welcome session with you. ▪ Includes going over emergency procedures, signing in/out, 'New and Young Worker' training and other important information to help you adjust to your new surroundings.
Orientation	<ul style="list-style-type: none"> ▪ Every quarter, TCC hosts an Orientation session (1-hour) to get to know the team and participate in some value-based activities. ▪ Your Manager will communicate the date with you.
Department Training	<ul style="list-style-type: none"> ▪ Department-specific training will be arranged by your Manager. ▪ This will include departmental Health & Safety, Standard Operating Procedures and team member shadowing.
Regular Check-Ins	<ul style="list-style-type: none"> ▪ 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.
Probationary Review	<ul style="list-style-type: none"> ▪ Our probationary period at the Club is six months or 60 shifts, whichever comes first. ▪ Your Manager will conduct a formalized review with you at which time you will be able to discuss 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.

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 (posters around the building) or texting 121045 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.

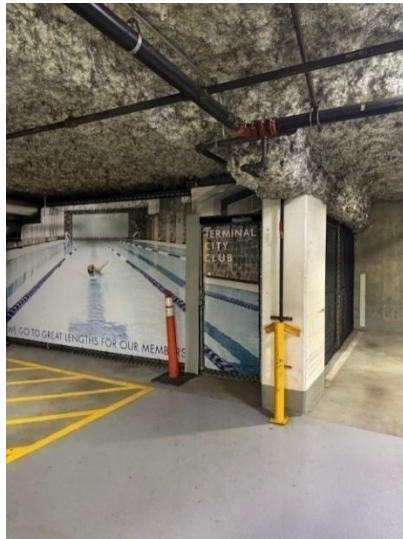
If you have any questions regarding the parking process, please contact Human Resources at hr@tcclub.com.

EMPLOYEE BIKE STORAGE

The Terminal City Club parkade bike storage is available by request on a first-come, first-served basis. Please note that global access has not been automatically granted to all members and staff. Should you wish to gain access to the bike storage area, you can request it by informing HR (hr@tcclub.com) or your Manager to complete a FOB access request.

Details of Bike Storage Area

- Storage is located on P1, between stalls 55 & 56 (see photo below).
- There is no access to the public; this area is only for members and TCC staff.



If Using the Storage Area, Please Remember:

- Space for bikes is limited and not guaranteed.
- The area is **not monitored** and items are left at your own risk.

- Locking devices are not provided – please bring your own.
- To make sure the door is secure and the light (by the fob reader) is off when you leave.
- No bikes are to be left overnight in the space.

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 and adhere to our Standards of Conduct.

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.

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

Who Gets a Locker?	<ul style="list-style-type: none"> ▪ Lockers and change rooms are provided for hourly team members, except for practicum students. ▪ This is subject to availability; if one is not available, you will be added to the wait list. ▪ If you are on the waitlist, your Manager will arrange for your personal items to be stored in a secure office on-shift while you wait for your locker assignment.
Locks	<ul style="list-style-type: none"> ▪ Only locks provided by the Club may be used; any personal locks will be removed. ▪ If a lock is broken, Housekeeping will provide a new one upon return of the broken lock. ▪ Team members must lock their lockers at all times when unattended.
Locker Inspections	<ul style="list-style-type: none"> ▪ 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.

	<ul style="list-style-type: none"> ▪ 48 hours' notice will be given prior to locker inspections.
Rules for Changeroom & Locker Usage	<ul style="list-style-type: none"> ▪ Always keep the change room/locker areas clean and tidy. ▪ Do not store food or beverage items in your locker. ▪ 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).
Emptying or Reclaiming Lockers	<ul style="list-style-type: none"> ▪ 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 be added to the wait list. ▪ 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.

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 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).

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

Minimum Requirements	<ul style="list-style-type: none"> ▪ All TCC employees must be available for two shifts minimum per week of 4+ hours in length. ▪ 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.
The Importance of Flexibility	<ul style="list-style-type: none"> ▪ The more flexible availability you can provide, the better opportunity we will have to provide you with shifts due to business levels. ▪ Due to the unpredictable nature of our business your availability and length of service is not a guarantee of hours.
Changing Hourly Availability	<ul style="list-style-type: none"> ▪ Every effort will be made to post schedules on Thursday for the following week. Any updates or changes to your availability must be communicated to your Manager by end of day of the Sunday preceding the Thursday schedule release. ▪ If changes to availability are received after the schedule has been created, you will be responsible for finding coverage for your scheduled shifts. ▪ Changes in availability may impact the hours we are able to provide to you.

AVAILABILITY - SALARY

Minimum Requirements	<ul style="list-style-type: none"> ▪ All TCC employees must be available to work for 40 hours per week. ▪ 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.
Administration Hours	<ul style="list-style-type: none"> ▪ Standard office hours are 8:30 a.m. to 5:00 p.m. Monday to Friday. ▪ Some departments work on weekends as the business requires and will adjust their schedules as needed.

WORK SCHEDULES

How We Schedule	<ul style="list-style-type: none"> ▪ Schedules are built from Sunday to Saturday of each week. ▪ Scheduling at the Club is based on availability, business needs and length of service. ▪ 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. ▪ Hours of work may vary and may include split shifts. ▪ 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.
Your Status and Position on the Schedule	<ul style="list-style-type: none"> ▪ Your status as Full-Time or Part-Time is indicated in your offer of employment.

	<ul style="list-style-type: none"> 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.
Schedule Changes & Shift Swapping	<ul style="list-style-type: none"> 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. Any extra shifts or overtime offered will be in accordance with BC Employment Standards Act. All shift changes must be approved by your Manager or Supervisor before the shift takes place. Both parties must confirm this request in writing. 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. 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.
Schedules in Two Departments	<ul style="list-style-type: none"> If you are trained to do so, you may take shifts in another department only after you have confirmed with your home department Manager, and if it does not incur overtime.
Split Shifts	<ul style="list-style-type: none"> Due to the nature of the hospitality industry, it may be necessary for you to work a split shift on occasion. All split shifts will be scheduled within a 12-hour period and no shift will be split more than once. Minimum daily pay standards apply, as per the BC Employment Standards Act.

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).

How to Report an Absence or a Sick Day	<ul style="list-style-type: none"> Contact your Manager/Manager on duty in your department no later than four hours before your shift to inform them of your expected absence. If you are unable to reach your Manager by phone, you must email your Manager and copy hr@tcclub.com. 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. 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.
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<p>Process for 'No-Show's</p>	<ul style="list-style-type: none"> ▪ If you fail to properly inform your Manager of your absence it will be recorded as a no-show. ▪ 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 reach out to you by phone call, text and email and notify HR. If we do not hear from you by the end of the shift, we will reach out to your emergency contact on file. ▪ All 'no-show's will be subject to disciplinary action, up to and including termination.
<p>Job Abandonment</p>	<ul style="list-style-type: none"> ▪ If you are absent from work without prior approval or without notifying management, the Club will make every reasonable effort to contact you. ▪ If you fail to report to work or communicate your absence for three consecutive scheduled shifts (or days), it may be deemed that you have voluntarily resigned from your position. ▪ Exceptions may apply where the absence is due to an emergency, illness, injury, or other job-protected leave under the British Columbia Employment Standards Act (ESA). In such cases, employees must notify the Club as soon as reasonably possible.
<p>Addressing Patterns of Absenteeism</p>	<ul style="list-style-type: none"> ▪ If you demonstrate a consistent pattern of absenteeism, your Manager and/or Human Resources will meet with you to review attendance expectations and discuss any underlying factors that may be contributing to the absences. The goal of this discussion is to provide support where appropriate and to help you improve attendance. ▪ If the pattern of absenteeism continues without a valid explanation or improvement, it may result in corrective action, up to and including termination of employment.

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).

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

OVERTIME & BANKED TIME – 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 are expected to make every effort to adjust their schedule (with Manager input and approval) to prevent overtime from occurring, where possible. Overtime must be pre-approved by your Manager in advance.

In cases where additional hours cannot reasonably be adjusted within the same pay period, employees may bank equivalent time off (in 4 hour/half day increments) to be used at a later date, subject to Manager approval and scheduling requirements. Banked time should be used within three months of being earned to ensure operational balance.

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.

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 exceptional 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.

If applicable, the employee who is 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, including Admin and Management 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 base 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.
- 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.

STATUTORY HOLIDAYS PAYMENT

Eligibility & Calculation	<ul style="list-style-type: none"> ▪ Must have been employed for at least 30 calendar days prior to the statutory holiday and have worked at least 15 days. ▪ 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). ▪ *Formula for Average Day: total wages ÷ number of days worked = statutory holiday pay (an average day's pay).
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The following chart outlines scenarios that will determine payment for Stat holidays:

Qualifies for Stat?	Worked Stat?	Payment
YES	YES	<ul style="list-style-type: none"> ▪ Time-and-a-half (1.5×) for all hours worked plus ▪ An additional day off with pay or pay for an average day's wages.
YES	NO	<ul style="list-style-type: none"> ▪ Payment for an average day's wages.
NO	NO	<ul style="list-style-type: none"> ▪ No payment.
NO	YES	<ul style="list-style-type: none"> ▪ Payment at regular hourly rate for hours worked.

'ALL ABOUT ME' DAY

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

Eligibility and Terms of Use	<ul style="list-style-type: none"> ▪ 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. ▪ The day will be awarded at the start of the benefit year on February 1. ▪ All About Me Days cannot be carried over year over year and will expire annually after December 31. ▪ 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.
Calculation	<ul style="list-style-type: none"> ▪ The value of an awarded All About Me Day is equal to your benefit-eligibility hours as of the February 1 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). ▪ Please note that a Personal Leave of Absence or unpaid time off will impact this calculation and, potentially, your benefits eligibility.
Example	<ul style="list-style-type: none"> ▪ Kerry is a 3-year employee. As of February 1, Payroll determined that Kerry's average weekly hours over the previous 6 months were 24 hours per week. ▪ Kerry has earned part-time benefits. Way to go Kerry! ▪ As a 3-year employee, Payroll will award Kerry an All About Me Day based on their 24-hour weekly average ▪ Kerry will be paid 4.8 hours x their hourly rate for their All About Me Day when they choose to take it ▪ 24-hour weekly average divided by 5 days per week = 4.8 hours

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.

Eligibility & Application	<ul style="list-style-type: none"> ▪ Must have completed one year of service with the Club. Exceptions may be made at the Manager's discretion. ▪ Must be a regular employee working an average of 20 hours per week.
Application Process	<ul style="list-style-type: none"> ▪ All leave requests and extensions must be submitted in writing to your Manager. ▪ Approval of leave requests and extensions are at the discretion of the GM & CEO. ▪ The Club reserves the right to deny a Personal Leave of Absence based on business or departmental needs.
Personal Leave Administration	<ul style="list-style-type: none"> ▪ All outstanding vacation days, including banked and All About Me days must be used before commencing a leave of absence. ▪ Enrollment in the benefit plan will be paused during the leave of absence. ▪ If enrolled, participation in the Club Pension Plan will also be paused until your return.
Returning to Work	<ul style="list-style-type: none"> ▪ If eligible, benefits and pension will be reinstated upon your return to work. Note that time off will affect the calculation of average hours for future benefits eligibility. ▪ Failure to return by the stated expiry date of your leave may be considered a voluntary resignation from your employment.
Additional Notes	<ul style="list-style-type: none"> ▪ Personal Leave of Absence is not a protected leave under Employment Standards Act of BC and is subject to the Club's discretion. ▪ All decisions regarding leave requests will consider the operational requirements of the department and overall business needs.

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).

The Club recognizes that job protected leaves can be a very personal experience. You are encouraged to access confidential support while on leave through the Employee and Family Assistance Program (EFAP) at www.homeweb.ca, should you wish to make use of this valuable resource.

ILLNESS/INJURY LEAVE (OR SICK LEAVE)

Eligibility & Use	<ul style="list-style-type: none"> ▪ After 90 days of employment, employees can take up to 5 paid days and 3 unpaid days of job-protected leave per calendar year. ▪ Eligibility period after the initial 90 days is January 1 to December 31 in any year. ▪ Unused illness or injury leave doesn't carry over from year to year. ▪ Any unused sick leave credits will not be paid out under any circumstances.
How to Report a Sick Day	<ul style="list-style-type: none"> ▪ Contact your Manager/Manager on duty in your department no later than four hours before your shift to inform them of your expected absence. ▪ 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. ▪ 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.
Being Called Off or Sent Home due to Illness	<ul style="list-style-type: none"> ▪ If you are displaying symptoms of illness in the workplace, TCC reserves the right to send you home or call off your shift (following Employment Standards Act guidelines) to protect the health & safety of our employees, members and guests. ▪ 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.

DOCUMENTATION FOR ABSENCES

Reasonably Sufficient Proof	<ul style="list-style-type: none"> ▪ TCC has the right to ask for reasonably sufficient proof of the need for the leave. ▪ Reasonably sufficient proof could be one of the following: <ul style="list-style-type: none"> ▪ Receipt from a drugstore or pharmacy ▪ Medical bracelet from a hospital ▪ A signed confirmation from you stating that you are sick (form from your Manager) ▪ If requested, this must be received no later than five business days
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	<p>after your return to work.</p> <ul style="list-style-type: none"> If you are found to have used your sick leave for a purpose other than legitimate medical reasons, you may be subject to disciplinary action.
When a Medical Note May Be Required	<p>As per the BC Employment Standards Act, a medical note may be requested if:</p> <ul style="list-style-type: none"> Your leave lasts longer than five consecutive days. You take more than two health-related leaves of five consecutive days or less, in the same calendar year. If requested, this must be received no later than five business days after your return to work. Any medical notes or personal information will be handled in accordance with TCC's privacy policy.
Consequences for Unexcused Absences	<ul style="list-style-type: none"> If you fail to properly inform your Manager of your absence or provide any requested documentation it will be recorded as an unexcused absence. Unexcused absences may be subject to disciplinary action, up to and including termination.

SICK DAY ADMINISTRATION & ENTITLEMENTS

Sick Day Administration	<ul style="list-style-type: none"> All sick days must be taken in full day increments. Terminal City Club will pay an 'average day's pay' for the missed sick day, as per the Employment Standards Act calculation Total wages ÷ number of days worked or earned wages = Average day's pay. 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 excludes overtime wages.
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Situation	Entitlement
Employed less than 90 Days	Unpaid sick days only.
Employed 90+ Days	Paid/protected sick day (calculated per ESA formula).
After 5 paid sick days are used	Up to 3 additional unpaid/protected sick days as per ESA.
After 5 paid + 3 unpaid sick days are used	Any further absences must be covered using other available paid time off (banked time, vacation, or an 'All About Me' day). Otherwise, the time is unpaid.

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.

Eligibility	A medical leave of absence must be supported by written documentation from a qualified medical practitioner.
Paid/Unpaid	Medical Leave is unpaid.
Required Notice Period	Employees are required to provide notice as soon as possible.

Required Documentation	A doctor's note is required in advance of the leave. The duration of the leave will be determined based on this documentation.
Process	<ul style="list-style-type: none"> ▪ The employee must notify their Manager and Human Resources (hr@tcclub.com) as soon as possible. ▪ Human Resources will arrange a meeting with the employee to review the terms of the leave. ▪ The employee must contact Human Resources within five business days of their anticipated return to work date.
Benefits & Pension	<ul style="list-style-type: none"> ▪ Group benefits will remain active and unchanged during an approved medical leave, and the leave will not affect future benefits eligibility for the next calculation when the employee returns to work. ▪ Pension contributions will be paused during the leave period. Employees may choose to make arrangements to continue contributions (eg. lump sum or postdated cheques) in order to maintain employer matching during their leave.
Length of Service	An employee's length of service and position on the schedule will be maintained during the approved leave.
Short-Term Disability Benefits	<ul style="list-style-type: none"> ▪ Short-Term Disability benefits are not provided directly by the Club. Employees must contact Service Canada to inquire about any available income support. ▪ During an approved Short-Term Disability leave, group benefits continuance of four months will be provided.
Long-Term Disability Benefits	<ul style="list-style-type: none"> ▪ Long-Term Disability is available for those on employee benefits and, subject to approval, commences after the 17th week of disability. ▪ To maintain coverage beyond the short-term disability period, a Long-Term Disability (LTD) application must be submitted. ▪ While an LTD application is under review, group benefits coverage will continue. Any benefits continuation beyond the decision period depends on LTD approval.

MATERNITY & PARENTAL LEAVE

Eligibility	Employees who are becoming new parents are entitled to maternity and parental leave as per the BC Employment Standards Act.
Paid/Unpaid	This is an unpaid leave.
Length of Leave	<ul style="list-style-type: none"> ▪ Maternity Leave – up to 17 consecutive weeks of unpaid leave for pregnant employees. ▪ Parental Leave – up to 62 weeks of unpaid leave for either parent. ▪ For more details, click here.
Required Notice Period	4 weeks (written request) prior to the start of the leave.
Required Documentation	The Club may request a Doctor's note to confirm your entitlement.
Process	<ul style="list-style-type: none"> ▪ Employee notifies Manager and Human Resources (hr@tcclub.com) as soon as possible. ▪ Human Resources will set up a meeting with the employee to go over the terms of the leave. ▪ Employee must contact HR within five business days of their indicated return to work.

Benefits & Pension	<ul style="list-style-type: none"> ▪ Benefits will remain active and unchanged during this leave of absence and will not affect future benefits calculations when the employee returns to work. ▪ 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.
Length of Service	During the leave, the employee's position on the schedule and length of service will remain unchanged.

PREGNANCY LOSS LEAVE

Eligibility	Employees are entitled to unpaid leave under the BC Employment Standards Act if a pregnancy ends due to miscarriage, stillbirth, or termination. This includes pregnancy loss by a surrogate.
Paid/Unpaid	This is an unpaid leave.
Length of Leave	Up to six (6) consecutive weeks of unpaid leave, beginning on the date of the loss or termination. If the employee is not physically or emotionally able to return to work after six weeks, additional time may be taken under illness or injury leave, as provided by the ESA.
Required Notice Period	Employees should notify their Manager or Human Resources (hr@tcclub.com) as soon as reasonably possible.
Required Documentation	The Club may request a Doctor's note to confirm your entitlement.
Process	<ul style="list-style-type: none"> ▪ Employee notifies Manager or Human Resources (hr@tcclub.com) as soon as possible. ▪ Human Resources will set up a meeting with the employee to go over the terms of the leave. ▪ Employee must contact HR within five business days of their indicated return to work. ▪ Employees are encouraged to make use of Homewood Health for ongoing 24/7 support.
Benefits & Pension	<ul style="list-style-type: none"> ▪ Benefits will remain active and unchanged during this leave of absence and will not affect future benefits calculations when the employee returns to work. ▪ 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.
Length of Service	During the leave, the employee's position on the schedule and length of service will remain unchanged.

BEREAVEMENT LEAVE

Terminal City Club recognizes that the loss of a loved one can be a profoundly difficult time. The Club is committed to supporting team members by providing time away from work to grieve and attend to personal and family matters.

Eligibility	Paid bereavement leave (as outlined below) after probation, and unpaid leave (as outlined below) before probation passed.
Paid/Unpaid	Paid with unpaid potentially available, where required and/or possible.
Length of Leave	<ul style="list-style-type: none"> ▪ Immediate Family: Up to three paid days (unpaid if not passed

	probation). <ul style="list-style-type: none"> ▪ “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. ▪ Non-Immediate Family: One paid day (unpaid if not passed probation). ▪ “Non-Immediate Family” includes brother/sister in-law, aunt or uncle, cousin. ▪ In addition, we will make every effort to provide you with additional unpaid leave where necessary, whether for family or non-family members.
Required Notice Period	As much as possible.
Required Documentation	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).
Process	<ul style="list-style-type: none"> ▪ Employee notifies Manager and Human Resources (hr@tcclub.com) as soon as possible. ▪ 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.
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

SYSTEMS ACCESS DURING LEAVES

To ensure team members can properly disconnect, employees who are inactive in status or on an approved leave of absence (including personal leave) will have their Terminal City Club email, Webex and system access temporarily disabled for the duration of their leave/inactive status. Access will be restored upon the employee's confirmed return to active employment. Terminal City Club may access these accounts during the employee leave to ensure business operations continue to run smoothly.

PREVENTING & MANAGING COMMUNICABLE DISEASE

At Terminal City Club, the health and wellbeing of our employees is a top priority. We are all responsible for working together to prevent the spread of communicable diseases at TCC.

WHAT IS A COMMUNICABLE DISEASE?

A communicable disease is an illness that can be spread from person to person through blood and body fluids, direct or indirect contact, or airborne droplets. Examples include foodborne illnesses, gastroenteritis, colds, flu, Hepatitis A, Typhoid, Tuberculosis, or Cholera.

COMMUNICABLE DISEASE PREVENTION GUIDELINES

1. Notify Your Manager Immediately

If you are experiencing symptoms of any foodborne illness, gastroenteritis, cold or flu, or Hepatitis A, you must stop working and notify your Manager immediately. If you have been diagnosed with Typhoid, Tuberculosis, or Cholera, you must inform your Manager right away and refrain from working with food.

2. Practice Good Hygiene

Regular handwashing is the single most effective way to prevent the spread of illness. Employees must wash hands with soap and water for at least 20 seconds (sing the “Happy Birthday” song twice!) or use hand sanitizer when soap and water are not available, and cover coughs and sneezes with a tissue or your elbow.

Wash your hands:

- After using the washroom
- Before handling or preparing food/raw meat
- Before food service
- After sneezing, coughing, or using a tissue
- Before providing first aid or applying a bandage
- After handling shared objects or cleaning
- After handling garbage
- After touching hair or face (for food service employees)
- After smoking
- At the start and end of each shift

3. Use Personal Protective Equipment (PPE)

Employees must use the appropriate PPE as directed by their Manager to ensure a safe work environment.

4. Maintain a Clean Workspace

Workstations and common areas must be cleaned regularly. Employees share responsibility for keeping their work areas clean and sanitary.

5. Stay Healthy & Vaccinated

Maintain good personal hygiene and take reasonable steps to stay healthy. Employees are encouraged and supported in receiving vaccinations. TCC provides an annual on-site flu vaccination clinic at no cost for those who wish to participate.

6. Stay Home When Sick

Avoid close contact with people who are sick and stay home if you are feeling unwell or experiencing symptoms of a communicable disease. Follow the correct call-in procedures to notify your Manager if you cannot come to work.

7. Working with Cuts, Sores, or Boils

If you have a cut, sore, or boil, speak with your Manager to determine whether you can safely work. If working, you must:

- Keep cuts and sores covered with clean, high-quality, brightly coloured dressings or bandages.
- Replace dressings frequently to keep them clean and dry.
- Wear waterproof disposable gloves over any bandages or dressings.

8. Reporting Requirements

Employees must report symptoms of communicable diseases, diagnoses, injuries (including cuts, sores, or boils), potential hazards, or possible exposure incidents to their Manager as soon as possible.

ETIQUETTE, DRESS CODE, UNIFORM & GROOMING

Our reputation is in your hands and it is up to all of us to maintain high standards for ourselves and each other.

To maintain a professional appearance reflective of an exclusive private business club, the following standards are necessary to the daily success of our operations. These standards are more specifically outlined in our TCC Dress Code & Style Guide and our Lions Pub Dress Code & Style Guide at <https://www.tcclub.com/team/>. It is your responsibility to refer to these documents often and abide by the guidelines listed in it.

This document is where you will find all guidelines relating to:

- Professionalism and etiquette
- Hair & Facial Hair
- Grooming & Personal Hygiene
- Accessories, Jewellery, Tattoos & Piercings
- Fingernails
- Make-Up & Scents
- Uniformed & Non-Uniformed Footwear
- Uniformed & Non-Uniformed Dress Code
- Name Tags

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.

Lastly, being mindful of tone and language in staff areas (kitchens, hallways, service corridors, etc.) where Members or Guests may hear is an important part of maintaining the Club's professional atmosphere and reputation. Always communicate respectfully and discreetly, remembering that every area of the Club reflects our standards of excellence.

COMPENSATION & PAY

RATES OF PAY

We will endeavour to maintain a highly competitive salary and benefits package for all 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 Lions 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.

CASH TIPS & TIP POOLS

In some departments and roles, you will receive cash tips or participate in a tip pool. Your Manager will discuss the details of your entitlement with you and provide you with the policy sign-off, if applicable, for your department.

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.

CERTIFICATION & PROFESSIONAL DUES REIMBURSEMENT POLICY

The Club recognizes the importance of maintaining industry-required certifications that contribute to the safety, professionalism, and success of our operations. While we cannot always provide paid time off to attend certification courses, we are committed to supporting employees in maintaining their Serving It Right, Food Safe, First Aid certifications and, in certain circumstances, professional dues, when required for their role.

Eligibility	Employees may be eligible for reimbursement of the registration cost for Serving It Right, Food Safe, and First Aid certification courses and professional dues, provided that: <ul style="list-style-type: none">▪ The certification is directly relevant to the employee's current position.▪ The certification is a requirement of employment or enhances competence in performing their role.▪ The employee has completed at least one year of continuous service at the Club.▪ The employee works an average of 20 hours per week or more (based on the most recent six months prior to application).
How to Apply	<ul style="list-style-type: none">▪ Employees must first speak with their Manager before enrolling in a certification course to confirm eligibility and relevance.▪ Once approved by the Manager, the employee must complete a Certification Reimbursement Form and obtain pre-approval before enrolling.

EDUCATION REIMBURSEMENT POLICY

In addition to mandatory certifications, the Club may support employees in pursuing further education that aligns with their career development plan and contributes to the Club's strategic goals.

Eligible programs may include post-secondary courses, continuing education, or recognized professional development opportunities related to hospitality, management, leadership, human resources, finance, culinary arts, or other relevant fields.

- Support may include partial or full reimbursement of tuition and/or textbook costs, subject to:
- Demonstrated relevance to the employee’s current or potential future role within the Club.
 - Prior written approval from the employee’s Manager and Human Resources.

The Club reserves the right to determine eligibility, reimbursement amount, and level of support based on operational priorities and available budget.

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.

Communication	<ul style="list-style-type: none"> ▪ Available positions will be posted on the employee bulletin board outside of Teamworks. ▪ A notification will be sent via email and Dayforce.
Eligibility	<ul style="list-style-type: none"> ▪ 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. ▪ You must be in good standing.
How to Apply	<ul style="list-style-type: none"> ▪ You must first speak with your Manager. ▪ Complete the Request for Internal Transfer form. ▪ Your Manager will discuss your eligibility with you and must sign and approve your application for you to proceed. ▪ If the Club wishes to move forward with your application, they will contact you for a phone screen. ▪ 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.
If Department Transfer is Successful	<ul style="list-style-type: none"> ▪ 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. ▪ If you have not yet passed probation, the training rate will apply in the new role until your probation has been successfully completed. ▪ 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. ▪ If you are trained to do so, you may take shifts in another department only after you have confirmed with your new home department Manager, and if it does not incur overtime. ▪ Your placement on the schedule of your previous home department will also be at the bottom.

EMPLOYEE BENEFITS

EXTENDED BENEFITS

Terminal City Club proudly pays 100% of all premiums for our plan with Desjardins, which means there is no cost to eligible employees on their 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.

<p>Eligibility</p>	<ul style="list-style-type: none"> ▪ To be eligible to participate in the benefits program you must have passed probation and worked at TCC for six months. ▪ 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"> ○ Part-Time Benefits (average 20 – 29 hours per week) ○ Regular Benefits (average 30 + hours per week) ▪ 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. ▪ 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.
<p>How to Enroll</p>	<ul style="list-style-type: none"> ▪ Human Resources 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 hr@tcclub.com. ▪ Upon eligibility you must complete and return the applicable forms to activate your benefits. Forms will be provided to you by Human Resources.
<p>Ongoing Eligibility Calculation</p>	<ul style="list-style-type: none"> ▪ 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"> ○ Part-Time Benefits (average 20 – 29 hours per week) ○ Regular Benefits (average 30 + hours per week) ▪ 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). ▪ 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).
<p>Hours Included in the Calculation</p>	<ul style="list-style-type: none"> ▪ Regular hours ▪ Vacation hours ▪ Stat holiday hours
<p>Hours NOT Included in the Calculation</p>	<ul style="list-style-type: none"> ▪ All About You day(s) ▪ Sick days ▪ Overtime hours ▪ Stat hours worked

Making Changes to Your Plan Details	Should you wish to make a change to your benefit category (individual vs. family), dependents or beneficiaries, please email hr@tcclub.com for the applicable form to make changes to these details on your account.
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HOMEWOOD HEALTH EMPLOYEE & FAMILY ASSISTANCE PROGRAM

Employees are encouraged to take advantage of the confidential Employee & Family 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

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

TCC PENSION PLAN

Eligibility	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.
Mandatory Contribution & Rates	The employee's contribution rate is 3.5% and is matched by the Club.
Optional Contributions For Long Service Employees	Please contact hr@tcclub.com if you are interested in optional matched contributions for long-service employees, above the standard 3.5%: 15 to 24 years of employment: Additional 0.5% 25 to 34 years of employment: Additional 1.0% 35 or more years of employment: Additional 1.5%
Voluntary Contributions	If you would like to participate in unmatched voluntary contributions after you have passed probation, please send an email to hr@tcclub.com .
Getting Set Up	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.
Tracking Your Pension	Create an account with www.dfs.com 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 your transition is a smooth one when the time is right for you. Should you be considering this option or have general questions, please contact your Manager or Human Resources (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 age. The Club does not have a mandatory retirement 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.

As you approach these milestones, Human Resources will proactively reach out to discuss any changes to your benefits and help you plan your transition. You are also welcome to connect with us at any time for information or support at hr@tcclub.com.

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.

Eligibility	<ul style="list-style-type: none"> ▪ Both the referrer and new hire must be in good standing at the time of payout to receive the bonuses. ▪ Human Resources does not qualify for this incentive. ▪ 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.
Amount of Bonus	<ul style="list-style-type: none"> ▪ 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!)
How It Works	<ul style="list-style-type: none"> ▪ Talent Scout forms must be completed and submitted to Human Resources prior to your referral being invited for an interview. TCC will not honour Talent Scout referral forms submitted after the new hire’s first day. ▪ These payments will be made via payroll once requirements are met.
Talent Pipeline	<ul style="list-style-type: none"> ▪ Don’t see a role that is available for your referral? No problem! Please submit the resume to hr@tcclub.com 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!

MEAL ENTITLEMENT

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

Lunch: 10:30 am – 1:00 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 and 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 LIONS 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.
- Food items for staff before or after shift are offered at 50% off; please remember that this is for staff only and not guests dining with you.
- 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 Lions 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 at the Club. 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.

Who is Eligible	<ul style="list-style-type: none"> ▪ Non-management and Supervisory team members are eligible for the Employee of the Quarter award. ▪ Assistant Managers, Managers and Directors are not eligible for the award; we will, however, include an honourable mention 'shout-out' if one is nominated.
How To Vote	<ul style="list-style-type: none"> ▪ Nominations are accepted from anyone in the Club and can be anonymous if you wish. ▪ To nominate your colleague, submit a brief email to hr@tccclub.com.
Voting Process	<ul style="list-style-type: none"> ▪ Anonymous vote by Department Heads to select the employee who has most clearly demonstrated exemplary performance. ▪ Should there be a tie or a close race, those names will be brought forward at Exec or a secondary in-person vote.
Prize	<ul style="list-style-type: none"> ▪ The presentation will be held in Teamworks. ▪ The winning employee will receive a \$250 award (net of taxes). ▪ Additionally, there will be a \$25 gift card draw for all other nominees.

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 Summer event that changes every year. 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 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.

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 (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.

EMPLOYEE WEB PORTAL/INTRANET

Employees can find key information regarding their employment with the Club on our intranet portal at www.tcclub.com/team-tcc.

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.

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

PROBATIONARY PERFORMANCE REVIEW

You can expect to sit with your Manager for a formalized review after six months or 60 shifts, whichever comes first. This will allow the opportunity for your Manager to assess your 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.

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 may 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 fostering a workplace that is respectful, inclusive, and free from discrimination. We provide equal opportunity and fair treatment to all individuals, regardless of age, ancestry, colour, family status, gender expression, gender identity, Indigenous identity, marital status, mental or physical disability, place of origin, political belief, race, religion, sex, sexual orientation, or any other protected ground under the BC Human Rights Code.

Employment-related decisions, including recruitment, hiring, promotion, training, and advancement, are based solely on an individual's qualifications, skills, knowledge, experience, and job performance. The Club values the diverse backgrounds and perspectives of our team members and believes this strengthens both our workplace and the member experience.

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.

All employees are required to participate in our annual Respectful Workplace training and complete a quiz to demonstrate their commitment and understanding. The employee must receive a score of 100% or they will be required to re-take the quiz.

Definition of Bullying & Harassment

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 & Harassment include, but are not limited to:

- Verbal harassment/bullying such as name calling, derogatory comments, slurs, insults, taunts, unwelcomed jokes and unwelcome sexual advances, invitations or comments;
- Visual harassment/bullying such as derogatory or unwelcome posters, cartoon, drawings or gestures.
- Physical harassment/bullying such as patting, pinching, touching, blocking normal movements, or other interference with work.
- Threats or demands to submit to physical or sexual requests to keep your job or avoid some other loss or offer of job benefits.

What Bullying and Harassment is NOT:

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:

- **Expressing Differences of Opinion:** Sharing differing viewpoints respectfully, which includes using appropriate language and focusing on ideas rather than individuals.
- **Constructive feedback:** Providing specific, actionable feedback aimed at improving an employee's performance or behavior.
- **Discipline:** Conducting necessary disciplinary discussions in accordance with Terminal City Club's policies.
- **Direction:** Offering guidance and direction related to job responsibilities, including setting expectations and providing support.

Your Rights

Terminal City Club recognizes the right of every employee to work in a safe and healthy work environment free from bullying and harassment.

Your Responsibilities

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:

- To take all reasonable steps to prevent and eliminate workplace bullying and harassment;
- To not engage in bullying or harassment of other employees, Managers, or persons acting on behalf of Terminal City Club;
- To immediately report if bullying or harassment is observed or experienced;
- To apply and comply with Terminal City Club's policies;
- To comply with any investigation into an incident of bullying or harassment; and
- To keep all matters relating to a complaint or investigation regarding bullying or harassment confidential.

Reporting a Complaint

If you feel that you have been subjected to harassment by a co-worker, contractor, member, guest, or other individual, please follow these steps:

- 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.
- If the alleged bully or harasser is one of the Executive Team or you feel more comfortable, please submit your complaint to the GM & CEO (gm@tcclub.com).

If the complaint is against the GM & CEO, or the Executive Team as a whole, please submit your complaint to the President of the Club or the law firm of Harris & Co. LLP at 604- 891-2238.

Investigating the Complaint

- The Director, Human Resources will review the complaint.
- An investigator will be assigned promptly.
- Both parties can present evidence. The respondent receives a summary of allegations, and follow-up interviews may occur.
- Investigations are discreet and confidential, with actions taken to prevent future issues.
- 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.

Participation Requirement: 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.

No Retaliation

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.

Definitions

Threat: 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.

Violence: 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.

Expectations

- 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.
- 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.

Violence Prevention

- Refraining from participating in, or the encouragement of, actions that could be perceived as threatening or violent.
- 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).
- Assisting an employee who confides that he or she is a victim by encouraging him or her to report the incident to a Manager.

Reporting Violence

- Immediately report an incident of violence to your Manager and/or 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.

No Retaliation

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 permitted 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 floor 7 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"> ▪ It is not permitted to: <ul style="list-style-type: none"> ○ Access personal email accounts; ○ Use the Internet for personal needs; ○ Instant message unless through Webex; and ○ Download music, software or other files not authorized by Management or required by your job responsibilities. ▪ You are required to lock your computer when you are away from your desk and log off at the end of the day.
Email	<ul style="list-style-type: none"> ▪ All external emails must be free of spelling and grammatical errors, friendly and brand aligned in tone and include an appropriate greeting and sign-off. ▪ 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). ▪ Out of office notifications must be used when you are unavailable during regular business hours. ▪ You are expected to manage your email inbox effectively and are responsible for actioning all emails received. ▪ It is of the utmost importance that you do not provide sensitive information through email (See the TCC Cybersecurity Policy).
Voicemail	<ul style="list-style-type: none"> ▪ Your voicemail greeting must be polite, detailed and up to date. ▪ You are responsible for actioning all voicemails received.

All business communications, including email (sent, received, and deleted messages) and voicemail, are the property of Terminal City Club and may be monitored, reviewed, or accessed at any time. Employees should have no expectation of privacy when using the Club’s communication systems. Communications may also be reviewed or disclosed as required during internal investigations, disciplinary processes, or legal proceedings.

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

<p>Phishing</p>	<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>Practices to Prevent This:</p> <ul style="list-style-type: none"> ▪ Watch out for unexpected emails, especially those requesting sensitive information. ▪ Verify sender email addresses and avoid clicking on suspicious links or attachments. ▪ Always forward suspicious emails to support@tcclub.com before opening them.
<p>Email Spoofing</p>	<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>Practices to Prevent This:</p> <ul style="list-style-type: none"> ▪ Be wary of email addresses that resemble official ones with slight variations. For example- snewaz@tcclub.com (Notice the extra “c”- that’s a spoof email). ▪ Verify financial or sensitive requests through direct call or text message. ▪ Never receive or give any sensitive info over email.
<p>Social Engineering Attack</p>	<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>Practices to Prevent This:</p> <ul style="list-style-type: none"> ▪ Be cautious about sharing work-related information on social media. ▪ Verify requests for information, especially if they seem unusual. Always double check with IT or your Manager before

	<p>giving out any information via social media or other data sources.</p> <ul style="list-style-type: none"> ▪ Report suspicious emails or activities immediately to support@tcclub.com.
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Maintaining Cyber Safety and Prevention of Cyber Attacks

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

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.

TCC SURVEILLANCE POLICY

This Surveillance Policy aims to ensure the safety and security of all members, guests, and staff at Terminal City Club. It outlines the responsible use of surveillance systems to protect Club property, prevent and investigate incidents, and comply with relevant laws and regulations.

This policy applies to all surveillance activities conducted by the Club within its premises, including but not limited to, video recording, monitoring, access to and storage of footage. The Club is committed to complying with all applicable privacy and surveillance laws, including the Personal Information Protection Act (PIPA) of British Columbia.

Uses of TCC Surveillance

- To ensure a safe environment for members, guests, and staff.
- To safeguard club property and assets against theft, vandalism, and damage.
- To assist in the investigation of incidents occurring on club premises.

Surveillance cameras are in public and strategic areas, including entrances, exits, and key activity zones. Cameras are not placed in private areas such as restrooms or changing rooms. Clear and visible signs are placed at all entrances indicating the use of surveillance systems.

Storage/Access to Footage

Access to recorded footage is restricted to authorized personnel only.

Recorded footage will be stored securely for a maximum period of 30 days (the retention period), unless required for an ongoing investigation or legal proceedings. After the retention period, footage will be securely deleted to ensure it cannot be reconstructed or retrieved.

Privacy Protection

All surveillance will be conducted in a manner that minimizes intrusion into private activities. All information and footage obtained through surveillance will be treated as confidential and will not be disclosed to unauthorized parties.

Communication

Members and employees will be informed of the surveillance policy upon joining the Club and whenever significant changes are made.

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.

- Instagram: @tcclub; @tcclubweddings; @lions_pub; @callmebacklounge
- X: @LionsPubLinkedIn: Terminal City Club
- Website: tcclub.com
- Facebook: facebook.com/terminalcityclub

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

Terminal City Club is committed to providing a safe, healthy, and productive workplace for all employees, members, and guests.

The unlawful manufacture, distribution, dispensing, possession, sale, or use of any drug while on Club premises, on duty, or while conducting Club business off premises is strictly prohibited. This also applies during non-working time if, in the opinion of the Club, the employee’s conduct impairs their ability to perform their job safely or threatens the Club’s reputation.

Definition of Impairment	Impairment 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 or over-the-counter medications, or any other cause that may impact judgment or performance.
Causes of Impairment	Impairment can arise from many sources. Common substance-related causes include: <ul style="list-style-type: none"> ▪ The use of alcohol or legal drugs (including cannabis). ▪ The use of illegal drugs. ▪ The use of prescription medication. ▪ The use of over-the-counter medication.
Employee Responsibilities	Employees must: <ul style="list-style-type: none"> ▪ Ensure their ability to work is not impaired by alcohol, drugs, or other causes. ▪ Not report to work if their impairment may create a risk to themselves, others, or Club property. ▪ Confidentially notify their Manager if their ability to work safely is impaired for any reason, including medication or medical cannabis. ▪ Notify their Manager or HR if they have concerns about a co-worker’s fitness for duty. ▪ Not perform work that may endanger themselves or others due to impairment.
Voluntary Disclosure & Support	<ul style="list-style-type: none"> ▪ Employees are encouraged to seek help if they have, or suspect they may have, a substance use issue. ▪ Employees who voluntarily disclose a substance use concern before a policy violation occurs will not be disciplined for making the

	<p>disclosure.</p> <ul style="list-style-type: none"> ▪ The Club will make reasonable efforts to support employees, including providing access to the Employee Assistance Program (Homewood Health) and considering accommodation where appropriate. ▪ Where an employee’s impairment relates to a substance use disorder or prescribed medical treatment, the Club will fulfill its duty to accommodate to the point of undue hardship, consistent with the BC Human Rights Code.
Fitness for Duty & WorkSafe BC	<p>WorkSafe BC requires that employees are fit for duty at all times while at work.</p> <p>If an employee appears impaired, the Manager may require the employee to leave the workplace immediately and may temporarily reassign or remove them from safety-sensitive duties until fitness for work is confirmed.</p> <p>The Club will investigate the circumstances fairly before determining appropriate next steps.</p>
Investigation & Next Steps	<p>If an employee appears impaired at work, the Manager may require the employee to leave the premises immediately. The Club may investigate further to determine appropriate next steps.</p>
Confidentiality	<p>All disclosures, reports, and investigations under this policy will be managed with strict confidentiality. Information will only be shared as required by law or where necessary to ensure workplace safety.</p>
Consequences for Policy Violations	<p>Violations of this policy will be reviewed fairly, taking into account the circumstances, the employee’s record, and any relevant medical or human rights considerations.</p> <p>Consequences may include corrective or disciplinary action, up to and including termination of employment, in accordance with the BC Employment Standards Act, the BC Human Rights Code, and WorkSafeBC requirements.</p>
Questions	<p>Employees with questions about this policy should speak with their Manager or Human Resources.</p>

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

Terminal City Club expects all employees to act with honesty, integrity, and in the best interests of the Club at all times. Employees must avoid any situations in which their personal interests conflict – or could reasonably be perceived to conflict – with their duties or responsibilities to the Club.

Employees must disclose any potential, perceived, or actual conflicts of interest to their Manager or Human Resources as soon as they become aware of them. The Club will work with the employee to address or manage any conflict appropriately.

Improper use of information – whether obtained directly or indirectly through your employment or interactions with colleagues – is strictly prohibited. Misuse may result in corrective or disciplinary action, up to and including termination of employment.

CASH TIPS & GIFTS FROM SUPPLIERS, MEMBERS OR GUESTS

Terminal City Club is committed to upholding the highest standards of integrity and professionalism in all business and member interactions. To protect both employees and the Club from any real or perceived conflicts of interest, employees must not:

- Request or solicit cash tips, gifts, or other payments from suppliers, members, or guests.
- Request support for fundraising efforts without prior written permission from the GM & CEO.
- Personally accept promotional items, gifts, rebates, or other incentives offered by suppliers or business partners. Any such items are the property of Terminal City Club and must be reported and turned over to your Manager.

If a member or guest insists on giving you a gift or cash tip:

- You may accept it on behalf of the Club.
- You must report it to your Manager immediately.
- Your Manager will bring it to the attention of the GM & CEO for appropriate handling.

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

Locations of First Aid Kits	<p>Lions Pub (S Level):</p> <ul style="list-style-type: none"> ▪ Level 1 First Aid Kit is located next to the bar area. <p>Maintenance Area (S Level):</p> <ul style="list-style-type: none"> ▪ Level 1 First Aid Kit available in the Maintenance office right above the Maintenance Administrators desk. <p>Housekeeping Area (S Level):</p> <ul style="list-style-type: none"> ▪ Level 1 First Aid Kit is in the housekeeping office located opposite the office desk. <p>Security (Floor 1):</p> <ul style="list-style-type: none"> ▪ Level 2 First Aid Kit is locked in the Security Storage, to your left as you enter through the front doors. <p>Member Services (1st Floor):</p> <ul style="list-style-type: none"> ▪ Level 1 First Aid Kit is at the Member Services desk. ▪ Level 2 First Aid Kit is inside the Outlet Office, across from Member Services. <p>Cuvee (Floor 1):</p> <ul style="list-style-type: none"> ▪ Level 1 First Aid Kit can be found behind the pillar. <p>Main Kitchen (Floor 1):</p> <ul style="list-style-type: none"> ▪ Level 2 First Aid Kit is inside the office. ▪ Level 1 First Aid Kit is next to the main kitchen office. <p>Grill Kitchen (Floor 2):</p>
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	<ul style="list-style-type: none"> ▪ Level 1 First Aid is at the entrance to the kitchen from the Grill area. <p>Banquet/Outlet Office (Floor 3):</p> <ul style="list-style-type: none"> ▪ Level 2 First Aid Kit is available as you enter the office to the left. <p>Fitness Centre (Floor 4):</p> <ul style="list-style-type: none"> ▪ Level 2 First Aid Kit is in the Fitness Centre office. ▪ Level 1 First Aid Kit is at the reception area. <p>Administration Office (Floor 7):</p> <ul style="list-style-type: none"> ▪ Level 1 is next to the Executive Administrator's desk. <p>Mink</p> <ul style="list-style-type: none"> ▪ Level 1 First Aid Kit is located in the back storage area.
Locations of EpiPens	<p>Member Services (Floor 1):</p> <ul style="list-style-type: none"> ▪ Located inside the defibrillator case in front of the men's washroom. <p>Fitness Centre (Floor 4):</p> <ul style="list-style-type: none"> ▪ Located inside the defibrillator case in the Fitness Centre Manager's office. <p>Grill Kitchen (Floor 2):</p> <ul style="list-style-type: none"> ▪ Located at the entrance to the kitchen from the Grill area, next to the cold prep area. <p>Main Kitchen (Floor 1):</p> <ul style="list-style-type: none"> ▪ Located next to the main kitchen office. <p>Lions Pub (S Level):</p> <ul style="list-style-type: none"> ▪ Located at the entrance on S Level, next to the eye wash station.
Locations of Automated External Defibrillator (AED)	<p>Member Services (Floor 1):</p> <ul style="list-style-type: none"> ▪ Located behind the main Member Services desk, near the men's washroom. <p>Fitness Centre (Floor 4):</p> <ul style="list-style-type: none"> ▪ Located inside the Fitness Centre Manager's office.
Refilling First Aid Kits	<p>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.</p>

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)
- Dan Creyke, Executive Chef (ext. 641)
- Oleksandra (Ola) Ruminska, Mink Assistant Manager (ext. 245)

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 (also posted on the Health & Safety board outside of Teamworks):

Step 1:	<ul style="list-style-type: none"> ▪ Immediately contact your Manager or closest First Aid Attendant. ▪ If no First Aid Attendant can be reached, call Security at 642.
Step 2:	<ul style="list-style-type: none"> ▪ First Aid attendants will make an initial assessment of the injury and provide any necessary first aid treatments or advice.
Step 3:	<ul style="list-style-type: none"> ▪ If the injured individual requires further medical treatment, they will be referred to the closest medical facility or hospital. ▪ If the injured individual is an employee, a Form 6A will be provided to them for potential reference at the hospital
Step 4:	<ul style="list-style-type: none"> ▪ All injuries or accidents, no matter how minor they may seem, must be immediately reported to your Manager. ▪ 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. ▪ Forms and instructions can be found here. <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.

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

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.

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

EMERGENCY & NON-EMERGENCY REPORTING

The Security Team and Security Desk are in the main lobby, across from Auberge Hotel Reception. The Security team is on duty 24 hours a day, 7 days a week to ensure the safety and security of members, guests, and employees.

Emergency Situations

If you require immediate assistance for a security-related matter or emergency, contact Security by:

- Dialing 642 from any Club phone, or
- Calling 604-488-8642 from your mobile device. All employees are expected to save this number to their cell phones for quick access.

When reporting an emergency, clearly communicate:

- The nature of the emergency (e.g., medical, fire, suspicious person, property damage, etc.)
- The exact location within the Club
- The type of incident and whether anyone requires medical assistance
- If applicable, a description of any suspect(s), including their direction of travel, physical description, and clothing details

Remain calm and follow the instructions of Security or other emergency personnel. Do not attempt to intervene in a potentially dangerous situation unless it is safe to do so.

Non-Emergency Situations:

For non-urgent concerns such as lost items, access issues, or minor disturbances:

- Contact Security at 604-488-8642 or extension 642
- You may also email security@tclub.com for general inquiries or follow-ups

Confidentiality & Incident Reporting

Employees must treat all incident details as confidential and avoid sharing information beyond what is required for investigation.

SAFETY AWARENESS

Terminal City Club is committed to providing a safe, secure, and respectful environment for all members, guests, and employees. Every team member plays an important role in maintaining safety awareness and contributing to the prevention of incidents within the Club.

Personal Awareness & Responsibility

Employees are expected to remain alert and observant while on duty. Being aware of your surroundings not only helps prevent accidents and injuries but also supports a culture of care and vigilance across the Club.

If you notice a situation, behaviour, or condition that seems unsafe, unusual, or suspicious, trust your instincts and report it immediately to Security at ext. 642 or 604-488-8642.

Recognizing and Responding to Suspicious Behaviour

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

- Make eye contact and acknowledge their presence.
- Politely ask how you may assist the guest.
- Offer assistance to ensure their needs are addressed appropriately.

- Unsubstantiated or evasive responses may indicate other security concerns. In these cases, discreetly contact Security (642) for further assessment.

Never place yourself in a confrontational situation. Your role is to observe, engage courteously, and report.

CASH HANDLING POSITIONS/ROBBERY

Employees who handle cash hold a position of trust and are responsible for following safe and accurate procedures at all times.

Making Cash Deposits

When making a deposit, employees must record the transaction on the Float and Cash Sales Drop Sheet and ensure that another employee witnesses the deposit. The witness must physically observe the envelope being placed in the drop safe. Cash envelopes should always be sealed securely, and cash must never be left unattended. Any discrepancies or irregularities should be reported immediately to your Supervisor and Security (ext. 642).

In the Event of a Robbery

Because employees who handle cash can be potential targets for theft or robbery, remain alert and aware of your surroundings, especially when transporting or depositing money. If you notice suspicious behaviour or individuals loitering near cash-handling areas, contact Security (ext. 642) right away. Avoid discussing cash-handling routines, float amounts, or safe locations with anyone who does not require that information.

If a robbery occurs, cooperate immediately and do not attempt to resist. Your safety and the safety of others is far more important than any amount of money. Follow the robber's instructions calmly and avoid sudden movements. As soon as it is safe, call Security and move to a secure area. Do not touch anything that could be used as evidence and be prepared to describe what you observed to Security or law enforcement.

Your safety is the top priority. Stay calm, report concerns promptly and allow trained personnel to respond.

WORKING ALONE OR LATE AT NIGHT

Employees who work alone or during late hours may be at increased risk for incidents such as theft or personal harm. Always remain aware of your surroundings and know the location of emergency exits and how to contact Security for assistance (ext. 642 or 604-488-8642).

Never jeopardize your personal safety. If at any time you feel uneasy, request a Security escort to your vehicle, Sky Train or transit stop; assistance is available 24 hours a day. Report any suspicious activity or safety concerns immediately to Security. Stay alert, take precautions, and never hesitate to ask for help.

LOST OR STOLEN ARTICLES

Terminal City Club strives to maintain a secure environment; however, employees are responsible for safeguarding their own personal belongings. Please bring only the tools and clothing necessary for your job and leave valuables at home whenever possible. Personal items should not be left visible or unattended in any area of the Club or offices.

The Club is not responsible for lost, stolen, or damaged personal property.

Reporting a Lost Item	<ul style="list-style-type: none"> ▪ Employees who lose a personal item should contact Member Services immediately. ▪ If the item was lost in a staff-only area, also notify Security or Human Resources so that the incident can be documented.
Turning In a Lost Item	<ul style="list-style-type: none"> ▪ Any unaccompanied items found on Club property must be turned in to Member Services without delay. ▪ Member Services will log all lost items and store them securely until claimed.
If a Member or Guest Reports a Lost Item	<ul style="list-style-type: none"> ▪ Contact Member Services promptly to inquire about the lost item on their behalf. ▪ Inform the Member or Guest that you will provide an update as soon as possible. ▪ If located, return the item to Member Services for secure handling and follow-up.
Security & Conduct	<ul style="list-style-type: none"> ▪ Employees must not search through, keep, or remove lost items. Doing so may result in disciplinary action. ▪ The Club reserves the right to review security footage or conduct internal investigations in the event of suspected theft or misconduct. ▪ Employees are encouraged to use assigned lockers for their personal belongings and keep them locked at all times.

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

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).

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 calendar days after the end of the pay period in which your employment ends. 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:

Identification of the Purpose for Collection Consent	<ul style="list-style-type: none"> ▪ The Club collects personal information about employees for the purpose of establishing, managing and, where necessary, discontinuing the Club's relationship with an employee.
Consent	<ul style="list-style-type: none"> ▪ The Club will obtain your consent to collect, use or disclose personal information, as required by law. ▪ Consent can be either orally or in writing, or in electronic form, and may be expressed, deemed or implied. ▪ 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.
Limitation to Collection of Personal Information	<ul style="list-style-type: none"> ▪ The Club will take reasonable steps to limit the amount and type of personal information it collects and will collect this for the purposes identified to the individual at or before the time of collection or as permitted by law. ▪ The Club will collect personal information by fair and lawful means and in a fashion that is not unreasonably intrusive.
Limitation on use, disclosure, and retention of Personal Information	<ul style="list-style-type: none"> ▪ The Club will identify to whom, and for what purposes, we disclose your Personal Information. ▪ 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"). ▪ The Club will keep Personal Information for only as long as necessary for the establishment, management and discontinuation of the relationship. ▪ The Club will maintain controls, schedules, practices and procedures for retention and destruction of personal information.

Accountability	<ul style="list-style-type: none"> ▪ The Club will be responsible for protecting the personal information collected from employees. ▪ We will make known, upon request, the person or persons designated to oversee the Club’s compliance with the Policy.
Accuracy	<ul style="list-style-type: none"> ▪ The Club will make all reasonable efforts to ensure that your personal information is kept as accurate, complete and up to date as possible. ▪ 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.
Security	<ul style="list-style-type: none"> ▪ The Club will protect personal information with appropriate safeguards against loss, theft and unauthorized access, collection, use, copying or disposal risks. ▪ The nature of the safeguards will vary depending on the sensitivity of the personal information that has been collected.
Openness	<ul style="list-style-type: none"> ▪ The Club will make available the contact information of the individual acting as the Club’s Privacy Officer. ▪ 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. ▪ 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.
Individual Access	<ul style="list-style-type: none"> ▪ Employees can seek access to their personal information by submitting a request in writing to their Manager.
Challenging Compliance	<ul style="list-style-type: none"> ▪ 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. ▪ 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.

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

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.