

TERMINAL CITY CLUB

2025/2026 EMPLOYEE HANDBOOK CHANGE LOG

1. Pg. 2 – Updated welcome wording from Peter Jackman, GM & CEO.
2. Pg. 9 – New Mission, Vision and Positioning Statement wording added, as per the BOD changes.
3. P. 10 – Removed Guiding Principles – not being used anymore.
4. P. 11 – Updated Leadership poster for 2025.
5. P. 12 – 14 – included updated floor maps.
6. P. 14 – Mink wording updated to remove reference to mink products and awards. Also changed reference to '19 years' to 'almost 20 years', referring to time open.
7. P. 15 – created new header to add distinction to departments open to the public and updated Call Me Back description.
8. P. 16 – Member Services description updated.
9. P. 17 – Updated Guest Policy section to align with current House Rules.
10. P. 17 – Updated Member Dress Code to align with current House Rules.
11. P. 17 – Added Dress Code 'No Fly Zone' Header and content, as per House Rules.
12. P. 21 – TCC 1:1 onboarding sessions now referred to as 'Welcome Sessions'.
13. P. 22 – 23 – Updated parking code for staff and added Bike Storage Room details. Under 'Employees Attending Events' added that employees must continue to adhere to the TCC Standards of Conduct.
14. P. 23 – 24 – Employee Lockers section updated to include wording around employee leaves and locker waitlists.
15. P. 25 – Scheduling and Attendance section updated to indicate date availability changes are required to be provided (Sunday preceding the Thursday schedule release).
16. P. 27 – Attendance/Job Abandonment – added wording around no show for 3 consecutive days – it may be deemed voluntary resignation (best practice but subject to circumstances).
17. P. 28 – Added Banked Time procedures to 'Overtime & Banked Time – Salaried & Management Positions'
18. P. 28 – Work From Home Policy wording slightly altered to indicate that it is approved under exceptional circumstances.
19. P. 29 – Dayforce Sign-In/Out – added that all employees (including Admin and Management) are required to sign in and out.
20. P. 30 – Removed wording that vacation should be used retroactively (left this as 'vacation days must be scheduled in advance') for clarity.
21. P. 31 – New Header: Statutory Holidays Payment and chart to outline this. Also added word 'base' to vacation entitlement table.
22. P. 32 – Personal Leave of Absence - Changed one year eligibility to include: Exceptions may be made at Manager's discretion.
23. P. 33 – Added wording encouraging employees to use EFAP (Homewood Health) if they feel they would benefit while on protected leave.
24. P. 33-34 – Changes to Illness/Injury Leave section as per ESA BC changes in November 2025.
25. P. 36 – New Header: Pregnancy Loss Leave.
26. P. 36 – Bereavement Leave – updated opening wording.
27. P. 37 – Removed Organ Donor Leave – not a protected leave.

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28. P. 40 – Etiquette, Dress Code, Uniform & Grooming – reduced section to link it to our Dress Code & Style Guide, added wording around being mindful of communication style in earshot of Members and Guests. **Directed employees to Dress Code & Style Guide on TCC Intranet.**
29. P. 41 – Cash Tips & Tip Pools small blurb added to Compensation & Pay section.
30. P. 42 – Added Certification & Professional Dues Reimbursement Policy and separated from Education Reimbursement Policy.
31. P. 43 – Updated wording around department transfer to align with scheduling section and requirements to first be scheduled in your home department.
32. P. 47 – Lion’s Pub discount – added clarity that discount is for staff and not for guests.
33. P. 49 – Employee of the Quarter – added section to table re: Who is Eligible and updated the voting process.
34. P. 49 – Updated Winter Gala photo.
35. P. 51 – Added employee web portal details to communication section.
36. P. 52 – Annual Performance Review wording replaced with Probationary Performance Review – annual reviews are not currently a formal part of our process.
37. P. 53 – DEI Policy – polished wording; no material changes.
38. P. 56 – Computer Use, Email & Voicemail Policy - Added wording that emails must be brand aligned (along with friendly tone and free of errors).
39. P. 57 – Cyber Security – wording added re: Arctic Wolf partnership and required weekly quizzes and lessons
40. P. 59 – Added Surveillance Policy (summarized version).
41. P. 60 – Drug-Free Workplace/Impairment Policy – polished wording and added confidentiality section.
42. P. 62 – Combined Conflicts of Interest and Misuse of Information sections.
43. P. 63 - 64 – First Aid Kit locations – added Mink, added Ola Ruminska to First Aid Level 2 list.
44. P. 69 - 71 – Security – Changed ‘Contacting Security’ to ‘Emergency/Non-Emergency Reporting’. Added Header ‘Safety Awareness’ added content from DVBIA/VPD seminar and incorporated section ‘Identifying Suspicious Behaviour at the Club’ and ‘Crime Watch’ Section. Added full security numbers and encourage all team members to save number to their phone.

February 5, 2026

P. 38 Addition:

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.